



Standard Terms & Conditions

(Update 20/10/2020)

Including: **Special Cancellation Terms re: Coronavirus** (29/2/2020 updated 20/10/2020)

Rates

Rates are quoted in US Dollars per person sharing per night basis on either a Full Board or a Fully Inclusive basis.

Full Board Rates Include:

- Luxury accommodation in a Forest Casinha
- All meals, Non-alcoholic beverages
- Non-motorized activities (see activity sheet)
- Complimentary WiFi (subject to availability)
- Laundry service
- 17% Mozambican Sales Tax

Full Board Rates Exclude:

- Community & Conservation Levies
- Alcoholic beverages
- Transfers to/from Anvil Bay (see options available)
- Park Entrance Fees (see costs on Transfers)
- Motorized Activities
- Mozambican Visa Costs
- Flights, Airport Taxes, Excess luggage charges.

Fully Inclusive Rates Include:

- Luxury accommodation in a Forest Casinha
- All meals, Beverages and House Drinks
- An In-Room Massage
- Non-motorized activities (see activity sheet)
- Complimentary WiFi (subject to availability)
- Laundry service
- 17% Mozambican Sales Tax

Fully Inclusive Rates Exclude:




- Community & Conservation Levies
- Premium drinks
- Transfers to/from Anvil Bay (see options available)
- Park Entrance Fees (see costs on Transfers)
- Motorized Activities
- Mozambican Visa Costs
- Flights, Airport Taxes, Excess luggage charges.

- All extras are quoted on a per person basis in US Dollars and are inclusive of 17% Mozambican Sales Tax.
- In case of special offers or packages, please refer to the specific conditions valid for the offer.
- All rates are subject to change without prior notification.

Booking

- Upon making a reservation Anvil Bay will hold the applicable rooms on a provisional basis for a maximum of 14 days. Should Anvil Bay receive a confirmed booking, Anvil Bay has a right to release the provisional hold by giving 2 days written notice to the holding party via email.
- In order to confirm a provisional hold a 20% non-refundable deposit will be required within 14 days of booking.
- Full payment must be made at least 30 days prior to arrival. Anvil Bay reserves the right to release all bookings not fully pre-paid 30 days prior to arrival without prior notification and/or to refuse entry to guests if payment has not reflected in Anvil Bay's account.
- Provisional bookings made less than 30 days prior to arrival will be required to pay in full within 7 days of making the booking.
- No provisional bookings will be accepted less than 7 days prior to arrival. Bookings made within 7 days prior to arrival date must be booked and paid in full immediately.
- Upon verbally confirming a booking, guests will be sent a pro forma invoice and guest preference form. The guest preference form must be completed and submitted back to reservations along with proof of payment in order for Anvil Bay to successfully process a booking. The guest preference form will serve as primary information source and it is the responsibility of the guest to ensure that the information received is accurate. The guest preference form will not be shared with any third parties and is for Anvil Bay's use only. We encourage guests to complete this form with as much detail as possible to allow for Anvil Bay to tailor make their experience.

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- Once the booking has been fully paid and confirmed Anvil Bay can upon request send a Confirmation letter to the guest for travel and visa application purposes (No confirmation will be sent to obtain visas without a booking being confirmed and paid). If there are any discrepancies or changes the responsibility will lie with the guest to inform the reservations department.
- Online bookings – Upon submitting an online booking Anvil Bay considers the booking confirmed and reserves the right to charge the quoted amount to the credit card details provided immediately. Proof of the transaction will be emailed once the payment has cleared in Anvil Bay's account.

Extras

- Extras are items and/or activities not included in the accommodation package rates and are additionally charged for whilst at Anvil Bay.
- Private or exclusive use of activities equipment or excursions cannot be pre booked or confirmed and will only be permitted if it does not impact on a fellow guests stay. All private or exclusively booked activities will be charged for at the cost of full service occupancy.
- No activities can be booked or paid prior to arrival at Anvil Bay as most activities are subject to weather conditions.

