

GENERAL CONDITIONS

1- RESERVATION POLICY / VOUCHERS ISSUE

Each booking request must be sent to our reservation center located in Papeete :

By mail : South Pacific Management BP 718 - 98 713 Papeete, Tahiti, French Polynesia
By phone : +689 50 84 53
By fax : +689 43 17 86
By email : reservations@spmhotels.pf

2- CHECK IN AND CHECK OUT POLICY

2a - Check in

Check in time is at 01:00 pm.

Except for :

Moorea Pearl Resort & Spa : Check in at 02:00 pm / Check out at 11:00 am
Le Taha'a, Private Island & Spa : Check in at 02:00 pm / Check out at 11:00 am

If a client wish to occupy the room before check in time, one pre-registered night will be charged at regular contractual rates.

2b - Check out

Check out time is at 11:00 am

If clients wish to stay longer in the room after check out time, they will be charged as follows :

Before 06:00 PM : 50% of the contractual rate
After 06:00 PM : 75% of the contractual rate

Except for Le Taha'a, Private Island & Spa :

Before 03:00 PM : 50% of the contractual rate
After 03:00 PM : 75% of the contractual rate

Late check out or day use are always on request and subject to hotels availability.
In any case, they can be confirmed on room allocation.

Day use rooms are available at the hotels in Tahaa, Bora Bora and Tikehau.

3 - CANCELLATION AND NO SHOW POLICY

3a - Cancellation

- * If a booking is cancelled up to 7 days prior to arrival : no penalty
- * If a booking is cancelled less than 7 days prior to arrival : 1 full night will be charged

3b - No Show

If clients do not arrive at the hotel on the expected date, they will be charged as follows :

- * 2 full night fees at the Bora Bora Pearl Beach Resort
- * 1 full night fee for the other properties

4 - CHILDREN'S POLICY

- Children less than 3 years old : Accomodation, transfers and meals are free of charge when children are sharing A room with parents (2 children maximum per room)
- Children less than 12 years old Accomodation is free of charge when children are sharing the room with parents (2 children maximum per room)
50% discount on meals (breakfast, half board, full board)
50% discount on transfers

5 - ROOM CAPACITY

Moorea	Raiatea	Tahaa	Bora Bora	Tikehau	Manihi	Nuku Hiva	Hiva Oa
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All categories	3A or 2 A + 2C (<12Yrs)	3A or 2A + 1C (<12yrs)
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Exceptions

Family room	4A + 1C or 3A + 2C							
Beach Villa			3A + 1C or 2A + 2C					
Overwater Suite			3A or 2A + 1C(<12y) + 1C (<4y)					

6 - PAYMENT POLICY

Each booking must be prepaid in the currency indicated on the invoice before the clients arrival at the hotel. Exchange rate and bank fees will be at clients charge. They cannot be deducted from the invoices. In case of any dispute, the hotel must be informed at least 7 days upon receipt of the invoice. Failure to comply with the above policy guaranties the hotel the right to refuse to supply all services booked. New request will be sent back without any confirmation until the situaiton has been cleared.