

IMPORTANT INFORMATION

PASSPORTS & VISAS

The passport, visa and health requirements applicable at the time of printing to British citizens for the holidays that we offer may be shown on our website, but this is for guidance and you should also ensure that you make your own enquiries. Your passport must have a minimum of six months validity from the date of travel. A full British passport presently takes approximately 4 weeks to obtain. If you are 16 years or over and have not yet got a passport our recommendation is that you should apply for one at least six weeks before your holiday. If you or any member of your party is not a British citizen or holds a non-British passport, you must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending to travel. Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. If failure to have or supply any necessary travel or other documents which result in fines, surcharges or other financial penalties being imposed on us, you will be responsible for reimbursing us accordingly. We reserve the right to request any personal details, including passport numbers, if required to do so by the authorities or by law.

TICKETS & DOCUMENTATION

It is important that you check your invoice, tickets (particularly that names and initials are correct and match your passport details) and all other documentation carefully as soon as you receive them. Contact us immediately if any information appears to be incorrect or missing. After we have received your payment, and approximately two weeks prior to departure, you will be sent your travel documentation. Please check your flight times carefully on your ticket, as these are subject to change and may well vary from those on the confirmation invoice. Please note: all tickets issued are non-changeable and non-refundable. Remember, you must check in approximately two to three hours before take-off for most flights, particularly in light of the heightened security checks at airports. Airlines will often allocate seats on a first come first served basis; we advise you to check-in as early as possible, so that if you are travelling in a party, you are less likely to be separated. All the airlines we work with offer convenient on-line check-in services that enable you to check-in, choose your own seat and issue your boarding pass from the comfort of your home or office. The service is available from 24 hours before your flight departure (72 hours if travelling with children on British Airways). By using Online Check-in you'll save time spent queueing at the airport. To check-in on-line go to www.ba.com, www.etihadairways.com, www.emirates.com, www.klm.com, www.airfrance.co.uk, www.airmauritius.com, www.turkishairlines.com or www.easyjet.com.

PRE-SEATING ON AIRCRAFT

Clients booked in most premium classes and limited economy classes can still be pre-assigned seating (there is a charge for this with some airlines and this can only be done once we have issued your tickets), however, the seating available will be limited and, once this limit is reached, airlines will only allocate seats during the check-in process and this cannot be overridden. Please note, however, that pre-assigned seats cannot be guaranteed and do not constitute a term of your contract with us. All airlines operate a no smoking policy on their aircraft.

SEASONS, GROUPS AND OTHER GUESTS

Mauritius, Dubai, Abu Dhabi and Marrakech (May to September), the Seychelles (January to March) and France (November to March) have an 'off peak' season and during this period, you will often benefit from excellent prices. The properties we feature may take quiet periods to withdraw a few facilities: for example, a pool for cleaning or renovation, or the closure of two or more restaurants. However, this work or closure of facilities may take place through the year as the hoteliers strive to maintain the standard of service they provide to guests. Occasionally, throughout the year, the hotels will accept groups which we have no control over. During your stay, they may take over restaurants and facilities for events. It is not possible to notify you of any of these changes before you travel and we cannot accept any responsibility for any inconvenience caused.

HEALTH REQUIREMENTS

No vaccinations are required for Mauritius, the Seychelles, Marrakech, Dubai or Abu Dhabi. It is your responsibility to comply with any health requirements such as vaccinations. These requirements do change; therefore it is wise to consult your doctor at your earliest opportunity. We recommend that you obtain a copy of the Department of Health leaflet 'Advice on Health for Travellers' available from your ABTA travel agent or the Department of Health. If you have a medical condition or if you are pregnant, then you must get clearance to travel from your own doctor. Pregnant passengers are not accepted by most airlines after 28 weeks of gestation. Chikungunya and Dengue Fever, mosquito-borne infections, have been recorded in Mauritius and the Seychelles. Instances of tourist infection are rare, however, we recommend precautions are taken to minimise mosquito bites. We recommend our clients take along and use mosquito repellent. If you require further information please do not hesitate to contact us. The UAE (Dubai and Abu Dhabi) and Mauritius are strict on medicines that can be taken into the country, this includes prescriptions and medicines that are widely available over the counter in the UK, further information can be found for UAE at www.moh.gov.ae, speak to us about Mauritius regulations.

