

PAMBELE EXCLUSIVE-USE BEACH HOUSE RACK RATES 2025 & 2026

US\$ Rates Per Night Overall Capacity: 10 pax	Green Season 1 st November to 31 st January <i>(Feb Closed)</i>	Peak Season 1 st March to 31 st October
Minimum house rate per night: 1-6 guests	\$ 9,200	\$ 10,500
Additional guest rate per person per night	\$ 775	\$ 1,125
Additional child rate per child per night (age 3-11)	\$ 450	\$ 590
RATES INCLUDE		RATES EXCLUDE
<p>Exclusive-use of the beach house, villas & infinity pool with private guided use of the motorized catamaran and sanctuary-drive vehicle.</p> <p>All meals (breakfast, lunch, & dinner) & beverages (soft drinks, water, tea, coffee, juices, local beers, house spirits, & a curated selection of wines).</p> <p>Airport transfers: return road transfers Vilanculos <-> boat point.</p> <p>Boat transfers: return transfers Vilanculos <-> Pambele (45min).</p> <p>Activities: snorkelling, kayaking, fishing, seasonal whale-watching, bird-watching, boat & sanctuary excursions.</p> <p>Hosts: services of our on-site managers & team who will host guests & arrange all day-to-day activities.</p> <p>Complimentary Wi-Fi & laundry services.</p> <p>VAT/taxes, park fees & levies.</p>		<p>Road transfers and all flights to/from Vilanculos/Pambele.</p> <p>Helicopter transfers: for 3-night stays or less & for additional transfers - quoted on request as alternative to boat transfers.</p> <p>Personal medical & travel insurance.</p> <p>Visa procurement & associated fees.</p> <p>Medical-related costs, including any tests or vaccinations required for travel to or from Mozambique.</p> <p>Select premium beverages.</p> <p>Privately arranged or third-party activities.</p> <p>Scuba diving: must be requested in advance, quoted separately & arranged with an external licensed divemaster/instructor.</p> <p>Items of a personal nature.</p>
<p>SPECIALS: 1x one-way helicopter transfer on departure with a minimum 4-night stay ; 10% discount on bookings of 7+ consecutive nights. TCs apply.</p>		

1. General:

- 1.1. In this document, Pambele shall mean: Pambele Limitada *trading as Pambele Mozambique*.
- 1.2. This agreement and its interpretation shall be subject to Mozambican Law.
- 1.3. All reservations will be on a pre-payment basis. Should payment not be timeously received Pambele reserves the right to automatically cancel such reserved accommodation.
- 1.4. Any international operator who elects to bypass a local African DMC in order to contract directly with Pambele in respect of services of whatsoever nature, should be aware that Pambele cannot be held responsible for providing ground handling services for the clients in the event of necessity. Clients should look to the international operator to fulfil these functions in the event of an emergency of whatsoever nature.

2. Rates:

- 2.1. It is an express condition when entering a business partnership with Pambele that rates are not published in either print or electronic media at a lesser value than our Rack Rate.
- 2.2. All rates are quoted per night for exclusive use occupancy, inclusive of VAT. A minimum house rate applies and must be met prior to the application of additional guest rates.
- 2.3. Rates quoted are based over a 24 hour period - as per the applicable inclusive and exclusive notes on our rate sheets.
- 2.4. Rates are quoted in US Dollars.
- 2.5. Pambele cannot be held liable for any rate fluctuations of third-party suppliers whose services Pambele has booked on behalf of travel companies/ guests.
- 2.6. Pambele reserves the right to amend the published rates without notice.

3. Child Policy:

- 3.1. Children of all ages are permitted, under strict supervision of their parents. Babysitting services are not available.
- 3.2. The additional child rate only applies after the minimum house rate is met. Thereafter, children up to the age of 2 may stay free of charge and the additional child rate will apply for children aged 3-11. Standard adult rates apply from 12+ years.
- 3.3. All children qualifying for reduced rates will need to show proof of age.

4. Booking & Payment Policy:

- 4.1. Provisional bookings made more than 90 days prior to the date of travel may be held for a period of 14 days and will be released if not confirmed, subject to clause 4.3.
- 4.2. Provisional bookings made within 90 days of date of travel may be held for a period of 7 days and will be released if not confirmed, subject to clause 4.3.
- 4.3. If a confirmed booking request is received for dates held under a provisional booking, the Agent/Guest will be notified and must confirm or release the provisional booking within 48 hours of such notice.
- 4.4. **A 25% deposit is required to confirm a reservation**, with the exception of clause 4.6. No reservation is secure or confirmed until this deposit has been received.
- 4.5. **The remaining balance is due no less than 60 days prior to travel.** Pambele reserves the right to cancel the reservation if the balance is not received within this period and to withhold the deposit in accordance with the cancellation policy.
- 4.6. For booking requests within 60 days of the date of travel: the full payment will be required to confirm the booking.
- 4.7. Pambele reserves the right to apply cancellation fees, as outlined in Section 5, if a confirmed reservation is cancelled within the stated timeframes.

