



NAUTILUS TOURS

New Caledonia

GENERAL SALES CONDITIONS

Last update : 1st February '11

VALIDITY

Rates featured are valid from 01 January 2011 to 31 December 2011, with the exception of specific information noted on relevant pages.

RATES

Rates are given in good faith, however they can be modified at any moment, with or without prior notice, depending on the requirements of our Contractors (hotels, airline companies, transporters etc.) and for which Nautilus Tours cannot accept any responsibility. Only the Confirmation Invoice, issued for each file, will guarantee the correct rate.

Rates are given with taxes included. These taxes are sometimes specified: the 5% T.S.S. (Taxe de Solidarité sur les Services) ; the T.H.N. (Taxe Hôtelière sur la nuitée) the amount of which depends on the hotel and room category ; the CTC (Contribution Tarifaire Conjoncturelle) applicable to all Air Calédonie domestic air tickets.

These taxes are subject to modification, with or without prior notice. All modifications to the taxes will entail an immediate change to the rates indicated in the Sales Manual or in our website.

Children's rates apply to children aged less than 12 years old (unless specifically noted otherwise), travelling and sharing room with parents.

The net Tour Operator rates are confidential and must not be given out to third parties. The Rack Rates are those recommended to be used as the selling rate. NAUTILUS TOURS reserve the right to give out these rates to passengers and cannot be held responsible if these rates are divulged.

HANDLING FEES

Handling fees consist of :

- Organizing your trip and provide all the needed assistance during your stay.
- Providing your vouchers (transmitted directly or by e-mail)
- The welcome at Tontouta Airport or at the hotel by a NAUTILUS TOURS representative, who will give the vouchers and flight tickets for the service providers; passenger assistance during their stay in terms of general information and replies to passenger queries.

However, NAUTILUS TOURS cannot be held responsible for any lack in these services in regard to the payment of Handling Fees.

The Handling Fees are fixed at 3 780 CFP / 31,68 € per file.

QUOTES / BOOKINGS

Quotation and reservation requests should be made to our NAUTILUS TOURS office, by fax or email exclusively :

NAUTILUS TOURS

Fax : (687) 44 33 90

E-Mail : agency@nautilus-tours.com

Reservations requests are subject to the availability of the expected services. NAUTILUS TOURS will do its best to reply to the requirements of the client, but cannot be held responsible in the case of unavailability of one or more requested services.

A confirmation of the reservation will be sent by fax or by email in the form of an invoice. This is the sole document which will confirm the services reserved. It is your responsibility to verify the confirmed services against those requested by yourselves. All problems or errors must be reported to NAUTILUS TOURS by fax or email within 72 hours. Outside of this time, all modifications will entail cancellation or modification fees.

Without deposit or full payment in the attempted delay, NAUTILUS TOURS may cancel the booking.

Only requests clearly requesting that we make reservations will be considered as authority for us to make reservations through our Contractors. All other requests will be considered as quotations only and that no reservations are required, and NAUTILUS TOURS cannot be held responsible for any future lack of availability for any service.

In order to action your requests, each reservation must clearly indicate :

- Surname and Christian Names of all passengers
- Children's ages (birth date)
- Arrival and Departure dates, plus Flight Numbers
- Name, type and date for each service
- Name of the person in charge of the file
- Full contact details of your company (address, city, country, fax number or email address)

It is your responsibility to ensure that the reservation is clear and easy to read. NAUTILUS TOURS cannot be held responsible for any misunderstanding concerning the reservation request.

PAYMENTS

Individuals :

Unless otherwise agreed, the full amount (balance) must be received into NAUTILUS TOURS's account, 30 days prior to client's arrival. Please make sure that we receive the exact amount when you use bank transfers. For visa cards or master cards payments we will charge 2 % extra fees.

Groups (8 guests and more) :

The full amount must be paid and received into NAUTILUS TOURS's account, 60 days prior to the arrival of the group, together with the name list of the participants.

If the payment is not received within the specified time period by NAUTILUS TOURS, we reserve the right to cancel the services reserved due to non-respect of the General Sales Conditions.

Payments may be made by :

- cheque in XPF exclusively made out to NAUTILUS TOURS
- by bank transfer
- Card (VISA, EUROCARD)

Our account details are as follows :

Nautilus Tours

2847 route du Vallon Dore
BP 4574
98810 MONT DORE **New Caledonia**

by

BANQUE CALEDONIENNE D'INVESTISSEMENT (BCI)

agence de Ducos (00011)
37 route de la Baie des Dames
98849 NOUMEA CEDEX **New Caledonia**

Swift : BCADNCNN

Final beneficiary account:

(IBAN) : FR76 1749 9000 1120 2721 0201 233

Bank : 17499 Agency : 00011 Account : 20272102012 Key : 33

IMPERATIVE : Payments by bank transfer must always show « Payment without fees for the beneficiary ».

Please forward a copy of the bank transaction slip to NAUTILUS TOURS.

The "franc CFP" or XPF is the currency in use in New Caledonia. Payment should be made in this currency. The unique exception to this that payments can be accepted in EURO (transfers or Visa). Fees will be at the cost of the sender.

MODIFICATIONS

All modifications to your confirmed itinerary, which are requested by the passengers during their visit, will entail fees of 5 000 CFP / 41. 90 € to be paid by the passengers. (add 5% tax TSS).

CANCELLATIONS

All cancellations must be sent by fax or e-mail to NAUTILUS TOURS, who will send you back a confirmation.

General cancellation fees are as follow :

- More than 60 days prior to arrival : 5000 XPF per file. (+ 5% tax TSS)
- Between 60 and 30 days prior to arrival : 10% of the entire file, on top of which we will add specific cancellation fees pertaining to individual providers.
- Between 30 and 15 days prior to arrival : 50% of the entire file
- Between 15 and 3 days prior to arrival : 75% of the entire file
- Less than 3 days prior to arrival : 100% of the entire file

Please read specifications on each confirmation invoice, particularly for the cruises.

RESPONSABILITY

NAUTILUS TOURS act only in the capacity of agent for suppliers, and can not under any circumstance be held responsible or liable for any delay, injury, damage, loss etc ... resulting from the use of their services. In case of disputes, the New Caledonian justice system will be invoked.



NAUTILUS TOURS

New Caledonia

www.nautilus-tours.com / e-mail : agency@nautilus-tours.com

NAUTILUS TOURS sarl au capital de 4.000.000 XPF
inbound agency agreement n°07-17T / RCS 2006 B 82 0647 – Transportation agreement TRP 07/036
2847 route du Vallon Dore – BP 4574 – 98810 MONT DORE – New Caledonia
Phone/ fax : 687 + 44 33 90 – GSM phone : 687 + 78 59 48