

## GENERAL CONDITIONS

### **1- RESERVATION POLICY / VOUCHERS ISSUE**

Each booking request must be sent to our reservation center located in Papeete :

By mail : South Pacific Management, BP 460 - 98713 Papeete, Tahiti, French Polynesia  
By phone : +689 50 84 45  
By fax : +689 43 17 86  
By email : [res@sprhotels.pf](mailto:res@sprhotels.pf)

Each booking request relative to a special offer or to a special rate must clearly mention :

- at reservation time : the name and/or the code of the offer and tariff
- at voucher issue : the name and/or the code of the offer and tariff

In case the required mention does not appear, the regular contractual net rates will be charged.

### **2- CHECK-IN AND CHECK-OUT POLICY**

#### **2a - Check in**

Check in time is at 02:00 pm for all hotels except for Le Taha'a, Private Island & Spa at 03:00 pm.

If a client wish to occupy the room before check in time, one pre-registered night will be charged at regular contracted rates.

#### **2b - Check out**

**Check out time is at 11:00 am**

**High season** : Day use is not available. For a longer use of the room/bungalow, 100% of the room/bungalow contracts rate will be charged.

#### **Low season** :

If clients wish to stay longer in the room after check-out time, they will be charged as follows:

- Before 03:00 PM : 80% of the contracted rate at Le Taha'a
- Before 06:00 PM : 80% of the contracted rate at our Bora and Moorea properties
- Before 06:00 PM : 50% of the contracted rate for other hotels
- After 03:00 PM : 100% of the contracted rate at Le Taha'a
- After 06:00 PM : 100% of the contracted rate at our Bora and Moorea properties
- After 06:00 PM : 75% of the contracted rate for other hotels

### **3 - CANCELLATION AND NO SHOW POLICY**

#### **3a - Cancellation**

- If a booking is cancelled up to 7 days prior to arrival : no penalty
- If a booking is cancelled less than 7 days prior to arrival : 1 full night will be charged at contracted rate.

For group cancellation, please refer to the group policy

#### **3b - No Show**

If clients do not arrive at the hotel on the expected date, they will be charged as follows :

- 2 full night fees at the Bora Bora, Moorea and Taha'a properties
- 1 full night fee for the other properties

### **4 - SPECIAL OFFERS POLICY (\*)**

Please note the following specific conditions applying to 2008 special offers :

#### **• Consecutive offers**

- Our offers can be combined but they cannot be cumulated.

*Example : If honeymooner clients, decide to stay in Moorea (6 nights) then Tahaa (3 nights) then Manihi (3 nights) offers could be used as follows :*

- Moorea : long stay offer Stay 6 / Pay 5
- Tahaa : 3 island combined rates
- Manihi : honeymoon rates

- Only one unique offer can be applied per hotel, per room and on a single or double occupancy basis. It must apply for the entire stay within the same hotel.
- Special offers do not apply to any extra guest in the room above 2.
- The special offer must be clearly specified at the time of reservation and on the voucher.
- In any case, two offers cannot be accepted for one unique hotel (for example Moorea : long stay offer + honeymoon offer)

• **Long Stay offer**

- All net rates mentioned in each hotel tariff grid already takes into account the discount.
- These rates can only apply for the specified length of stay.
- Should the total stay in one hotel be longer than the specified number of days (4 or 6 days), each extra night will be charged at the regular contracted rate. But an other special offer can be applied to these extra night (honeymoon or combo for example).
- This offer also applies in case of Stay 8/Pay 6, or Stay 12/Pay 10 for example (depending on hotel).

• **Honeymoon and wedding anniversary offers**

- We require 10 years of marriage.
- Please note a wedding certificate is MANDATORY at the time of reservation and upon check in at the hotel.
- One bottle of French champagne (75cl in all properties except Raiatea 37.5 cl) will be offered to all honeymooners using the "honeymoon offer". This offer is valid 9 months post wedding date.

**If the above conditions are not respected, hotels have the right to refuse the booking and to supply the services booked for by the clients, or will charge the regular rate (without special discount).**

**Our SPECIAL OFFERS apply on a double occupancy basis only (except Moorea Pearl Resort & Spa : Garden view duplex). Each extra**

*(\*) These offers are not applicable on the following bungalow categories at Le Taha'a : End of Pontoon Overwater Suites, Royal Beach Villas*

**5 - FAMILY POLICY** (\*)

- **All children up to 15 years of age** are entitled to special conditions and rates when staying with their parents.
- **50% discount on the second bungalow** (\*\*) when occupied by children (maximum 3 children or 2 children + 1 adult (\*\*\*) in this bungalow) during low season at Bora Bora, Moorea and Taha'a and all year long for all other hotels. Cannot be combined or cumulated with any other offer, special or promotion.
- **50% discount on all meals** (including AP and MAP) when shared with parents. Beverages not included.
- **50% discount on transfers** for children for all hotels (except helicopter flight and shuttle at regular price).
- Children less than 3 years old : Accommodation, transfers and meals (except beverages) are free of charge when children are sharing a room with parents (see maximum room capacity at § 7). Any extra rollaway bed
- Children less than 15 years old : Accommodation is free of charge when children are sharing a room with parents (see maximum room capacity at § 7)  
50% discount on meals (breakfast, half board, full board) except beverages  
Transfers :
  - 50% discount on all transfers
  - full rate for all helicopter flights or shuttle.

*(\*) These offers are only applicable to parents staying with their direct children.*

*(\*\*) This offer is not applicable on the following bungalow categories at Le Taha'a : End of Pontoon Overwater Suites, Royal Beach*

*(\*\*\*) Adult : direct children above 15 years of age*

**6 - GROUP POLICY**

- Reminder : Group rates are applicable from a minimum of 10 paying rooms.
- **Please contact us for details, rates and quotations.**

## 7 - ROOM CAPACITY

	Moorea	Raiatea	Tahaa	Bora Bora	Tikehau	Manihi	Huahine	Marquesas
All categories	3A or 2 A + 2C (< 15y)			3A or 2A + 1C (< 15y)	3A or 2 A + 2C (< 15y)		3A + 1C (<4y) or 2A + 2C (<15y)	3A or 2A + 1C (< 15y)
Except Beach Suites				3A + 1C or 2A + 2C				
Except Garden View Duplex	4A + 1C or 3A + 2C							
Except Beach Villa			3A + 1C or 2A + 2C					
Except Royal Beach Villa			5A or 4A + 1C(<15y) + 1C (<4y)					
Except Overwater Suite			3A or 2A + 1C(<15y)					

Extra bed (such as rollaway bed) are already included in the above maximum room capacity.

## 8 - PAYMENT POLICY

- Each booking must be prepaid in pacific francs (CFP) as mentioned on the invoice before the clients' arrival at the hotel, unless a special agreement has been confirmed prior to such arrival.
- Exchange rate and bank fees will be at clients charge. They cannot be deducted from the invoices.
- In case of any dispute, the hotel must be informed at least 7 days upon receipt of the invoice.
- All rates are in Pacific francs and must be paid in this currency. Rates in Euro are for information only.
- Failure to comply with the above policy guaranties the hotel the right to refuse to supply all services booked. New request will be sent back without any confirmation until the situation has been cleared.