5. Cancellation Policy:

5.1. Pambele reserves the right to charge the following cancellation fees should a confirmed reservation be cancelled within the following period:

- 5% cancellation administration fee if cancelled more than 90 days prior to arrival.
- 25% cancellation fee if cancelled less than 90 days prior to arrival i.e. 90 to 61 days.
- 50% cancellation fee if cancelled less than 60 days prior to arrival i.e. 60 to 31 days.
- 100% cancellation fee if cancelled less than 30 days prior to arrival.

5.2. Cancellation fees are calculated on the contracted rate for each booking.

5.3. All approved refunds are subject to applicable cancellation and administration fees as outlined above. Additionally, any bank charges incurred will be borne by the Agent/Guest.

5.4. In very exceptional circumstances, Pambele may be required to cancel your booking or make significant changes to the group's stay. If we cancel for reasons other than your non-payment or Force Majeure, and no suitable alternative is available, we will refund all amounts received. No compensation will be payable in the event of Force Majeure.

5.5. All reservation amendments or cancellations are only valid once acknowledged and accepted by Pambele in writing via email.

6. Payment Details:

6.1. Mode of payment: all payments are accepted via bank transfer only. Card payments & cheques are not accepted.

6.2. Should you feel concerned with paying into our bank account without personally verifying the details, please feel free to call our reservations office on +258 84 300 0150.

Unfortunately, Pambele cannot be held liable should payments be made to any incorrect accounts.

6.3. Pambele Mozambique's banking details (Meticais / USD):

International payments	Local payments (within Mozambique)
Bank: ABSA Mozambique Name of Account: Pambele Lda Account No: 0803102003855 IBAN: MZ59 000208030310200385548 Swift Code: ABMZMZMA	Bank: ABSA Mozambique Name of Account: Pambele Lda Account No: 0803102003855 NIB No: 000208030310200385548

6.4. All bank charges are the responsibility of the guest/ travel company making the relevant bank transfer into Pambele's bank account.

6.5. Payments must be received by Pambele on the dates stipulated, failing which Pambele reserves the right to collect payment directly from the guest on arrival. Delays in postal services and mislaid payments are the responsibility of the travel company.

6.6. **Please send proof of payment to res@pambele.co.mz** as soon as your payment is made, as we are required to inform the bank of a pending transfer.

7. Flights & Road Transfers:

International and regional flights as well as road transfers to and from Vilanculos are not included in the rates and must be booked separately by the Agent/Guest.

8. Operating Hours & Transfers:

- 8.1. Check-in time is from 14h00 and check-out is by 11h00. Any variations are at the sole discretion of management.
- 8.2. Boat transfers may operate between 06h00 and 16h00. Arrival and departure boat transfers outside of these hours are not permitted. We advise arriving into Vilanculos on the morning/noon flight to reach Pambele on the same day. All boat movements are restricted to daylight hours only.
- 8.3. All guests should be advised that they will walk through water to board and disembark boats.
- 8.4. Helicopter transfers may be quoted upon request, operated by a fully licenced third party company during daylight hours.

9. Seasonality and Weather Conditions:

Mozambique's climatic conditions are characterised by distinct seasonal variations. Green Season, which *typically* spans from November to March, coincides with the country's rainy and cyclone season, during which periods of heavy rainfall and adverse weather conditions may occur. Pambele is closed for the month of February due to the heightened risk of cyclonic activity. Travel during Green Season is undertaken at the guest's own discretion, and Pambele shall not be held liable for disruptions or cancellations arising from weather-related events.

10. Activities:

- 10.1. Boats and the sanctuary drive vehicle used for guest activities will be operated exclusively by trained and authorized Pambele staff.
- 10.2. All activities offered by Pambele are subject to availability, weather conditions, and safety considerations. Pambele reserves the right to amend, postpone, or cancel any activity at its discretion should conditions be deemed unsuitable or unsafe.
- 10.3. Certain activities may have age, health, or fitness restrictions.

11. Travel Documents, Insurance & Medical:

- 11.1. It is the sole responsibility of the Guest and their party to ensure compliance with all applicable passport, visa, health, and travel insurance requirements for entry into Mozambique. Pambele shall not be liable for any delays, costs, or losses arising from non-compliance or irregularities in travel documentation.
- 11.2. Please ensure that all guests are covered by a travel insurance policy to protect against unforeseen cancellation, delays, injury, loss, or any other prejudice of whatsoever cause.
- 11.3. It is the responsibility of the guest or their agent to inform Pambele in advance of any medical conditions or limitations that may affect participation.

12. Important Notes:

- 12.1. Failure on the part of the guest/ travel company to comply timeously, or at all, with any of the terms and conditions contained herein shall entitle Pambele, at its sole discretion, regardless of reservation requirements and/ or payments already received, to cancel/ refuse to accept the guest's/ travel company's reservation in respect of group/s or individual/s in question, unless satisfactory alternative arrangements are made by the guest/ travel company.
- 12.2. It is to be noted that this agreement is between Pambele and the party making the reservation and no leniency or indulgence will be granted by Pambele in the event of other group/s or individual/s not timeously performing their corresponding duties to the party making the reservation.

13. Variation/ Waiver:

Variation or waiver of the above Terms and Conditions is at the sole discretion of Pambele and must be confirmed in writing, failing which such variation or waiver will not apply. The laws of Mozambique apply to all transactions.