



Nosy Be Hôtel

& SPA *****

TERMS AND CONDITIONS OF SALE

Applicable to Travel Agencies & Tour Operators

Validity Period: From January 8, 2027 to January 7, 2028

1. AVAILABILITY REQUESTS & BOOKING CONFIRMATION

All **availability requests must be sent by email** to the following address:

e.ross@nosybehotel.com.

Availability cannot be guaranteed over the phone or through verbal communication.

Requested rooms will be held (place in option) for a period of **three (3) business days** from the date of our response. Without **written confirmation** within this period, the rooms will automatically be released for resale by our reservation system without prior notice.

Upon **specific request**, the **option period may be extended**. Such an extension is subject to prior approval from the hotel and depends on the occupancy rate and availability at the time of the request.

Definitive confirmation of a booking constitutes a firm commitment from the partner and leads to the issuance of a **pro forma invoice**.

2. PAYMENT TERMS

A **deposit of 30%** of the total stay amount is required upon definitive confirmation to firmly secure the reservation.

The **remaining balance must be paid no later than 30 days before the client's arrival (D-30)**.

If the balance has not been received by D-30, the reservation will be **automatically placed back on option for 3 days**, after which the hotel reserves the right to cancel the booking.

Payments must be made via **bank transfer**, and **all bank charges are to be borne by the sender**.

A **copy of the bank transfer order** must be sent by email once the payment has been executed.

It is essential that the **beneficiary's name** and the **reservation reference** appear clearly on the transfer document. Failure to include these details may compromise the tracking and recording of the payment, potentially causing delays.

3. SPECIAL TERMS FOR GROUP BOOKINGS

For reservations of **11 rooms or more**, **one single room will be offered free of charge** for the tour leader or guide (accommodation and conditions identical to those of the group).

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For group bookings of **more than 5 rooms**, the **rooming list** must be provided no later than **D-60 before arrival**.

The **payment terms** remain the same as for standard bookings:

- **30% deposit upon confirmation.**
- **Remaining balance due no later than D-30 before arrival.**

4. CANCELLATION POLICY

Standard Bookings (1 to 4 rooms):

- **Cancellation before D-30:** the **30% deposit** will be retained by the hotel.
- **Cancellation between D-30 and D-15:** **50%** of the total amount will be charged.
- **Cancellation between D-15 and the day of arrival:** **100%** of the total amount will be charged.

Group Bookings (5 rooms or more):

- **Cancellation between D-45 and D-30:** **50%** of the total amount will be charged.
- **Cancellation from D-30 onwards:** **100%** of the total amount will be charged.

All cancellation requests must be sent **exclusively by email** to: **e.ross@nosybehotel.com**

5. RATES & SPECIFIC CONDITIONS

Rates are valid from January 8, 2026 to January 7, 2027, unless subject to changes due to external factors (tax increases, fuel surcharges, local levies, etc.)

Nosy Be Hotel & Spa**** reserves the right to adjust its public rates during the period in case of significant changes in costs, especially those related to fuel, taxes, local fees...

Please note that the **tourist tax is not included** in our rates.

Services booked through the hotel **but not used** (transfers, excursions, etc.) are **non-refundable**.

Any added or modified services resulting in additional charges must be paid on-site or by the agency, after written approval.

6. LIABILITY

Nosy Be Hotel & Spa**** shall not be held responsible for:

- **Acts of God or external events** such as conflicts, strikes, weather disruptions, technical issues, delays or cancellations caused by third-party providers, loss or theft of luggage.
- **Cancellations or changes** imposed for the safety of guests or due to **administrative orders**.
- **Incidents related to external activities** booked via independent providers.

7. CONTACT & COMMUNICATION

All availability requests, confirmations, payments, and cancellations must be addressed **exclusively by email** to:

 **e.ross@nosybehotel.com**

 **Official Website:** www.nosybehotel.com

 **Instagram:** @nosybehotel