

TERMS & CONDITIONS



"The perfect place to relax and rejuvenate"

PLEASE FAMILIARIZE YOURSELF WITH OUR TERMS & CONDITIONS RELATING TO YOUR RESERVATION

1. Check in time - 14H00 - 18H00
Check out time - 10H00

(Please make prior arrangements if these timeslots can not be adhered to)

2. Please check all information, dates and prices on the Reservation Sheet before you pay your deposit.

NB: PROOF OF PAYMENT FOR ANY DEPOSITS OF THE BOOKING HAS TO BE PRESENTED UPON CHECK-IN.

3. A deposit of 50% is required within **48 hours** after the booking has been made. **Bookings are only confirmed once the 50% deposit is paid.**

(If deposits have not been received in the said period the reservation will be **cancelled automatically**)

THE BALANCE AMOUNT IS PAYABLE UPON ARRIVAL AT THE LODGE.

4. Upon confirmation of number of guests, it will be taken as the final and no refunds will apply. This will be as at date of deposit.
5. If a booking is cancelled **less than 6 weeks** before the proposed date of stay during **peak season**, all payments received will be forfeited. Cancellations **more than 6 weeks** in advance will receive 50% of the deposit back.
6. Cancellations during **off peak season** require a **2 weeks** notification and 25% deposit will be forfeited. Cancellations **less than 7 days** will forfeit all payments.
7. Cancellations of a reservation must be in writing and mailed / faxed to Sunset Beach Lodge reservations office, prior to the cut-off date. **Should any of the above be due to "bona fida" reasons beyond your control, your situation will be judged on its merits, by the Board of Directors. Should a refund be approved a 5% cancellation fee will apply.**
8. **All refunds will be done, 30 (THIRTY DAYS) after receipt of cancellation notification.** Kindly ensure that you are in possession of your reservation confirmation form / voucher / invoice upon arrival at the resort.
9. **In the event of your:**
 - Non-arrival - you will forfeit your deposit or any other payments already made.
 - Late arrival - no refund for days not spent at the resort.
 - Early departure - no refund for days not spent at the resort

Should any of the above be due to "bona fida" reasons beyond your control, your situation will be judged on its merits, by the Board of Directors.

10. **TRADITIONAL CAMPING** : The Lodge will provide 1X (11kg) gas bottle per reservation for the hot-water geyser. If any more gas supplies are needed, guests have to provide their own. Mozambique regulators for SA Gas bottles will be made available by the Lodge.
11. **Payments at the Sunset Beach Lodge Restaurant must be in CASH, and only MTS, ZAR or US\$ is acceptable.**
12. **A minimum period of 7 nights is applicable for peak seasons, as well as the minimum number of guests paying full (adult) rate.**

PERIDO / SEASON	
11 January - 30 November	Off-Peak
1 December - 10 January	Peak

SELF-CATERING COTTAGES
Peak Season : Minimum of 2 guests per cottage
SELF-CATERING CHALETS
Peak Season : Minimum of 4 guests per Casa
CASA GRANDÓ
Peak Season : Minimum of 6 guests
BARRACA & TRADITIONAL STYLE CAMPING SITES
Peak Season : Minimum of 4 guests per camping site

HOW TO GET TO SUNSET BEACH LODGE

GPS CO-ORDINATES :

S 24° 57' 29. 56

E 34° 11' 21. 88

- From Maputo take the coastal road (EN1) North to Xai-Xai (200 km).
- Continue North through Xai-Xai to Chidenguele (71.5 km from Xai-Xai bridge). From Xai-Xai you will pass through :
Chongene; Nhamavilla; Chizavane; Matimula; Mathimbene;
and then ±5km further, you will see the turnoff to Chidenguele on your right
- At Chidenguele, turn right in front of the soccer field and continue to the T-junction (100m).
- Turn left at the T-junction and continue for 150m. At the thatched bar on your left hand side, turn right onto a sand road.
- After you have passed the freshwater lake on your left hand side, follow the signs to Sunset Beach Lodge.

DISCLAIMER

No responsibility can be accepted for any accident, illness, loss or damage to property or any other expenses incurred from your stay at SUNSET BEACH LODGE.

We do not offer travel insurance although it is highly recommended.

Sunset Beach Lodge and Management do not guarantee uninterrupted electricity and water supply, although every effort will be made to ensure your stay is pleasant and memorable.

Sunset Beach Resort reserves the right to change the policy, terms & conditions and prices without written notice.