



Address: Mare Longue Road, Tamarind Falls, Vacoas, Mauritius.

Telephone: (+230) 6734062 | (+230) 52912946

Email: info@ddvoyageur.com | reservation@ddvoyageur.com

Website: www.ddvoyageur.com

BRN: C18154841

GENERAL TERMS AND CONDITIONS

Premises:

- Mauritian ID card or Resident permit or passport must be shown by all customers upon arrival, failure to do so will entitle the management to refuse access to its premises and services.
- Customers are humbly requested to comply with Domaine L'Arbre du Voyageur policies, failing which may result to leave the premises with no refund.
- Only food and drinks purchased in Domaine L'Arbre du Voyageur premises can be consumed. No food or drinks from outside are permitted inside our premises without the approval of the management.
- For the safety of one and all, pets are not allowed.

Lodges:

- Bookings to be made at least 24hrs before.
- Note that upon reservation, it is mandatory to mention the exact number of kids and their age and to select the appropriate room, failing which, may result to payment of supplement and/or to cancellation of booking with no refund if lodges are not available.



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Restaurant:

- Booking can be performed by telephone, online, through email as well as on-site depending on availability of seats.
- In case you are a vegetarian, please inform us in advance so we can arrange the necessary additions to the meal.
- All customers having any food allergies & dietary restrictions should communicate to Domaine L'Arbre du Voyageur on the reservation date or 48hrs prior.

Booking:

- 50% down-payment to be effected to confirm booking.
- No-shows will be charged total rate; no refunds, rescheduling, or re-booking allowed.

Booking Cancellation:

- Refund of any service is subject to management decision.
- For lodges and restaurant, once a booking is confirmed, there are no cancellations unless solely authorised by the management.
- For Events, 50% refund is permissible only if an official request is made before six months. If an official request is made within the last three months, no refund will be granted.
- Postponement Policy: Any postponement request is not guaranteed. It should be communicated at least 48-hour prior to the arrival date and depends on availability.



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Media:

- By entering Domaine L'Arbre Du Voyageur premises, you consent to be possibly photographed, video recorded and its/their release, publication, exhibition, or reproduction to be used for advertising, inclusion on websites, social media, or any other purpose by our affiliates and representatives.
- Images, photos and/or videos may be used to promote similar events in the future.
- Every effort is made to comply with our clients' wishes and requests. The Management will do its best to honour requested photographs but does not undertake to guarantee any specific picture publishing.
- Photographs/videos taken during the course of an event remain at the sole discretion of Management to be published on social media platforms.
- Management reserves the right to amend the terms and conditions as and when required.

Others:

- All extras, not included in the offer, shall be charged upon departure.
- If a booking falls within a Lockdown period/Government restriction, the total amount will be refunded or a new reservation date may be booked depending on availability of existing bookings and/or services.
- Complaints should be made prior to check out from premises.
- Excursions and airport transfers can be arranged but are chargeable.
- All Prices may be reviewed as and when required.
- Terms and conditions may be amended as and when required.