CURRENCY & CREDIT CARDS

The £ sterling, Euro and US \$ are all widely exchanged, and most major credit cards are accepted for payment of hotel accounts in Mauritius and Seychelles. Please note, in the Seychelles your extras accounts are required to be settled in a foreign currency such as £ sterling or US \$ or by credit card. It is not advisable to purchase Seychelles rupees before you travel, as they are rarely required in the islands. In Morocco most major credit cards are accepted.

HOTEL CHECK-IN / CHECK-OUT

Check-in is normally 15.00 and check-out by 11.00. Some hotels will try to accommodate early arrivals and late departures. However, in order to guarantee early check-in or a day room on departure, we can reserve the accommodation at a supplement beforehand.

OVERSEAS ACCOMMODATION

Each country has its own star rating system for its hotels. We therefore do not mention star ratings in our brochure or website but try to describe the hotels accurately through words and pictures. Star ratings promoted in any other brochure or website (including www.beachcomber-hotels.com) are therefore not our responsibility. For example many of our competitors describe Shandrani as 5-star, however we believe this is a subjective matter best judged by our clients. For the record, our website is www.beachcombertours.uk.

Accommodation and public areas in the tropics do bring with them the local wildlife. Hotel managers work studiously to minimise unwelcome wildlife. During your stay you may observe the occasional furry friend! Insects, reptiles, small mammals and rodents may be a feature, but in no way does this imply that the accommodation is unhygienic. They are simply a fact of life in these destinations, and in Mauritius can be more common during the sugar cane harvest.

SPORTS

It is your responsibility to satisfy yourself as to applicable insurance (if any) and local laws, particularly for water sports, and activities are generally at your own risk. Please be aware, if you wish to take part in scuba diving, you may be required to show a doctor's certificate to confirm medical fitness. If you are a particularly keen diver, it is always a good idea to have this certificate with you. It is also important to check children's ages for scuba diving before you depart. Water sports service may vary during the year depending on the weather conditions and tides. Please ensure you wear appropriate attire for all sports, particularly footwear. Please also bear in mind that any sporting equipment you intend to take will form part of your luggage allowance, although some airlines may exclude sporting goods from your luggage allowance. Please ask for full details when booking.

SPECIAL REQUESTS

Any special request must be advised in writing if it was not already stated on your original booking form. We will make every reasonable effort to make the arrangements. We do not have any legal liability whatsoever to you in the event of non-compliance. We regret we cannot accept any conditional booking (i.e. any booking that is specified to be conditional on the fulfilment of a particular request).

WEDDING DATES

Confirmed wedding dates may change under certain circumstances e.g. bad weather, Mauritian law or during some religious festivals when public offices will be closed. Please be aware we cannot be held responsible for such change.

WEDDING PARTIES

If you are going to be travelling with a wedding party you must advise us at the time of booking what special arrangements you require. This includes arrangements for private dining, the ability for the hotel to cater for guests not staying with you at the hotel and any other personal arrangements you may require. Whilst the hotel will do everything possible to cater for your group, we regret that if we are not advised at the time of booking the hotel may decline your requests.

LUGGAGE ALLOWANCE

As a guide, 20kg in Economy Class, 30kg in Business Class and 40kg in First Class are the allowances for international flights from the UK to the Indian Ocean. However, we recommend you confirm with the airline directly before you fly. Excess baggage is charged at the airline's own rates and is often cheaper if purchased online prior to departure.

Please note there are strict restrictions on the size and weight of luggage allowed on helicopter transfers. This is particularly the case in Mauritius, where baggage will be transferred by road at an additional cost, which may be payable locally. Please ask for full details when booking.

Please note, if you are planning to get married abroad, due to carry-on baggage restrictions, airlines cannot guarantee that you will be able to take your wedding dress on board. We recommend, therefore, that you ask the dressmaker to pack the dress in a travelling box or a hard-sided suitcase and check with the airline the most up to date baggage allowances.

WEATHER & PUBLIC UTILITIES

Temperatures are a guide only, and may fluctuate throughout the seasons. '0' in the average rainfall guides represents rainfall of less than half an inch.

