

## Holiday Arrangements

### **Adhering to the following guideline will facilitate a smooth holiday experience on The Sanctuary.**

- Inform The Sanctuary at least 2 weeks in advance of your planned visit – this is a requirement of the company's rules.
- The Sanctuary team will send you the following documentation to be completed:
  - a. Immigration forms – for internal use and Government requirements.
  - b. Guest Information Form – includes number of guests, arrival and departure dates, times and mode of transport, land and sea transfer requirements, staff requirements, instructions for preparation of the home and special requests for the visit. The more information provided on this form, the better.
  - c. Food, drink and fuel orders

#### *Note:*

The more timeously the above forms/orders are processed the better. Food orders are more likely to be comprehensively supplied and shortages avoided if there is time available for the suppliers to procure requests.

- Once food, drink and fuel orders are received a quotation/proforma invoice is issued by email. This needs to be paid in full before the orders can be processed.
- Where a site subscribes to the Home Management Service, the guest's food order is confirmed with the site's chef.
- The guest will be notified of unavailable items by email before arrival. Supplies of fresh goods in particular tend to be unpredictable.
- Orders to replenish supplies of food, drink and fuel may be placed with The Sanctuary office as and when required. Where a site subscribes to the Home Management Service there is constant communication between the office and site staff which assists in avoiding shortages of supplies.
- Supplies as ordered will be delivered to site well before guests arrive, excluding fresh goods which will more than likely accompany guests from Vilanculos.
- Due to the location of Linene Island and the impact of tides, special arrangements are needed for deliveries to sites on Linene Island.
- The first delivery of supplies is free if the value of the total order exceeds 10,000Mt (excluding the islands). Subsequent deliveries are charged for according to the development zone of the site:
  - Dugong zone: MT1250 excl IVA
  - Marape zone: MT1750 excl IVA
  - Mazarette zone: MT1500 excl IVA
  - World's View zone: MT1500 excl IVA
- If required (per Guest Information Form) a Sanctuary staff member will meet guests at Vilanculos Airport for transfer to the harbour.

- The Sanctuary vehicle can carry up to 12 passengers and has a large luggage trailer.
- The driver follows a dedicated route and may not deviate. Should you wish to stop in Vilanculos to shop please arrange with us to facilitate a commercial taxi.
- Passengers are required to sign an indemnity form presented by the driver.
- Passengers are to remain seated in the vehicle at all times.
- Should there be more than one party arriving at the same time, those who made the 'first' booking will enjoy priority in making use of our vehicle. Once the first set of guests has been dropped at the harbour the vehicle will return to collect the waiting party. An alternative transport arrangement (commercial taxi) can be made at additional cost should you not wish to wait.
- The cost of an airport transfer in the Sanctuary vehicle is Mt1750 each way.
- Most visitors use their own boats for the transfer between Vilanculos and The Sanctuary. If needed boat transfers can be arranged on request. The charge for boat transfers depends on the site location and tide and weather conditions. Boat transfers can take between 30minutes and an hour depending on these variables so obviously costs will differ accordingly.
- On arrival at site a Sanctuary representative will check guests in, ensure that requirements are met and orders in hand. This service is free of charge to Home Management Service subscribers but a handling fee of 1000Mt plus the logistics fee to site will be levied if requested by non-subscribers.
- On the day of departure, guests may return unused dry groceries and fuel for credit. Note: only 10% of your total order may be credited, and no fresh produce or open goods. It is essential that a list of the goods that you wish to return is signed by you and the staff during check out. A handling fee of 1000Mt plus the logistics fee to site fee will be levied to non-subscribers requiring this facility.
- Comprehensive accounts including invoices, credit notes and statement will be sent to owners as soon as possible after departure from where the outstanding balance needs to be settled within 14 days. Should there be a credit from your deposit, the monies can be transferred back to your account excluding bank charges.