



## **Sun Resorts Ltd INTERLINE POLICY**

### **AVAILABILITY**

All Interline reservation requests are subject to availability. Availability for Interline Reservations is confirmed only by the Regional Office in Mauritius, or the Central Reservations Office in Mauritius.

Although Interline reservations are based on current availability at the time of booking/request, the booking may be cancelled or relocated should the business change considerably. (See conditions)

### **CONDITIONS**

All Interline bookings must clearly communicate the following statement to the guest:

**“The condition pertaining to an Interline booking is that the hotel reserves the right to offer alternative accommodation/hotel in case of overbooking or, in exceptional circumstances, to cancel the booking within a reasonable notice. Travel Agency/Industry Identification is required upon arrival”**

The following should be noted:

- i) “Reasonable notice” is currently considered 7 days in peak/high season, and 10 days in low season.
- ii) “Alternative accommodation” may relate to room type or any other special attribute requests asked for by the client at the time of booking.
- iii) “Hotel” may refer to either Sun Resorts Ltd or, in exceptional circumstances, non Sun Resorts Ltd property.
- iv) If the guest refuses the alternative accommodation proposed, Sun Resorts Ltd reserves the right to cancel the booking without applying the “reasonable notice”
- v) “Overbooking” refers to any condition in which the hotel cannot comfortably accommodate all reservations.

## **RESERVATION PROCEDURE**

All reservations requests must be made in writing or via fax/email to the Central Reservations Office. Interline bookings will not be accepted by telephone.

The request must contain the following information:

- i) First and last name (s) of guest
- ii) All other information required for reservation being but not limited to arrive/depart dates, number of guests, ages of children, room type, hotel, special requests.
- iii) Affiliation (Company name, Travel Agency name with IATA/ARC#)
- iv) Position in company or travel agency
- v) Contact telephone/fax /email of guest. <sup>1</sup>
- vi) Credit card guarantee <sup>2</sup>

Central Reservation will respond in writing to the request. If the request originated directly from the guests, Central Reservations must quote conditions. If the request is confirmed to a party other than the guest, ex Sales Office, General Manager's Office etc., the booking office is responsible for ensuring that the guest knows and understands Conditions relating to Interline reservations.

## **PAYMENT/GUARANTEE**

Credit card guarantee required on reservation, for all reservations except for any of the following guests who have been accorded an Interline rate as a "special arrangement" rather than as an industry discount:

- i) VIP guests on Interline rate
- ii) Site inspections on Interline rate
- iii) Any other person or persons holding an Interline reservation deemed exempt from pre-payment by Regional Office or Central Reservations office.

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1 If this is not provided, the Sales Office will be responsible for contacting the guest in case of cancellation or accommodation change.

2 The policy regarding the acceptance of all FIT/non contracted/non TO reservations will be changed to reflect payment terms and conditions.

**JUSTIFICATION OF INTERLINE STATUS**

The onus is on the hotel to ask the guest for justification of interline status. This could be a business card, letter from employer, employment identity card or other recognisable means of confirmation which shows IATA/ARC number.

The following guests should not be asked to provide justification of Interline status:

- i) VIP guests on Interline rate
- ii) Site Inspections on Interline rate
- iii) Any other person or persons holding an Interline reservation deemed exempt from presentation of Industry ID requirements by Regional Office or Central Reservations office.

**CANCELLATION**

Cancellation by Sun Resorts Ltd: See Conditions

Cancellation by Guest:

Sun Resorts Ltd accepts the fact that many Interline guests are travelling on standby tickets, cancellation fees will only be charged if the guest DOES NOT notify the hotel AND the reservation becomes a NO SHOW

The cancellation penalty for a non cancelled reservation will be:  
1 night of full quoted rate for room and meals.

**SUPPORTING FORMS AND DOCUMENTS**

Sun Resorts Ltd Reservation Request/Amendment/Cancellation Form  
Fax/Email/Interline Reservation Confirmation