

## Reservations and Cancellation Policy

### **PAYMENT:**

All final payments for invoiced amounts should be cleared in our bank account via wire transfer or bank deposit 30 days prior to arrival into Papua New Guinea. Payments must be as per invoice, not less bank fee.

Credit Card payment is not accepted for prepayments.

### **GST:**

Note that all tourism related services prepaid from outside Papua New Guinea are currently exempt from GST, and all published rates do not include for GST. This is a PNG government incentive and subject to change without notice. We reserve the right to apply any changes to this policy as they occur.

All purchases/services paid for within Papua New Guinea are subject to an additional 10% GST charge.

### **GROUP POLICY:**

We offer one complimentary space for a group of 8, i.e. 7 paying + 1 complimentary, which includes for accommodation, diving and airport transfers, with a minimum 3 night stay required.

Non-refundable deposit is required on any group booking for 3 rooms or more at four (4) months out from arrival. Deposit amount required – 10% of total invoice.

### **MINIMUM STAY:**

Minimum night stay applies to certain periods as follows:-

Easter 4 day holiday (Fri/Sat/Sun/Mon) .... 3 night minimum stay is required

Christmas and New Year Holiday period (25<sup>th</sup> Dec through to 2<sup>nd</sup> January) ... 2 night minimum stay required.

Minimum 3 night stay is required for all groups larger than 8 guests in order to receive complimentary space as per our Groups Policy above.

### **CHECK-IN AND CHECK-OUT TIMES:**

Check-in time is from 2:00pm onwards and check-out time is 10:00am. Early check-in requests and late check-out requests can be made through reservations and will be subject to availability on the day.

### **CHILDREN:**

Children 10 years of age and under are free of charge for accommodation, meals and transfers when accommodated within the reserved room/s, and this must be requested on booking. An extra fold away bed may be added to the room if required.

## Reservations and Cancellation Policy (continued)

### INSURANCE:

IF YOU CHOOSE NOT TO PURCHASE TRIP INSURANCE, WE WILL NOT BE RESPONSIBLE FOR ANY FINANCIAL DISAPPOINTMENT CAUSED BY REASONS BEYOND OUR CONTROL.

We recommend that every passenger purchase comprehensive trip cancellation, accident, medical, and baggage insurance prior to their departure.

**Evacuation Insurance is compulsory.** We strongly recommend DAN INSURANCE or DAN TRAVEL ASSIST. DAN are the experts in diving related evacuations and sponsor an in-country chamber. For dive related accidents (e.g. Decompression sickness) mobilization of evacuation resources by DAN is immediate.

### CANCELLATION POLICY:

Walindi Plantation Resort is a small resort dependent upon the international tourism market and on maintaining a high occupancy rate. It is seldom possible to fill cancelled rooms close to arrival date.

#### Individual Booking Cancellation Policy....

- Cancellation 30-15 days prior to arrival will be refundable at 50% of invoice.
- Cancellation within 15 days prior to arrival – no refund.

#### Group Cancellation Policy....

- 10% of invoiced amount collected as deposit is non-refundable.
- If reserved number of rooms is reduced at any stage up to 30 days prior to arrival, cancellation fee of 10% of the cancelled rooms applies.
- If reserved number of rooms is reduced 30-15 days prior to arrival, cancellation fee of 50% of the invoiced amount applicable to cancelled rooms applies.
- If reserved number of rooms is reduced within 15 days prior to arrival –no refund is applicable.

### REFUNDS:

If eligible, Walindi Plantation Resort will process refunds back into guest's nominated bank account less any bank transfer fees and any foreign exchange losses.

### ENVIRONMENTAL AND SAFETY FEE:

Walindi Plantation Resort is a member of and supports the PNG Dive Association. We collect an Environmental and Safety fee on behalf of PNG Dive Association from each diving guest per dive day. See Environmental and Safety Fee information sheet for further information on how this fee is used by the PNG Dive Association. This fee is subject to change without notice and will be charged at the current rate at time of collection.

See rate sheet for current fee structure. Environmental and Safety Fee will be collected in advance for any prepaid diving and will be added to invoice. For 6, 10 & 12 dive packages, Environmental and Safety Fee will be collected on departure, depending on number of days diving in total.

## Reservations and Cancellation Policy (continued)

### WAIVER:

Waiver forms must be completed and signed by each diver/snorkeller prior to diving/snorkelling with the resort. Copies of the waivers should be supplied at time of initial reservation. If you do not receive a copy of relevant waivers with invoice, please contact the Walindi Reservations Office for a copy.

### VISAS:

Passport holders of certain nationalities require approval from PNG Immigration prior to arrival in order for visas to be issued.

Latest advices we have from PNG Immigration are as follows:

*"Visitor and business entry permits are not available upon arrival for citizens of these countries: Afghanistan, all African countries (including North Africa), most Arab & Middle Eastern countries (including Turkey), Bangladesh, Bosnia and Herzegovina, Cambodia, all Caribbean Islands states, Georgia, India, Kazakhstan, Myanmar, Nepal, North Korea, Pakistan, People's Republic of China, Russian Federation and former satellite states of the Soviet Union, Serbia and Montenegro, Sri Lanka and Vietnam."*

**Note that as of July 2019, certain nationalities can apply for a tourist visa online for USD50. Getting a visa on arrival (if eligible) is still no cost, however if you have a tight connection, then getting your visa ahead of time is now an option online. Online applications can be made through the following website:**

**<https://evisa.ica.gov.pg/evisa/account/Apply>**

**Note that as of July 2016, Australian passport holders can obtain a tourist visa on arrival in PNG. This tourist visa is free of charge, valid for 30 days and cannot be extended.**

Please check with the nearest Papua New Guinea foreign mission or Australian foreign mission with a PNG Representative Facility for most up to date advices. Application can be made directly by the client or travel agent, or alternatively, PNG Divers Association provides a service to assist with application for relevant approvals. Please let us know if assistance is required from PNG Divers Association, allowing at least six weeks prior to date of travel for this process.

If you are eligible for and plan on getting your visa on arrival, please ensure you have at least one blank page in your passport and that your passport has at least 6 months validity from your departure date from PNG. Also note that all travellers must show return or onward ticket and evidence of funds.

We highly recommend that all visitors to Papua New Guinea check current visa requirements with their local foreign mission in advance of arrival, as PNG Immigration rulings are subject to change without notice. For a list of locations visit <https://www.ica.gov.pg/overseas-mission-and-posts>