

## Reservation Terms and Conditions

The [www.mvuvizanzibar.com](http://www.mvuvizanzibar.com) website (hereinafter the Website) is owned by Mvuvi Boutique Resort (the Company) with seat in Zanzibar P.O.Box 2698 tel. +255777212917. Through the use of the site, you can proceed to the reservation of the rooms, activities and restaurant of Mvuvi Boutique Resort in Zanzibar.

This document (hereinafter the General Conditions) defines the terms and conditions determined by Mvuvi Boutique Resort for the use of the Site and the relative reservation services. These General Terms, together with the policies regarding privacy adopted by Mvuvi Boutique Resort, are considered completely understood and accepted by the User navigating on the website. In order to proceed with any reservations, it is necessary to first understand and accept the General Terms and Conditions and the Privacy Policy.

The term User refers to any physical and /or legal entities accessing the website or using its services.

### 1. Scope.

These General Conditions apply to all online visits and bookings carried out on the site. Navigation of the site, use of the booking system and any other services offered on the Site, imply that these Terms and Conditions have been understood and are accepted by the User.

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### 2. The service offered by the Site.

The Website constitutes an online platform, property of Mvuvi Boutique Resort, that on the one hand allows Mvuvi Boutique Resort to advertise their respective rooms and services, and on the other hand, allows visitors to the site to complete a reservation.

By booking through the Site, the User will establish a direct contractual relationship. From the moment of the above mentioned reservation, the Company will become the exclusive intermediary between the User and the receiving property, and will communicate all relevant details of the booking to the property and at the same time send the User a confirmation email on behalf of the receiving property.

While our services are provided with diligence and careful attention, we are unable to verify and guarantee the accuracy, the completeness and the precision of the information provided, nor can we be held responsible for any errors (including content and typographical errors), interruption of service (due to temporary and/or partial failure, to repair work, upgrading or maintenance of the website or other), inaccurate, misleading or false information or for non-delivery.

Some reservations may be subject to restrictions or conditions concerning, for example, cancellation and / or modification of the reservation. It is therefore important to check thoroughly for any such conditions in the details of the reservation and rates before making the reservation.

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### 3. Intellectual property rights.

All content present on the Site, as well as on websites and portals connected to it, including all data, information, communications, editorial content, photos, video, graphics, designs, logos, trademarks and in general any material or service present therein, is the property of Mvuvu Boutique Resort, or providers of bookable services, unless otherwise indicated and must be considered protected under copyright law and industrial property rights. Therefore, it is expressly forbidden to reproduce, copy and / or use the trademark, logo, website, content or anything else present on this site and the sites and web portals connected to it unless expressly authorized in writing. The images on the website are provided solely for the purpose of being viewed and can not be saved or downloaded in any form.

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### 4. Reservation Policies.

Through the Site, it is possible to research room availability based on the dates chosen by the User for the properties indicated. The results returned by the system in real time will only show the structures that have uploaded availability for the type of room chosen by the User and, for each type will show the sales conditions, such as for example, the price (expressed in EUR) inclusion or not of taxes and breakfast, terms of penalties, methods of payment, modification and cancellation

conditions. For each individual booking, the site will clearly and precisely specify the terms and conditions of purchase.

Once the User has found the solution that best satisfies the requirement, personal details must be entered in order to proceed with the reservation as well as credit card information in order to allow the amount for the selected service to be charged. Failure to provide the necessary credit card information will make it impossible to complete the reservation. The User is responsible for the authenticity and accuracy of the information provided to the Site.

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## 5.Amount and Method of payment

The payment of the amount relating to the reservation, inclusive of VAT, is charged by Mvuvu Boutique Resort directly to the credit card entered by the User at the time of booking. By clicking on the “Booking Confirmation” button, the User authorizes the transaction with Mvuvu Boutique Resort according to the specified conditions.

For some tariffs (non-refundable) or special offers, the User may be required to pay in advance by credit card. In this case, the credit card may be pre-authorized or charged at the time of booking (sometimes without the possibility of reimbursement). Before making the booking, check carefully for any such conditions and details regarding the room and the rates.

Once the booking is made, Mvuvu Boutique Resort will send a confirmation email to the User containing all the details of the confirmed reservation, the terms of sale, the amount charged in advance if relevant, the cancellation and / or modification penalties and all the information required for the subsequent management of the same.

Until the confirmation email is received, the reservation will not be deemed completed.

In the event that advance payment is required at the time of booking, the success of the reservation will be subject to the satisfactory outcome of the transaction via credit card or other methods specified in the conditions of sale.

In the event that a bug and / or technical error occurs at the time of booking, the reservation will not be deemed completed and the Company will promptly inform the User. In this case the reservation will

have to be made again and the Company declines any liability that might arise as a result.

Mvuvi Boutique Resort declines any responsibility for abusive or fraudulent use of the credit card and any damages that may result from transactions processed via the credit card that are not within its direct of control.

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#### 6. Processing of personal data and cookies.

The Company respects the privacy of Users. For more information refer to the privacy policy.

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#### 7. Applicable law, sole place of jurisdiction and language of the General Conditions.

This Site, as well as the policy regarding the treatment of personal data and the General Conditions, are subject to the laws in force in Zanzibar.

The User accepts the exclusive jurisdiction of the Zanzibari Judicial Authority to resolve any disputes appertaining to the validity, application, interpretation, execution of the provisions of the General Conditions and / or privacy policies.

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#### 8. The possible invalidating of one or more clauses or parts thereof, does not imply that the General Terms and Conditions or of the remainder of the same clause are to be considered null.

The reservation is personal and can not be transferred freely without the prior consent of Mvuvi Boutique Resort.

Any communication relating to these General Terms and / or use of the Site must be made by sending an e-mail to the following address: [info@mvuvizanzibar.com](mailto:info@mvuvizanzibar.com)

These General Terms were drawn up on 1<sup>st</sup> June 2021. The Company reserves the right to change the General Terms, informing users on the Site. Therefore, it invites the User to consult the General Terms each time before accessing and / or booking

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### How to Contact Us

If you have any questions, comments, or concerns about this Privacy Policy or the information practices of this site, please contact us as follows:

By E-mail : [info@mvuvizanzibar.com](mailto:info@mvuvizanzibar.com)

By Post : Mvuvu Boutique Resort (P.O. Box 2698 Zanzibar)