With worldwide weather becoming more erratic and harder to predict, we cannot be held responsible for a disruption to your holiday due to bad weather. The weather in Mauritius between June and September can be fairly changeable with some cloud cover, and it is important to note that although Mauritius is a year-round destination, it can be chilly in the evenings and windy, with potential persistent rainfall at times during this period. Cyclones occur occasionally in Mauritius (usually in January and February), which may result in a number of days of heavy rain and winds. However, at this time of year, the weather is still generally hot with prevalent sunshine. The Seychelles experience two trade winds. The South East Trade Winds are prevalent from May to September when it will be drier, breezier, and slightly cooler than during the remainder of the year. This also means that between May and August currents are stronger, often bringing sea grass onto some of the beaches. The North West Trade Winds are prevalent from October to April. This is a much calmer breeze, which results in increased humidity and calmer seas. Higher rainfall occurs during this time of year. The Seychelles experience quite a lot of rain at all times of the year, but this mostly occurs in brief showers followed



again by tropical sunshine. In Dubai and Abu Dhabi, sunshine is virtually guaranteed all year round and rainfall is a rarity. The best temperatures are between October and April whilst during the remainder of the year the heat can soar.

Marrakech is warm and sunny for most of the year with the peak of the summer temperatures between June and August. During the winter months (November to February) pleasant mild days can be followed by sharp drops in temperature overnight. The Atlas mountain temperature is more unpredictable with cooler temperatures than Marrakech especially during winter when the temperatures can get below 0 degrees Celsius overnight. From time to time you may also experience a difference in temperature of up to 15 degrees Celsius from one day to the next.

Wherever you travel, please ensure you take the necessary precautions to protect yourself from the harmful effects of the sun.

Public utilities, such as water and electricity, are taken for granted in Britain, but on tropical islands there may be hiccups in the supply. Internet access and speed can also be intermittent in Mauritius and Seychelles and should not be relied upon to be similar to UK services.

CLOTHING

As the weather is generally warm all year round, cool lightweight clothing is recommended. If travelling to Mauritius between June and August, Marrakech, Dubai and Abu Dhabi between November and February and France November to March it is well worth taking some warmer clothing with you for the evening. Most of our hotels operate an elegantly casual approach to dining in the evening, with gentlemen requested to wear long trousers and collared shirts. However, you do need to appreciate that some nationalities' interpretation of 'elegantly casual' may differ from the British point of view.

SAFETY FEATURES

Please note, we cannot guarantee lifeguards are on duty at the swimming pools, use of the pool is at your own risk. Please be cautious, particularly with children. The depth and design of hotel pools vary. We suggest in all cases that you familiarise yourself with each pool, particularly prior to any diving. We also advise extra care when staying in accommodation with private pools. This can be very dangerous for young children and they must be supervised at all times. When our hotels provide cots for infants, it is suggested that parents satisfy themselves with the safety features prior to use, and particular caution should be exercised with regard to room facilities. Stonefish are found in the waters of the Indian Ocean so protective footwear when swimming is recommended. The government offers advice on safety on the Internet: www.fco.gov.uk and www.gov.uk/travelaware.

DISABLED CUSTOMERS

No two people's needs are the same, and we therefore ask you to let us know your specific requirements at the time of booking. Confirmation in writing for clarification will also be required. Due to the differing nature of our hotels, facilities vary, including ramps for wheelchairs, lifts, access to restaurants, access to the beach, etc.

NON-SMOKING POLICY

All rooms, restaurants, bars and in some cases public areas of the hotels are non-smoking.

LOCAL REPRESENTATIVES

We have local representatives on the ground who are there to look after you and help out straight away if you have any problems or queries. They can also suggest things to do and places to visit outside your resort.

HOTEL ACCOMMODATION

The variety of choice provided by Beachcomber in Mauritius ensures that we have a resort that will suit your requirements. Should you discover that the resort you have chosen is not what you had anticipated, we shall be happy to arrange your transfer to another Beachcomber resort (subject to availability) against payment of any additional costs for the transfers and any difference in the cost of accommodation.

Day rooms: All our hotels have well-equipped Departure Day rooms with showers, etc. for your complimentary use. However, if you wish to guarantee an early check-in or late departure, a supplement can be paid prior to your departure from the UK.

Room service: Available at all Beachcomber owned hotels. However, timings vary as follows. All rooms have a mini-bar.

