Colina Verde
Your Luxury Home in Africa

Terms and Conditions 2020

Booking Procedure

- Bookings must be made in writing by email, acknowledged and confirmed by Colina Verde in writing to you. Our reservations email is info@colinaverdemoz.com.
- Colina Verde requires a minimum of 6 full paying guests or equivalent payment per booking.
- Provisional bookings will be held for 10 days. Provisional bookings for guests arriving within 6 months from booking date will only be held for 5 days. Bookings for arrivals within 3 months should be confirmed within 48 hours.
- A 25 % deposit of total invoice is required to secure your reservation. The balance of payment (including full cost of transfers) should be received by Colina Verde 30 days prior to arrival. Late payments will result in a charge of 0.5% of total invoice per day and if balance payment is not received prior to arrival the booking will be cancelled and deposit retained.
- If your booking is less than 30 days before the arrival date, payment in full (including transfer costs) will be required to confirm the booking.
- ·All bank charges up to Colina Verde account are at the cost of the sender.
- All dietary requirements or special requests are to be notified at the time of booking.
- Colina Verde reserves the right to specify minimum stay bookings over peak seasons.

Cancellation Policy including Covid-19

- Full cancellation policy (as described below) applies from the time you confirm a booking, please ensure you have a deposit from your client to cover these costs.
- Cancellations must be made in writing by email and are only effective on receipt of a written reply acknowledging the cancellation. It is responsibility of the booking agent to ensure that Colina Verde acknowledge a cancelled booking.
- Should you need to postpone a booking, we will do our best to accommodate you with alternative dates where possible within 18 months of the original dates. If alternative dates can't be agreed deposit refund terms will apply as outlined below.
- If booking is cancelled between receipt of the deposit and 120 days prior to agreed arrival date, Colina Verde will issue a refund of the deposit paid minus admin fee ($150) and bank charges if applicable.
- If booking is cancelled within 120 days of agreed arrival date but before the balance payment is due (30 days prior to arrival) Colina Verde will retain 10% of the total accommodation and refund the client the remaining 15% of deposit paid.
- If the client cancels the booking 30-0 days prior to arrival 50% of the full payment will be retained.
- In the event of a refund, bank charges will be at the clients cost.
- If under extreme circumstances Colina Verde finds it necessary to cancel your booking including if the Mozambican Government impose inbound travel restrictions for Covid-19 or mandatory quarantine periods, we will offer a full refund (of payments received for that booking) or alternative dates where possible.
- Covid-19 related cancellations up to 72 hours prior to arrival for reasons including: travel restrictions imposed by home or transit country; cancellation of international flights; mandatory quarantine in home country on return or Covid-19 screening failiure that prevents travel will qualify for postponement or a full refund minus $150 admin fee and any bank charges incurred for refund.
- Covid-19 related cancellations as described above less than 72 hours prior to arrival will qualify for a full refund minus 10% which will be retainined to cover costs.
- Colina Verde may ask the booking party to provide evidence for covid-19 related cancellations.

Children

- Due to the nature of the property (heights, open terraces and large open swimming pool) Colina Verde advises parents of younger children that care must be taken at the property and children must be supervised at all times.
- Children under 12 years will be charged at 50% provided there are 6 full paying guests in the group.

General

- The use of Colina Verde, all of its facilities and all activities including the use of the boats and vehicles are at own risk. Colina Verde will not be held liable for any loss or injury whatsoever. Guests are required to sign a liability waiver on arrival.
- Prices for transfers are subject to change without any prior notification as they are carried out by third party companies.
- Please read the full package details prior to booking.
- Transfers, meals at local restaurants, curios, accommodation in Maputo, provision of yoga and massage therapists and excursions by boat other than those mentioned in your package details are not included. Please see separate pricelist for details.
- All interior areas and bedrooms are non-smoking.
- There are two (calm and friendly) dogs resident at the property. Anyone with allergy or aversion to dogs should consult management prior to booking.
- All activities and transfers are weather and tide dependent. We reserve the right to cancel or withdraw activities should the conditions pose a threat to the safety of staff or guests.
- It is the responsibility of the client and booking agent to verify passport validity, visa requirements, travel permits, health certificates, inoculations and any other documentation required in order for travel. This includes all documentation required for transit countries such as South Africa.
- Colina Verde is situated in a remote area. All clients must ensure that they have adequate medical evacuation insurance before travelling.
- Mozambique is considered a malaria zone. Clients should consult a doctor before travelling.
- As per Mozambican law, all card payments for extra activities (although listed in dollars) will be charged in local currency at the bank rate at time of payment. There is a change of 3% for card payments.

By making a booking with Colina Verde you are confirming that you accept the above terms and conditions