

TERMS OF SALE

We Roam Ltd

Tour Operator License No: [Pending]

Registered Address: Beau Rivage, Tombeau Bay Mauritius

Contact: +230 5728 7989

1. DEFINITIONS

"Company" means We Roam Ltd, a tour operator registered in Mauritius.

"Client" means the person making the booking and all persons included in the booking.

"Tour Package" means the bespoke travel arrangements including but not limited to accommodation, transportation, activities, and services in Madagascar, Mauritius, and/or Rodrigues.

"Booking" means the confirmed reservation of a Tour Package subject to full payment and acceptance of these terms.

2. BOOKING AND CONFIRMATION

2.1 Booking Process

- All bookings must be made through authorized Company representatives
- A signed booking form and deposit payment constitute acceptance of these terms
- Bookings are confirmed only upon receipt of deposit and written confirmation from the Company

2.2 Minimum Deposit

- A deposit equal to 30% of the total price of your entire travel program is required at the time of booking. Notwithstanding, you acknowledge and agree that there may be certain components of your travel program which will require a deposit which may be greater than a 30% of the total price of your entire travel program.
- Balance due 45 days before departure.

2.3 Late Bookings

- If your booking is made within 45 days of departure, the entire cost of the trip must be paid at the time of confirmation. Subject to availability and may incur rush processing fees

3. PRICING AND PAYMENT

3.1 Tour Pricing

- All prices quoted in USD/EUR/MUR as specified
- Prices are per person based on specified occupancy, unless specified otherwise
- Single occupancy supplements apply where indicated
- Prices subject to change until booking confirmation

3.2 Payment Methods

- Bank transfer to Company account
- Credit card payments (additional processing fees may apply)
- Cash payments accepted at Company office in Mauritius

3.3 Price Variations

- Prices may be adjusted for currency fluctuations exceeding 3%
- Fuel surcharges may apply for significant aviation fuel increases
- Government tax changes will be passed to clients
- No price increases within 30 days of departure

4. INCLUSIONS AND EXCLUSIONS

4.1 Typically Included

- A greeting at the airport or at your accommodation from one of our representatives – your expert will confirm your meet and greet location with you

- 24/7 in-destination support from our local office
- All accommodation stays, tours and transfers for scheduled activities are covered, unless otherwise listed in the itinerary
- Entrance fees to specified attractions
- Ground transportation as per itinerary
- Professional local guides as per specified itinerary
- Internal flights between stops in your itinerary (unless otherwise indicated)

4.2 Typically Excluded

- Your International airfare – please do let your expert know if you'd like assistance from our team
- Travel insurance

We strongly recommend travel protection. Between missed connections, lost or delayed luggage, or medical emergencies, you want some peace of mind that your travel investment is well protected. Please consider purchasing a travel protection plan before you travel

- Visa fees and documentation
- Medical expenses and vaccinations
- Personal expenses and gratuities
- Optional activities not in itinerary
- Optional enhancements like room or flight upgrades

5. CANCELLATION POLICY

All cancellations of confirmed reservations are subject to a \$350 per person administrative fee. Additionally, clients are subject to any cancellation fees assessed by the purveyors of services including, without limitation, hotels, charter vessels, transfer providers, activity providers, rail suppliers and/or airlines that are identified in the itinerary or that otherwise form part of your travel program.

5.1 Cancellation by Client

More than 60 days before departure:

Any cancellations which occur 60 days or more prior to departure will receive full refund minus the \$350 per person administrative fee. Cancellations which occur 60-45 days prior to departure will be subject to loss of deposit (equal to 30% of your travel program price). Cancellations which occur 45-30 days prior to departure will be subject to loss equal of 50% of your travel program price. Cancellations which occur 30 days or less will be subject to 100% of program price.

5.2 Cancellation by Company

- Full refund if cancelled due to unforeseen circumstances or circumstances beyond We Roam Ltd's control
- Alternative dates or full refund for cancellations due to force majeure
- Company not liable for consequential costs (flights, visas, etc.)