- Royal Palm Mauritius: 24 hours	- Trou Aux Biches: 07.00 – 23.00
- Paradis: 06.30 – 23.30	- Victoria: 07.00 – 23.30
- Shandrani: 07.00 – 22.30	- Mauricia: 07.00 – 18.30
- Canonnier: 07.00 – 18.30	
- Dinarobin: 06.30 – 23.30	

All hotels (except Royal Palm in Mauritius which offers butler service), offer complimentary tea and coffee facilities in the room. Times may vary without notice.

HELICOPTER TRANSFERS

There are strict restrictions on the size and weight of luggage allowance on helicopter transfers in Mauritius. Baggage will be transferred by road at an additional cost which will need to be pre-paid. Please ask for full details when booking.

ADDITIONAL SEYCHELLES INFORMATION

The currency is the Seychelles rupee. However, settlement of bills in hotels must be made in foreign currency. The £ sterling, Euro € and US \$ are widely accepted. It is not advisable to purchase rupees before you travel, as they are rarely required on the islands.

SEA GRASS. During certain times of the year some of the Seychelles beaches get covered in sea grass and hence the swimming from these beaches is not ideal.

CUISINE. Local Creole cooking and seafood are specialties. Good quality restaurants are rare and the best restaurants are found in the top hotels.

ISLAND TIME. Experience a slower pace of life. Whilst things get done in the Seychelles, nothing happens immediately – it's one of the reasons why the islands are so relaxing.

RAMADAN

Ramadan is celebrated annually in Dubai and Abu Dhabi and in 2019 will run from approximately 05 May to 04 June. During Ramadan, it is important to note that all Muslims fast from sunrise to sunset. Eating, drinking and smoking in public areas, as well as live entertainment during this time is generally prohibited for all. All of our featured hotels make special arrangements for their guests, including specific restaurants which will be open through the day. Alcohol is served from 7pm onwards only. Ramadan in Marrakech is a more relaxed affair, with most hotel outlets open as usual throughout the day. In Mauritius Ramadan is celebrated with a 3 day public holiday. During this time public offices, some shops and services may be closed.

CLOTHING. In public areas, please respect the local religion and cover up swimwear when appropriate.

ADDITIONAL INFORMATION DUBAI AND ABU DHABI

SPORTS. Non-motorised water sports in Dubai and Abu Dhabi are available at most beach hotels. Motorised water sports are available at a cost. Golf tee times can be pre-booked with us from the UK before you depart. All other excursions can be booked with our ground handlers when in or at the hotel's concierge desk. The Dune Safari drives are not for the faint-hearted, the 4x4 vehicles are used to their maximum and if you suffer from anything such as a bad back, or are pregnant they are not recommended. Please check with your insurance policy.

BUILDING WORKS. Extensive building works in Dubai and Abu Dhabi continue to change the landscape and it is a reality that wherever you are, construction will be visible and in some cases heard. It is, however, recognised that any unavoidable disruption is to be kept to a minimum, and all the hotels make every effort to ensure that guests have an enjoyable holiday. The developments are not under Beachcomber's control, nor are Beachcomber always made aware of them in advance.

ABTA ARBITRATION SCHEME

Further information on the ABTA Code of Conduct and arbitration can be found on ABTA's website www.abta.com. The arbitration scheme is arranged by ABTA and administered independently. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by ABTA within eighteen months of the date of return from the holiday. Outside this time limit, arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement. For injury and illness claims, you may like to use the ABTA Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Alternatively AITO offer a low cost Independent Dispute Settlement Service, visit www.aito.co.uk for details.

FINANCIAL SECURITY

The Company is a member of the Association of British Travel Agents (ABTA V1892) and holds an Air Travel Organisers Licence issued by the Civil Aviation Authority (ATOL 2995).

TERMS & CONDITIONS

This brochure must be used in conjunction with our terms and conditions found in our brochure insert or on our website and it is important to note that a contract will exist between us from the date we issue a confirmation invoice. This important information may also be updated from time to time on our website www.beachcombertours.co.uk. If you would like to receive the latest copy in the post, please let us know. All information in the brochure was correct at time of going to print and may change outside of our control.

This brochure is valid for holidays travelling between 1 November 2024 and 31 December 2026. If you make a booking from this brochure for travel outside of these dates it is your responsibility that you check and are satisfied with any changes in standards and facilities supplied on your holiday in subsequent brochures/website updates. Beachcomber cannot be held responsible for changes in facilities for beyond 31 December 2026.