



Terms and conditions

Flying Annie Moe, Vavau, Tonga

By accessing and using this service, you accept and agree to be bound by the term and provision of this agreement. In addition, when using these particular service, you shall be subject to any posted guidelines or rules applicable to such service. Any participation in this service will constitute acceptance of this agreement. **If you do not agree to abide by the above, please do not use this service.**

Arrival and departure

Check in is available from 12.00 till 18.00 pm. We ask that you please vacate your room by 11.00 am on the morning of departure.

Reservations

Bookings can be made by those aged 18 years and over. This person will be held responsible for all members of his/her party. **Booking are only valid for those named at the time of booking and are not transferable or able to be re-sold.** All bookings only considered accepted upon receipt of your deposit which may be paid in cash, bank transfer, debit card, or credit card. **Payments with credit card will incur a 5 % transaction fee.** Delays in receiving your deposit may mean the accommodation requested is no longer available.

Deposits are non-refundable and you are advised to obtain travel insurance against cancellation.

Full payments are due fourteen days (14 days) before date of arrival

Cancellation

We are a small business, so cancellation can have a big impact on us, especially if we have turned away potential quests in favour of someone who has already booked and who then cancels. We are running a very short high season, we do however, appreciate that unforeseen circumstances can intervene and we try to be as sympathetic and helpful as possible in such cases. In the event of a cancellation a minimum of 7 days notice before arrival date will result in a full refund minus deposit. Under 7 days we will try to re-let the room. If we are successful we will refund the full amount minus the deposit.

Failure to arrive, or late cancellation, will result in a no show charge being charged to your credit card up to the full costs of your booked stay.

Car Parking

Car parking is available for quests, at the side of Flying Annie Moa's building, cars parked here at owners own risk.

Damage and breakage

You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. **Credit card pre-authorization instead of taking a security deposit, we operate a pre-authorization system were by you give us your credit card details and as part of your contract with us, you agree to being charged for any replacements, repairs of supplementary cleaning for which you can reasonable be held liable.**

Keys

You have access to the building and your room 24 hours a day throughout your stay using a set of keys given to you when you register on arrival. You have full responsibility of those keys for the duration of your stay. Lost keys will be charged at \$ 50 pa'anga a set.

Liability

We do not accept any liability for any damage, loss, injury, to any member of your party of any vehicles or possessions unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

Rooms

Eating, take away meals in rooms is not allowed as they can leave after smells and can cause staining if the food comes in contact with the bedding.

Pets

Pets are not permitted.

Prices

We reserve the right to change our prices at any time. This does not affect bookings already made.

The property

The property is to be used for normal occupation only. **The property may not be sublet. The property may only be used to a maximum up to 25 people.**

Smoking

Smoking is prohibited in any of our rooms or in the building. In the event that this condition is not complied with we will terminate your booking immediately without any liability for refund or compensation. Smoking is permitted at our balcony.