

CONDITIONS

Reservation

To book a tour or rent a car you can send us an e-mail with your name and address, the tour you like to book or the car you like to rent. If Madagascar Green Tours books the hotels for you, please let us know if you prefer midrange or luxury hotels. You receive an e-mail from us with the price and other information. When you agree, we send you the contract and our bank information. The contract must be signed and returned.

Payment

Madagascar Green Tours requires a deposit of 20% of the total amount of the tour upon booking confirmation. The rest of the amount must be paid in euro when the tour or car rental starts. The bank fees regarding to your bank remains at your charge.

If we book a domestic flight for you, the tickets must be paid in advance.

Cancellation

Unless otherwise stated upon the confirmation, cancellation fees are calculated as follows:

- 20% once a confirmed booking has been made,
- 60% 26 to 60 days prior to start of the tour/car rental,
- 75% 12 to 25 days prior to start of the tour/car rental,
- 100% 11 days or less prior to start of the tour/car rental.

Price fluctuations

Madagascar Green Tours reserves the right to increase the tour/car rental costs in case of the following: government actions, significant variations in currency exchange rates, significant increase of transportation costs, gas or park entrance fees.

Itinerary changes

Although it is unlikely, it may be necessary to make changes:

Madagascar Green Tours is entitled to change the itinerary before and after the client starts the tour if the initial program is not possible due to cancellation of flights, bad road conditions, weather conditions or other unforeseen circumstances. We will do all we can to substitute alternative arrangements of comparable value. If extra costs are involved in these changes, or same or better value service is unavailable, the clients will be informed beforehand and decisions will be made in mutual consent. Changes at clients' demand during the tour are at clients' own liability, extra costs will be fully charged and cancelled services will not be refunded.

Liability

Madagascar Green Tours accepts no liability for loss or damages clients may suffer, due to the fact that clients do not fulfil their obligations; whether related to travel, flights, accommodation, etc. Madagascar Green Tours is not liable for any loss, damage, delay, injury or inconvenience to any person, their property or luggage, that may arise through the negligence of the client, unless otherwise is specified.