Payment

- A 20% Non-refundable deposit is required upon confirming a reservation
- Full pre-payment will be required 30 days prior to arrival
- For bookings made less than 30 days prior to arrival, full pre-payment will be required within 7 days of making the booking.
- Bookings made less than 7 days prior to arrival, full pre-payment will be required on the day of booking.
- Unconfirmed bookings will only be held for fourteen days from the day of enquiry. Anvil Bay reserves the right to cancel any unconfirmed bookings held should we receive another confirmed booking by written email notification to the holding party.
- Bookings Cancelled less than 30 days prior to arrival will incur a 100% cancellation fee.
- Our facilities can only accommodate Cash payments, Visa or Master Credit cards. (No Diners or Amex).
- We only accept Mozambican Meticaís, South African Rands, US Dollars, Euro and British Pounds Sterling.

• **Method of payment:**

► **EFT Bank Transfer**

Guests selecting this method of payment will complete a transfer into the chosen Mozambican bank account either in USD or Mozambican Meticaís - Beneficiary name of the accounts being "Companhia de Turismo de Chemucane". The banks daily exchange rate will apply. A copy of the proof of payment is to be sent to the reservations department on completion of payment so that we can allocate the funds to the correct booking. Receipt of payment will only be confirmed once it has cleared in Anvil Bay's account. This might take four to five days for international transactions.

► **Credit Card**

Guests will be provided with Anvil Bay's Credit Card Authorization form which needs to be completed in full and emailed back to reservations. Anvil Bay will send proof of the transaction when it is processed but payment will only be confirmed once it has reflected in Anvil Bay's account. Credit card transaction will be processed in reservations at Anvil Bay in the local Mozambican currency (Meticais) at the exchange rate of the day.

► **Cash**

Rates at Anvil Bay are quoted in US Dollars and Meticaís. Should payments be made in any other currency the bank exchange rate of the day will apply. Anvil Bay will not be held liable for any exchange rate fluctuations over the applicable booking and payment period.



Cancellation / No Shows

- All cancellations must be done in writing
- Cancellation of a confirmed reservation will result in the loss of the 20% required deposit irrelevant of the cancellation date. If the booking is cancelled more than 30 days out we will allow the 20% deposit to be moved to a future booking.
- Cancellation less than 30 days prior to arrival will be subject to 100% cancellation fees.
- No shows will result in 100% cancellation fees. Anvil Bay will not be responsible for days missed due to inclement weather or guests travel delays. Any additional nights booked will be charged for additionally.
- If the conditions at Anvil Bay in the period 14 days prior to departure are of such a nature that these present an immediate danger to customers' lives or well-being, e.g. acts of war, natural catastrophes or infectious diseases, the entire price of the holiday will be refunded. However, this is dependent on the authorities (for Foreign Affairs) directly advising against travelling to the area in question. However, the full price will not be refunded if the customer was aware of the circumstances, or the circumstances were generally known, at the time the contract was entered into.

Special Cancellation Terms regarding Coronavirus (29/2/2020 updated 20/10/2020)

Due to increasing concerns regarding travel during the Coronavirus (COVID-19) outbreak we allow special terms and conditions on Anvil Bay's Cancellation Policy as stated below. These terms are not applicable to third party bookings. These terms should give our guests the opportunity to plan and book their journey with us in Africa, safe in the knowledge that an amendment can be made to their booking without cancellation penalties.

We still recommend that guests take out comprehensive personal travel insurance and check the schedule of included benefits thoroughly. Certain insurance companies have an option to purchase an insurance plan with a 'Cancel for Any Reason' clause which should cover any trip cancellations for pandemics. Current insurance plans that offer cancellation insurance may only cover this in the event the guest is physically quarantined.

We at Anvil Bay follow a strict hygiene code and understand the importance of regular and consistent hand washing. As an extra precaution we have added additional hand sanitisers in public areas of the lodge and requested that our staff refrain from physical contact such as shaking hands, while keeping a respectful distance from guests. Our Health & Safety Protocols in place are available should you wish to review.

