**IPS BIENNIAL 2020 REUNION**

**BOURBON TOURISME TERMS & CONDITIONS for registrants**

The International Palm Society (IPS) 2020 Biennial in Reunion is an all-inclusive package tour by Bourbon Tourisme of St Denis Reunion Island as tour operator and can be booked through the IPS website. The package is for 7 nights arrival 23rd May departure 30th May 2020.

The IPS acts as a collection agent for Bourbon Tourisme and receives a portion of the Registration cost for the services provided and expenses incurred by the IPS.

All participants in the Reunion Biennial tour are required to sign and return these Terms and Conditions to the IPS prior to close of the registration period as confirmation of acceptance of these terms and conditions.

Bourbon Tourisme offers this biennial package and tours to members of the IPS on the following terms and conditions:

**The Biennial Tour prices include:**

* On-call service 24h/7d - Information desk on both hotels on day 1
* Accommodation during 7 nights in bed and breakfast basis, as follows :
	+ 7 nights in superior room, double or single at Lux\* Hotel OR
	+ 7 nights in superior room, double or single at Recif Hotel
* Transfers from the airport to the hotels and return at day 1 and day 8 with 4 coordinators,
* Full day service buses on day 2, 3, 4, 6, 7,
* Shuttle service buses on day 1 and 7 from 7pm to 11pm
* Transfer from hotels to restaurant on day 5
* Service of touristic English speaking guides on day 2 and 7
* Service for mountain guides on day 2
* Lunch in restaurant or guest house on day 2, 3, 4 and 7
* Dinner on day 4
* Service of catering for lunch on day 6
* Opening diner at Le Recif hotel with drinks (include 4 starters, 3 dishes, 3 desserts, ¼ bottle wine, water and coffee) up to 150 persons. Exceed this number, this will be a cocktail diner
* Privatisation of a meeting room with materials on night 1
* Study day for the board members (meeting room and materials) on day 1
* Privatisation of the restaurant at Lux\* Hotel for the gala dinner
* Buffet for the gala dinner (drinks included during dinner) + drinks before dinner(if you want appetizers it will be in extra)
* Stay tax
* 1 water bottle on day 1 and 8
* 2 water bottle on day 2, 3, 4, 6 and 7

**The Biennial Tour prices do not include:**

* Lunches on day 1, 5 and 8
* Dinners on day 2, 3, 5, 6
* Drinks package
* Transfer between hotels on day 1 for board members for the meeting
* 18 seats bus for day 3 and 4
* Activities during day 5 need to reserve beforehand
* Extra for transfers between 8pm and 4am
* Visits
* Tips
* Personal expenses
* Benefits who are not mentioned in the package

**Selling terms and conditions**

1. **BOOKING**

All correspondences and bookings must be sent to International Palm Society (IPS). The IPS will give all information to: BOURBON TOURISME.

IPS will send to Bourbon Tourisme, every month, the list of participants with detailed names, flights, hotels chosen, kind of room (single, double or twin) & dietary. Extra excursions proposed for day 5, must be booked and paid in advance through the IPS website registration.

**II. ACCOMMODATION**

Rooms are available, according to the hotel legislation, at 2pm and must be left before noon. To provide a higher comfort to your customers, we advise you to book day-use according to time of arrival and departure of the group. All additional services (drinks, telephone) must be paid directly in the hotel. Guests must inform hotels at their arrival, when they want to book a table and which day at the restaurant of the hotels. Bourbon Tourisme is not responsible if hotels have not place for dinner during the stay of participants especially if the request is a last minute.

**III. TRANSPORTATION**

Transfers and excursions are made in air-conditioned buses “Big Comfort Tourism”.

The full-day rental bus rate is based on: - Service of vehicle and driver for 10 hours according to current regulations (from 7am to 5pm or from 8am to 6pm) including departure from and return to the depot - Average of 200kms a day The half-day rental bus rate is based on: - Service of vehicle and driver for 5 hours (from 7am to 12pm or from 1pm to 6pm), including departure from and return to the depot - Average of 100kms on a half day The night time rental bus rate is based on: - Service of vehicle and driver from 7pm to 11.00pm - Overtime will be invoiced 28 € by extra hour For all transport between 8h00 pm and 4h am, extra costs will be applicable

**IV. GUIDE**

All our guides are strictly selected and are regularly controlled. As the guides play a basic role during the stay, we select them with particular care (knowledge, experience, diplomas, spoken languages, insurances). We maintain a long-term relationship with our guides.

**V. ACTIVITIES**

Some activities require specific clothes and a good physical condition. The professionals who accompany the participants will apply all their skills to lead the group towards the realization of their objective in the best possible conditions of safety. However, the meteorological conditions, the conditions of the ground, the physical shape of the participants and their capacities are crucial elements which can lead to a modification or revaluation of the excursions.

**VI. RATES**

The amount fixed for the realization of the stay is an all-inclusive price; in case of error of printing or any other error, the applicable price is the price indicated on the order form. The prices were calculated for a minimum number of participants (100) and for a definite period such as indicated above. Any modification of these elements may modify the price in the limits foreseen by the article 19 of the law of July 13th, 1992. These prices were established according to the economic conditions current on the month. They cannot be guaranteed in case of important fluctuations in currency or in case of increase of the carriers’ prices that are bound to the cost of the fuel.

**VII. RESERVATION**

Period of booking will be held from the 08/01/19 (1st of August 2019) to 11/25/19 (25th of November 2019). Every request after 25/11/19, will be priced case by case and subject to availability.

**VIII. CANCELLATION FEES**

More than 95 days before arrival: deposit 30% non-refundable. - Between 94 days and 61 days before arrival: 50% fees - At 60 days: 100% fees

**IX. PHYSICAL REQUIREMENTS**

We recommend to the travellers to begin our circuits and stays in healthy conditions. We specify that the accessibility to certain sites is not dedicated to every public. We draw the attention of the customers presenting problems of physical, psychic or psychological health on the necessary autonomy for the fulfilment of certain journeys.

**X. RESPONSABILITY**

BOURBON TOURISME cannot be held responsible in case of delay of airline companies, road cut by a flow of lava or fallen rocks due to diverse motives such as strong tropical rains, cyclone. These natural disasters which can arise without us having the time to prevent our customers can bring us to modify the planned itinerary. We try to manage all necessary modifications in the most convenient way for the clients.

**XI. COMPLAINTS**

Any complaint concerning the progress of the stay must be sent to us by registered letter with notice of receipt in the month following the return of the journey. The disregard of this delay may affect the quality of the treatment of the file complaint; the answer will also be sent to you in written form.

**XII. INSURANCE**

Our insurance cover European Union citizens only. For non EU citizens they must take their own insurance. We highly recommend that each participant take insurance on their own.

**XIII. PRE AND POST TOURS**

For those who are interested in the optional free day tours and the pre & post Mauritius tours, you must book through the IPS registration website

**XIV. TERMS OF PAYMENT**

All participant payments are to be made through the IPS registration website

Each Registrant is required to sign and return these terms and conditions as confirmation of their acceptance

**Signed Registrant 1 Signed registrant** 2

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