

## General terms and conditions of sale

### Article 1 Code of Conduct

Travel is a product that can be detrimental especially to the environment. Thus, in order to promote responsible tourism in Madagascar, Bio D Island customers pledge to :

- Respect nature :
  - Do not leave waste on your path
  - Do not smoke in some parks and reserves
  - Leave nature as it is
  - Do not walk on off paths in parks and reserves
  - Do not disturb animals
- Respect local culture

According to Article 4 of the Global Ethics Code of Tourism, "...Tourism policies and activities are conducted in a way that respects the artistic, archaeological and cultural heritage, which they protect and pass on to future generations ..." and, as a result, we must respect the rites, the "Fady" or taboos, the sacred places, ...

- Follow the instructions of the driver and park guide

Your driver and tour guides in the parks or reserves will give you instructions and advice during the journey for your safety, but also to respect the rules in some places, so that you can make the most of the visit.

### Article 2 Travel insurance

Our package does not include travel insurance. We urge you to purchase one for your own sake.

### Article 3 Payment

At the time of your booking, we ask you to pay 30% of the tour's total cost as a deposit, and if you want us to book your domestic flight, its total cost has to be paid and will be non-refundable in the case of a cancellation.

The balance is due 30 days prior to the trip by bank transfer (transfer fees at your expense)

### Article 4 Cancellation by the client

If you have to cancel your trip, the following cancellation fees will apply.

- for more than 90 days before the tour, 5% of the trip's total price
- 90 to 61 days before the tour, 15% of the trip's total price
- 60 to 31 days before the tour, 30% of the trip's total price

- 30 to 22 days before the tour, 50% of the trip's total price
- 21 to 15 days before the tour, 75% of the trip's total price
- For less than 15 days before the tour, 100% of the trip's total price

#### Article 5 Modification by the client

For any modification by the client, additional fees will apply

#### Article 6 Modification or cancellation by the Tour Operator

Bio D Island can decide to change the trip program in the event of force majeure (major harmful political circumstance, natural disaster, strike, access road not passable, ...) If such a case occurs, we will suggest you other alternatives.

In the worst case scenario, i.e. we have to cancel the whole trip, we will refund you.

#### Article 7 Travel documents

Before your departure, you have to make sure you have all the required documents

#### Article 8 Responsibilities and commitments of Bio D Island

As the trip organizer, we are responsible for ensuring the respect of the trip's program.

We will provide with all the necessary information the clients, so that they can properly prepare their trip to Madagascar

If the traveller ever has any problem, we commit to help him as much as we can.

Nevertheless, Bio D Island is not responsible for any exceptional circumstances that may occur, due to the fault of the client or a third party.

We are not liable for any consequence of a force majeure.

We shall have no liability for any cancellation/delay of your flights. In such a case, your complaint has to be sent to the airline company.

However, we will assist the traveller no matter what the problem is.

#### Article 9 Litigation

In case of any dispute between both parties, they should try to reach a friendly settlement. If no amicable solution is arrived at, the litigation is therefore to be resolved by Madagascar court.

#### Article 10 Validity of these terms and conditions

These terms will be effective immediately upon the signature of the contract by the parties.