Special Cancellation Terms for Coronavirus valid for new and confirmed bookings from 1st March 2020 to 30th December 2021

- Should a guest of Anvil Bay not wish to travel on the dates booked due to the COVID-19, the booking may be amended and postponed by up to 12 months.
- A deposit of 20% will be kept as a credit for that booking for up to a year in advance. Any changes to the seasonal rates will apply and be changed accordingly.
- One amendment may be made to travel dates and may be made up to 30 days prior to travel.
- Outright cancellations of bookings at Anvil Bay: Cancellations within 30 days prior to travel, or cancellations due an advisory against travelling to Mozambique, will result in our standard terms and conditions and cancellation policies being effective and guests will be required to claim a refund from their travel insurance. Any other cancellations from countries that are not severely affected by the Corona Virus, standard cancellation policies apply and guests are advised to claim from their travel insurance.



Children policy

- Children aged 0 to 5 only pay Levies and Children 5 to 12 years will pay 35% of the Adult Full Board rate.
- A maximum of 2 single beds can be added to certain Casinhas to accommodate children sharing with parents.
- A camp cot can be requested for children up to 2 years.
- A better option for families with small children is our Family Casinha which has in addition to the king size bed two single beds and a luxury bathtub.
- Two of our casinhas are nestled close together connected by a sandy path and sharing a common beach access. The twin casinhas can be set up for a family group of up to six.
- Parents who wish to book a separate room for children under the age of 12 will accept full responsibility for the care of their children. Anvil Bay's casinhas are not located within view of each other and are not connected with walkways other than beach access. In the above case the first child will pay the full adult rate and the second, third child will pay the applicable child rate as per the age policy.
- Restrictions apply to certain activities for all children under the age of twelve. See Activities policies & restrictions
- Children aged 2 and upwards are required to book their own seat in the helicopter at adult rates.

Activities policies & restrictions

- Bookings for activities are only be accepted during the guests stay on a first come first serve basis.
- Inclusive activities are not refundable, exchangeable or transferable.
- Children under the age of 12 must be supervised by parents at all times whether partaking in an activity or just making use of the ocean and/or swimming area.
- Our oceans are subject to currents and all bathers are advised to stay within view of the lodge.
- No children under the age of 12 will be permitted to complete any of the dune forest hikes that are not accompanied by parents.
- We regret no children under the age of 8 will be allowed on any activities requiring a surf boat launch and time out on sea such as the ocean safari, whale watching safari and sea fishing excursions.
- Children under the age of 12 are allowed to make use of the sea kayaks, stand up paddle boards, beach bikes etc. The responsibility of their safety lies with their parents. Anvil Bay will not be held liable for any injury or accident which may occur as a result of the use of these items.

Group/Exclusivity of Anvil Bay policy

- A group of 8 casinhas or more qualify for exclusive use of Anvil Bay with a discount of two adults stay free.
- Should the lodge be booked with Exclusive Use a full charge will be levied for two adults per casinha, per night for a maximum of eight casinhas. Casinha eight will be booked on a complimentary basis.
- Anvil Bay can accommodate a maximum of 22 adults.




Minimum night's stay policies

- During the period 16 December and 05 January Anvil Bay requires a minimum stay of four nights.
- Specials will refer to the applicable minimum nights stay.

Transfers

- All transfers (Helicopter or Road) must be booked at least seven days prior to arrival and are subject to availability booked on a first come first served basis.
- Private or exclusive transfers will only be permitted if it does not impact on a fellow guests stay. All private or exclusive transfers will be charged for at the cost of full service occupancy.
- It is the responsibility of the guest to ensure that they are on time for any collection or drop off and at the correct designated meeting point. Should the guest fail to inform Anvil Bay, within a reasonable time, of

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delays or alternative collection and/or drop off times the guest will be held responsible for full payment of missed transfer costs as well as any new transfers booked.

- Transfer scheduled and travelling times are subject to weather and road conditions and we recommend that all guests take out comprehensive travel insurance, as Anvil Bay will not be held liable for any refunds or payments of alternative accommodation or connecting flights due to inclement weather conditions.
- For self-drive guests we recommend an early start or break in the journey and constant contact with Anvil Bay as any major delays could result in not being able to enter the Elephant Reserve after 17h00 in summer and 16h00 in winter, and not reaching Anvil Bay on the reserved date of arrival. Anvil Bay will not be held liable for any refunds or payments of alternative accommodation due to delays on the road or borders.
- Guests travel at their own risk. Anvil Bay will not be held liable for any inconvenience, loss, damage or a delay caused by third party transfer services or self-drives.
- Where luggage restrictions applies, failure to comply will result in additional charges
- Anvil Bay reserves the right to amend any transfer methods should a vehicle or aircraft be out of operation or delayed.

