

White Oaks Villas TERMS AND CONDITIONS

Welcome, these terms and conditions are in place to ensure your stay is comfortable and secure.

Enjoy your stay

1. ACCOMMODATION/ENTRY TO THE PROPERTY KNOWN AS "WHITE OAKS VILLAS" AT COASTAL ROAD POINTE AUX PIMENTS, MAURITIUS, IS GRANTED SUBJECT TO AND UPON ACCEPTANCE OF ALL TERMS AND CONDITIONS AND HOUSE RULES.
2. ALL GUESTS MUST COMPLY WITH ANY NOTICE OR WARNING ISSUED VERBALLY OR POSTED ON THE PROPERTY AND IN THE VILLAS. FAILURE TO COMPLY MAY RESULT IN IMMEDIATE EVICTION WITHOUT REFUND. SERIOUS BREACHES WILL BE DEALT WITH BY POLICE.
3. THESE TERMS AND CONDITIONS ARE TO BE USED IN CONJUNCTION WITH AND NOT IN PLACE OF ANY RELEVANT LAWS RELATING TO FAIR TRADING.
4. GUEST'S & RIGHT OF ENTRY – MANAGEMENT HAS FULL DISCRETION TO DECIDE WHO TO ACCOMMODATE/ALLOW RIGHT OF ENTRY. MANAGEMENT RESERVES RIGHT TO REFUSE ENTRY.
5. PAYMENT – ACCOMMODATION MUST BE PAID STRICTLY IN ADVANCE. DO NOT ASK FOR CREDIT AS IT WILL BE REFUSED. THIS MAY LEAD TO EMBARRASSMENT. ACCOMMODATION CAN ONLY BE GUARANTEED FOR THE NUMBER OF DAYS ALREADY PAID IN ADVANCE. DURING PEAK SEASON AND OTHER BUSY TIMES IT IS ESSENTIAL THAT YOU PLAN FOR AND PAY FOR YOUR BOOKING WELL IN ADVANCE.
6. COST – COST OF ACCOMMODATION MAY VARY. STANDARD RATES POSTED ON THE WEB-SITE APPLY. HOWEVER MANAGEMENT MAY VARY PRICES AT ANY TIME WITHOUT NOTICE OR IN CONSEQUENCE OF SPECIAL AGREEMENTS / DEALS STRUCK WITH ANY PERSON. THE ACCOMMODATION RATE MAY VARY FROM THE ADVERTISED STANDARD AND WILL BE BINDING FROM THE TIME OF MAKING A BOOKING WITH MANAGEMENT AT THE TIME OF BOOKING. SORRY, NO BACKDATING!
7. DISCOUNTS – MAY BE OFFERED BY MANAGEMENT FOR ANY REASON DEEMED FIT AT THAT TIME OF BOOKING. DISCOUNTS ARE STRICTLY CONFIDENTIAL AND CAN ONLY BE RE-NEGOTIATED WITH MANAGEMENT. GUESTS MUST NOT DISCLOSE THEIR DISCOUNT TO ANY OTHER GUEST. ANY PERSON WHO BREACHES CONFIDENTIALITY SHALL FORFEIT THEIR DISCOUNT AND ALL BREACHING PARTIES SHALL REVERT TO PAYING THE STANDARD RATE.
8. CANCELLATIONS – ALL CANCELLATIONS TO THE BOOKING AND NO SHOW CHARGES ARE GOVERNED BY OUR CANCELLATION POLICY. ALL CANCELLATIONS YOU MUST NOTIFY US IN WRITING OR BY FAX. THE FOLLOWING CANCELLATION CHARGES APPLY. A) REFUND OF 50% IF CANCELLATION 45 DAYS BEFORE ARRIVAL. B) NO REFUND WITHIN THE 45 DAYS OF ARRIVAL.
9. BOOKINGS/DEPOSITS – ALL BOOKINGS TO WHITE OAKS ARE GOVERNED BY BOOKING CONDITIONS. A DEPOSIT IS PAID TO CONFIRM BOOKING. NOTIFICATION WILL BE SENT VIA EMAIL TO CONFIRM BOOKING. THE BALANCE OF PAYMENT MUST BE PAID 28 DAYS BEFORE ARRIVAL. NO GUEST WILL BE PERMITTED ONTO THE PREMISES WITHOUT THE FULL PAYMENT MADE.
10. NO SMOKING IS PERMITTED IN VILLAS. APARTMENTS ARE NON SMOKING AREAS. SMOKERS MUST BE CONSIDERATE OF OTHERS. NO FLAMMABLE LIQUIDS OR EXPLOSIVE MATERIALS PERMITTED ANYWHERE IN THE VILLAS.
11. AGGRAVATION- NO FIREWORKS GUNS OF ANY DESCRIPTION OR ANY OTHER FORM OF DANGER OR AGGRAVATION WILL BE ALLOWED IN THE COMPLEX. GUESTS WILL BE ASKED TO LEAVE THE PREMISES WITH NO REFUND.
12. DRUGS – ILLEGAL DRUGS ARE BANNED. POSSESSION OR USAGE OF DRUGS CAN LEAD TO POLICE REPORTING AND PROSECUTION.
13. ALCOHOL– GUESTS ARE PERMITTED TO BRING ALCOHOL INTO THE VILLAS. GUESTS MUST ACT IN A RESPONSIBLE AND CONSIDERATE MANNER AT ALL TIMES. DRUNKEN AND DISORDERLY BEHAVIOUR WILL RESULT IN IMMEDIATE EVICTION AND POLICE WILL BE CALLED.
14. LOSS AND SECURITY – MANAGEMENT TAKES NO RESPONSIBILITY WHATSOEVER FOR ANY LOSS SUFFERED BY ANY GUEST / VISITOR / INVITEE / LICENCEE. DEPOSIT BOXES/SAFES ARE AVAILABLE IN EACH VILLA. WE URGE YOU NOT TO LEAVE VALUABLES IN ROOMS. WHITE OAKS WILL NOT BE RESPONSIBLE FOR ANY THEFT. KEEP MONEY AND OTHER VALUABLES ON YOUR PERSON AT ALL TIMES.