6. CHANGES AND MODIFICATIONS

6.1 Changes by Client

- Subject to availability and supplier terms
- Amendment fees: USD 50 per change more than 30 days before departure
- Amendment fees: USD 100 per change within 30 days of departure
- Additional costs for upgraded services charged separately

6.2 Changes by Company

- Company reserves right to modify itineraries due to operational requirements
 - Comparable alternative arrangements will be provided
 - Significant changes entitle client to cancel with full refund
 - No compensation for minor alterations
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7. TRAVEL DOCUMENTS AND REQUIREMENTS

7.1 Client Responsibilities

- Valid passport with minimum 6 months validity
- Appropriate visas – It is client's responsibility to check with the appropriate consulate or embassy for the latest visa requirements
- Compliance with health and vaccination requirements
- Travel insurance strongly recommended

7.2 Health Requirements

- Appropriate vaccination required for travel in specific regions
 - Client responsible for medical fitness to travel
 - Special dietary/medical requirements must be disclosed
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8. ACCOMMODATION AND TRANSPORTATION

8.1 Accommodation Standards

- Hotels/lodges as specified or similar category
- Room assignments based on availability at check-in
- Meal plans as indicated in itinerary
- Special requests subject to availability

8.2 Transportation

- Vehicles appropriate to group size
 - Domestic flights subject to local airline schedules
 - Boat transfers weather permitting
 - Professional drivers and guides
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9. LIABILITY AND INSURANCE

9.1 Company Liability

- Limited to direct costs of services not provided
- Maximum liability not exceeding total tour cost paid
- Not liable for third-party service provider failures
- Force majeure events exclude Company liability

9.2 Client Responsibilities

- Adequate travel insurance mandatory
- Personal safety and security awareness
- Compliance with local laws and customs
- Supervision of minor children

9.3 Excluded Liabilities

- Pre-existing medical conditions
- Loss or damage to personal belongings
- Third-party transportation delays
- Natural disasters and weather conditions

10. FORCE MAJEURE

Company not liable for cancellations, delays, or modifications due to:

- Natural disasters, severe weather
 - Political instability, civil unrest
 - Strikes, transportation disruptions
 - Government restrictions or advisories
 - Pandemic-related restrictions
 - Terrorism or security threats
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11. COMPLAINTS AND DISPUTES

11.1 Complaint Procedure

- Issues must be reported immediately to local guide/representative
- Written complaints within 30 days of tour completion
- Company will investigate and respond within 14 days
- Refunds limited to unused services only

11.2 Dispute Resolution

- Governed by laws of Mauritius
 - Disputes subject to jurisdiction of Mauritius courts
 - Mediation preferred before legal proceedings
 - Client liable for legal costs if claim unsuccessful
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12. SPECIAL CONDITIONS

12.1 Photography and Marketing

- Client consents to use of photographs for promotional purposes
- Opt-out requests must be made in writing
- Professional photography may be arranged at additional cost

12.2 Environmental Responsibility

- Commitment to sustainable tourism practices
- Respect for local communities and wildlife
- Waste minimization and conservation efforts
- Support for local conservation initiatives

12.3 Cultural Sensitivity

- Respect for local customs and traditions
- Appropriate dress codes in religious sites
- Photography restrictions in certain locations

- Cultural orientation provided during tours
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13. DATA PROTECTION

- Personal data collected for tour service provision only
 - Information shared with suppliers as necessary
 - Data retention as per Mauritius privacy laws
 - Client rights to access and correct personal information
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14. GENERAL CONDITIONS

14.1 Entire Agreement

- These terms constitute the complete agreement
- Verbal representations not binding unless confirmed in writing
- Modifications require written agreement from both parties

14.2 Severability

- Invalid provisions do not affect remainder of agreement
- Replacement of invalid clauses with valid equivalents
- Agreement interpretation in English language

14.3 Contact Information

For all inquiries, changes, or complaints:

We Roam Ltd

Address: Beau Rivage, Tombeau Bay Mauritius

Email: kattychong1@gmail.com

Emergency Contacts:

Mauritius & Rodrigues: +230 5728 7989/Madagascar: +261 32 74 886 92

By signing the booking form, the Client acknowledges reading, understanding, and agreeing to these Terms of Sale.

Version: August 4, 2025

Next Review: August 2026