Luggage restrictions

- Should you make use of the helicopter transfer a maximum of one soft bag weighing no more than 15kg with dimensions 60cm high, 40cm wide and 30cm deep will be permitted per passenger.
- Each passenger will be permitted to carry one hand luggage item within the aircraft no larger than a standard laptop bag. This includes laptop bags, camera bags and ladies hand bags. The item will be carried on your lap during flight transfer.
- All additional luggage or luggage not within the above mentioned dimensions might be refused entry onto the aircraft. Anvil Bay will take no responsibility for luggage not meeting the requirements and being left behind.
- Should you wish to bring or take out more luggage than specified above Anvil Bay can arrange for a road transfer to collect/drop off luggage at the required delivery point. All costs involved will be for the account of the guest.
- Anvil Bay will not be held responsible for the loss or damage to any luggage which is handed over to a third party operator.




Visas & Customs

- Travellers are responsible for determining the relevant travel requirements, such as information on matters relating to passports, visas, health-related conditions including requirements regarding vaccinations or similar conditions required in order to take the holiday from each individual country's embassy, consulate and the official foreign vaccination authority. In the event such information is not provided, Anvil Bay shall not be liable for any consequences for the traveller relating to inadequate entry documentation, vaccinations etc.
- Passports must be valid for at least six months after the return journey and have 3 blank. pages.
- Travellers can apply for the required visas from their home country, for which a Booking Confirmation for Visa application with the guest name and passport number can be sent upon request.
- Tourist visas are available at all entry points to Mozambique. The current visa cost is 50 USD.
- We advise all parents travelling via South Africa with children to contact their local embassy regarding Unabridged Birth Certificates and laws pertaining to children travelling in and out of South Africa.

Travel Insurance

- We recommend that you take out travel insurance that provides unlimited cover in respect of any illness and/or necessary transport home, missed flights and cancelled accommodation.

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Medical Emergencies

- Please take note that Anvil Bay is situated in a remote area within Mozambique. Your stay at Anvil Bay includes emergency evacuation to Maputo.
- Anvil Bay will not be held liable for any medical emergencies which might arise.
- Anvil Bay is not recommended for patients with debilitating medical conditions.

What to bring:

- o Comfortable light clothing for day time
- o Warm, comfortable wear for the evenings, even in summer
- o Beach & Bush wear
- o Beach sandals for hot sand during November to March.
- o Sun screen, sun hat and sun glasses
- o Camera, spare batteries and spare memory cards
- o A sense of adventure.



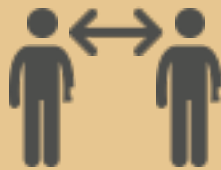
HEALTH & SAFETY PROTOCOL



Transfers for arrival/departure and motorized activities arranged by Anvil Bay have a dedicated vehicle per couple, family or group.



Communal areas and guest accommodations are spacious, well-distanced from each other and naturally ventilated. There is plenty of sunshine and fresh air circulating!



Upon arrival we can no longer welcome guests with hand shakes or hugs. Staff are encouraged to use the bow greeting. We still love you, just from a bit more distance.



Tables are presterilized with guest dining 1,5m apart from other groups. Separate dining is available for social distancing. Meals are prepared according to stringent health & safety checks.



All guests and staff have their temperatures monitored and recorded in a non-invasive, comfortable and prompt manner.



Presterilized procedures are in place to ensure thorough sanitizing of payment points, luggage and any shared devices such as activity equipment, games and binoculars.



All staff & guests are screened at prescribed intervals daily and monitored in accordance with approved symptom assessment protocols before accessing the property.



All staff are equipped with the necessary personal protective gear. Guests are advised to bring their own face masks.



Sanitizers with minimum 70% alcohol content & disinfectant is provided at all common areas and back-of-house, including our staff village and offices.



Rest assured that all back-of-house operations, laundry, food preparations, deliveries and housekeeping follow a stringent list of health and safety checks.