15. DAMAGE AND BREAKAGES – ANY BREAKAGES OR DAMAGE CAUSED BY A GUEST OR A GUEST'S VISTOR TO ANY AREA, FIXTURE, FITTING OR FURNITURE IN WHITE OAKS AND THE VILLAS THE COST OF REPAIR OR REPLACEMENT WILL BE MET BY THAT PERSON.

16. NO ANIMALS OR PETS – WHATSOEVER ARE ALLOWED.

17. OCCUPANCY-LIMITED TO TWO (2) PERSONS PER BEDROOM

18. VISITORS-THE SECURITY MUST BE ADVISED IF YOU ARE EXPECTING VISITORS.YOU WILL BE RESPONSIBLE FOR THE BEHAVIOURS AND SAFETY OF YOUR VISITORS. PERMISSION FROM MANAGEMENT IS REQUIRED IF A GUEST IS SLEEPING OVER. THE RULE OF TWO PERSONS PER ROOM APPLIES.

19. CHILDREN- TO BE UNDER PARENTAL CARE AT ALL TIMES, ESPECIALLY IN THE POOL AREA PARKING LOT AND ENTRANCE GATE AREAS. NO ROLLER BLADING, SKATEBOARDING, BALL GAMES, CYCLING, OR UNDUE NOISE IS ALLOWED ON THE COMMON PROPERTY.

20. POOL AREA- ALL GUESTS AND THEIR VISTORS USE THE POOL AREA AT THEIR OWN RISK. NO GLASS BOTTLES OR GLASSES ALLOWED IN THE POOL AREA. PLEASE ONLY USE THE POOL TOWELS SUPPLIED FOR POOL AND BEACH. POOL FURNITURE MAY NOT BE REMOVED FROM POOL DECK NOR RESERVED. TODDLERS AND INFANTS MUST WEAR A SWIM DIAPER WHEN IN POOL. ALL CIGARETTE BUTTS MUST BE PLACED IN THE SAND BOWLS PROVIDED AROUND THE POOL. NO WAX CANDLES ALLOWED ON THE WOODEN DECK.NO DIVING ALLOWED IN THE POOL.

21. HAWKERS- NO HAWKERS ALLOWED ONTO WHITE OAKS VILLAS PROPERTY. GUESTS AND THEIR VISITORS NEGOTIATE WITH HAWKERS ON THE BEACH AT THEIR OWN RISK.

22. AIR CONDITIONERS- PLEASE SWITCH OFF ALL AIR CONDITIONERS EACH TIME YOU LEAVE YOUR VILLA OR APARTMENT

23. REFUSE- REFUSE TO BE PLACED IN THE BINS PROVIDED AT THE BACK OF VILLAS AND BEHIND THE OFFICE AREA. PLEASE KEEP COMPLEX CLEAN AND TIDY NO REFUSE IN THE COMMON AREAS.

24. NOISE LEVEL- NOISE MUST BE KEPT TO A MINIMUM AFTER 22:00 HOURS. PLEASE BE CONSIDERATE TO ALL OTHER GUESTS. AFTER PERMITTED HOURS, LOUD AND ROWDY NOISE CAN RESULT IN POLICE INTERVENTION AND EVICTION

25. PERSONAL LAUNDRY- NOTHING IS TO BE HUNG ON THE BALCONY RAILS AND VERANDA AREAS. WASHING LINES ARE PROVIDED BEHIND EACH VILLA.

26. CLEANING STAFF- CLEANING STAFF HAVE DEFINED DUTIES. PLEASE CONTACT THE MANAGER SHOULD YOU REQUIRE ANY ADDITIONAL SERVICES.

27. PARKING- ONE PARKING BAY IS ALLOCATED TO EACH VILLA. VISTORS WILL HAVE TO PARK OFF THE PREMISES.

28. OTHER FEES AND CHARGES – LOSS OF KEY / REMOTES. MANAGEMENT CAN CHARGE AMOUNT DEEMED NECESSARY TO COVER ITS DAMAGES / COSTS OF CLEANING OR REPAIRING ANY COMMON AREA OR VILLA LEFT IN A UNTIDY OR DIRTY STATE.

29. CCTV RECORDING SYSTEM IS INSTALLED AROUND THE COMPLEX. IT PERFORMS 24 HOURS RECORDING.

OFFICE HOURS

The office operates during normal office hours

Monday to Friday: 08.30 to 17.00

Saturday: 08.30 to 13.30

Sundays: Closed

The Manager may be contacted on his mobile phone after hours. His mobile numbers are +230 2556432 & +230 2658167

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