

Reminder of the rules relating to balance payments, modifications or cancellations

1.1 Methods of payment of the balance in the case of payment of 30% upon reservation

The balance is paid by bank transfer in the same manner as the deposit 7 days before your arrival. On your arrival, the transferred balance must be on our account.

We will send you an email 10 days at the latest before your arrival to specify the terms of payment of the balance.

1.2 Terms of cancellation, modification and refund before your arrival

If a withdrawal or cancellation reaches us less than a month before your arrival (or less than 45 days for reservations of 30 days or more) up to 48 hours before your arrival: a deduction of 30% will then be made on the initial quote on your registration form. This corresponds to the deposit in general (or more than 45 days for stays of at least 30 days of reservation) the refund of the deposit will be made in full minus 10 euros for administrative costs. Within 48 hours, no refund.

1.3 When you have paid the full amount corresponding to your reservation and if a cancellation reaches us more than one month before your arrival, you will be refunded in full (minus 10% administration fees)

If you cancel less than a month before your arrival (up to 48 hours before your arrival) when you have paid the full amount corresponding to your reservation, 70% will be refunded to you. Less than 48 hours: no refund

1.4 A modification of reservation on the same basis of the number of days initially reserved but on different or deferred dates (even at the last moment but before your arrival) is not subject to a deduction if this modification does not reach the cancellation of the total number of days initially reserved.

On the other hand, if the calendar modification (with the same number of days) cannot be honored due to the unavailability of the room, resulting in a partial cancellation of the number of nights reserved and this less than a month before your arrival, a deduction of 5000 CFP per night canceled will be retained (41.90 euros). More than a month before your arrival, any modification is free of charge and the estimate will be made according to the number of days reserved.

1.5 Any modification resulting in a reduction in the number of days initially reserved is possible without penalty if this modification reaches us more than one month before arrival. If the modification reaches us less than one month before arrival, the initial estimate referring to the number of nights initially reserved is due and remains unchanged: in other words, partial cancellation reaching us less than one month before arrival of reserved nights is impossible

1.6 Cancellation, modification during your stay and penalties

From the first day of your arrival and after payment of your balance, if you make a change in the calendar, this will be possible without penalty if we have availability. If

the modification results in unavailability and you decide to cancel, no refund will be made, regardless of the number of days and whatever the reason.

Cancellation charges relate only to accommodation and not to meals (breakfast or evening meal) unless evening meals are canceled after 10am for the evening meal on the same day.

Exclusion: concerning any refund: no refund, whatever the type of payment (deposit, balance, etc.) is made automatically within the framework of

- a natural disaster (cyclone, fire bush fire or other claim declared "natural disaster
- or in the context of a pandemic declared by the WHO.
- In the event of biological accidents
- In the event of civil war or paralyzing conflicts (economy, transport, operation of services)
- accidents occurring on site

Remarks-Reminder: any cancellation received by you more than one month before arrival is refunded: the exclusion clauses do not apply in this case. On the other hand: the clauses apply in all cases if we were forced to cancel your reservation ourselves or yourselves for the reasons mentioned above in the exclusion clause and this unless months before your arrival or during your stay