

GENERAL TERMS & CONDITIONS

While we strive to always provide the latest information and details about our product offerings on this website, please be sure to check with the hotel on any specifics that may be important to you. Information presented here is subject to change. The content of this site applies only to www.baystone.co.mu

ROOMS DISCLAIMER

Baystone Boutique Hotel & spa carries out regular improvements to its existing accommodation and therefore room facilities or room layout of the reserved room may be different from the displayed photo.

DRESS CODE

Daytime we ask that you wear at our restaurants, lobby or indoor area:

Men: Casual, Shirtless is not appropriate

Female: a cover-up over swimwear.

Evening: smart, casual or island chic

Beach: Topless sunbathing is not allowed in Mauritius

POLICY

The hotel does not offer pet friendly facilities.

The concept of the hotel is not suitable for wheelchairs.

CHECK-IN/CHECK-OUT

- Check-in: 14h00
- Check-out: noon

HONEYMOON POLICY

- Minimum Stay: 3 nights
- Valid one year as from the wedding date
- Your wedding certificate and your identity card will be requested at the time of check-in
- Should you fail to produce your valid wedding certificate upon arrival, an extra cost will be charged directly at the hotel

PAYMENT & CREDIT CARD INFORMATION

Once you have made your hotel reservation online, you will be asked to proceed with payment. Kindly note that we currently accept the following payment methods:

In MUR: VISA & MASTERCARD

All confidential data are transmitted directly in encrypted format to the payment gateway servers (of MCB) without ever passing through any physical device within our server system.

Once the bank details are validated, the secure payment management systems send an authorization request to the bank card network.

For all transactions, payment of the booking shall constitute signature and express acceptance of the sale with all that is included in the price.

PAYMENT CONDITIONS

Baystone Boutique Hotel & Spa will not accept cash payments in excess of 500,000 rupees or an equivalent amount in foreign currency in order to comply with Section 5(1) of the Financial Intelligence and Anti-Money Laundering Act 2002, which provides that “any person who makes or accepts any payment in cash in excess of 500,000 rupees or an equivalent amount in foreign currency, or such other amount as may be prescribed, shall commit an offence.” Accordingly, pursuant to Section 8(1) of the Act, any person who commits such an offence “shall, on conviction, be liable to a fine not exceeding 10 million rupees and to penal servitude for a term not exceeding 20 years.”

CANCELLATION OF HOTEL BOOKING

All prices listed on this website are in EUR/USD/MUR, unless specified otherwise. Promotions displayed on this website can be changed or withdrawn without prior notice. Blackout dates may apply.

Cancellations will not be processed unless we receive an official cancellation request by mail at baystone@baystone.co.mu

Once you have cancelled a booking via email, you will receive an email to confirm your cancellation at the e-mail address you provided at the time of booking.

To prevent any fraud, refunds (when applicable) will only be made to the credit card used to secure the booking.

Payment conditions:

A deposit of 50% of the total amount due is required to confirm and secure your booking

The remaining balance should be settled directly at hotel upon arrival

In case of “Non-Refundable” offer, 100% of the total amount due will be required to confirm and secure your booking

Cancellations and amendments to confirm bookings are subject to the following fees:

- No cancellation fee for stays cancelled up to 3 days prior to arrival
- Cancellation as from 3 days prior to arrival: 100% of the amount deposited will be charged
- No show: 100% of the amount deposit will be charged
- Unexpected departures: no refund for nights booked
- “Non-Refundable” offer: no refund for nights booked

PAYMENT AND CANCELLATION DETAILS PRIME SEASON: from 27th December 2023 to 2nd January 2024 inclusive

Payment conditions:

A deposit of 50% of the total amount due is required to confirm and secure your booking

The remaining balance should be settled by 15th November

For bookings as from the 16th of November a 100% deposit is required

Cancellations & amendments to confirm bookings are subject to the following fees:

Cancellations between 60 and 45 days' prior arrival: 50% of the total amount will be charged

Cancellations 44 days and less prior to arrival: 100% of the total amount will be charged

No show: no refund for nights booked

Unexpected departures: no refund for nights booked

"Non-Refundable" offer: no refund for nights booked

Please note that cancellation charges for prime season are calculated on a nightly basis and are not governed by arrival date. Even if a stay begins prior to prime, the prime dates would incur cancellation charges once cancellation was within the timescale above.

MINIMUM STAY

For all stays until 23 December 2023:

- A minimum of 2 nights is required.

For all stays falling on nights 23, 24, 25, 26 December 2023:

- A minimum of 3 nights is required.

For all stays falling on nights 27, 28, 29, 30 and 31 December 2023

- A minimum of 6 nights is required.

RESERVATION

Kindly note that prices displayed on our website are subject to change in the course of the season and may differ from prices published elsewhere. When using our website, you accept that prices published elsewhere may differ from yours at the time of booking.

Subject to our confirmation, and also to your provision of valid and correct credit card details for payment, your reservation will be irrevocably binding upon your clicking on "Confirm" on our website.

As we will send you a confirmation of your reservation by email, it is your duty to provide us with an accurate email address. Our confirmation email will serve as proof of valid reservation and will contain relevant information about the reservation and particulars of the hotel concerned. If you do not receive such a confirmation, please notify us by e-mail at baystone@baystone.co.mu

Please read and check carefully all the information contained in our confirmation email to ensure that it conforms to your reservation. You are required to present our confirmation email when checking-in at the hotel, in addition to a valid passport.