



VILLAS & CHALETS
Club Med

PATRIMOINE

General conditions

applicable to services proposed to owners of Villas d'Albion who have not opted for Lease Management Programme



PRELIMINARY DESCRIPTIVE NOTICE

GENERAL CONDITIONS APPLICABLE TO SERVICES

PROPOSED TO OWNERS OF LA PLANTATION D'ALBION CLUB MED VILLAS
WHO HAVE NOT OPTED FOR THE LEASE MANAGEMENT PROGRAMME

The services described herewith are provided by Holiday Village Management Services Ltd (hereafter “**HVMS**”), a company set up under Mauritian law, operator of the La Plantation d’Albion Club Med Resort (hereafter “**The Resort**”), located alongside the Villas of la Plantation d’Albion property development.

They are proposed to owners of Villas of La Plantation d’Albion Club Med who have not opted for the lease management programme for their Villa, and consist in:

- Free access to the beach via the Resort
- Various possible all-inclusive packages for access to the Resort
- Three possible packages for maintenance and services: one Housekeeping and Household Linen Package, one Butler Package, and one General Maintenance Package.
- Concierge service

ACCESS TO THE BEACH

Access to the beach via the Club Med Resort is authorised free of charge, provided that owners do not disturb the tranquillity of GMs in the Resort and do not use any Resort facilities.

ACCESS TO THE RESORT

Subject to availability, or to restrictions of access to the Resort, which are set forth hereafter, various packages are proposed for all-inclusive access to the Resort (i.e., meals, drinks & snacks, activities and sports, as featured in the Trident brochure valid at time of booking):

- “**Daytime**” Access Package from **10 am to 6 pm**, including lunch and access to sports facilities and group lessons included in the Club Med Package: daily resident rate per person valid at the time of booking, with **a 30% discount** off the public rate
- “**Evening**” Access Package from **6 pm to 1 am**, including dinner and show: daily resident rate per person valid at the time of booking, with **a 30% discount** off the public rate

- **Evening Access Package from 10pm to 1 am**, including show and after show : daily resident rate per person valid at the time of booking with **a 30% discount** off the public rate
- **“Daytime and Evening” Access Package from 10 am to 1 am**, including breakfast, lunch and access to sports facilities and group lessons included in the Club Med Package, dinner, show and after show : daily resident rate per person valid at the time of booking, with **a 30% discount** off the public rate
- **“Weekly” Package, daytime and evening access**: “daytime and evening” daily resident rate per person valid at the time of booking, for the chosen period and for a minimum of 7 consecutive days and unlimited access per beneficiary, with **a 40% discount** off the relevant daily rate
- **“Monthly” Package, daytime and evening access**: “daytime and evening” daily resident rate per person valid at the time of booking, for the chosen period and for a minimum of 30 consecutive days and unlimited access per beneficiary, with **a 50% discount** off the relevant daily rate
- **“Semi-Annual” Package, daytime and evening access**: “daytime and evening” daily resident rate per person valid at the time of booking, for the chosen period and for a minimum of 182 consecutive days and unlimited access per beneficiary, with **a 60% discount** off the relevant daily rate

Access to the various services (Mini Club, etc), sports facilities and group lessons included in the Access Packages is subject to availability.

Purchase of an Access Package in no way represents a commitment by HVMS to supply services or activities; HVMS clients have priority access to these resources.

Terms of payment for the above packages are specified hereafter.

Villa owners may also benefit from activities proposed in the Resort at extra cost, on payment of the rates valid at the moment of booking (Spa, Petit Club Med, excursions, boutique, sports activities at extra cost such as Scuba diving, golf, etc).

Should a price increase be implemented after a package has been booked, the owner will be granted the price valid at the time of booking.

Conditions applying to discounts

The discounts on daily resident rates, as noted above, are strictly reserved for owners of a Villa located in the La Plantation d’Albion Club Med Domain on Mauritius Island and **exceptionally** to their guests staying in the Villa at the same time, subject to the capacity of the Villa and availability at the Resort, i.e.:

Type of Villa	Maximum number of people, depending on availability at the Club Med Resort
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2-bedroom Villa	4 people, including the owner
3-bedroom Villa	6 people, including the owner
4-bedroom Villa	8 people, including the owner

It is stipulated that these discounts may not be ceded or transferred. Consequently, the owner of a Villa may not obtain discounts for guests residing in his Villa if he, for whatever reason, is not himself entitled to a discount (for example, if he has not taken a Club Med Resort Access Package, or is not staying in his Villa at the same period as his guests). His guests will be granted access to Resort activities during the day and/or evening, subject to availability and on payment of the normal rates.

Should the owner of a Villa be a legal entity, the discounts will be granted to the natural persons, who are adults, and shareholders of the company which owns the Villa; this is valid for up to 5 shareholders maximum, mentioned in the certificate of ownership.

Timetables and booking

Information concerning the timing of activities or services and bookings will be available from the Reception-Conciergerie at the Villas d'Albion Domain and the La Plantation d'Albion Club Med Resort.

- Times of group lessons
- Times at which free access is granted to the sports and leisure facilities (including bars and restaurants)
- Conditions relating to booking of the various services

With the purchase of a package, the customer is given a sign of recognition (bracelet, card or other) which entitles him to access the various services included in his package. He must respect this identification procedure when accessing these services.

Temporary interruption of certain activities or services

Weather conditions and maintenance or renovation work in the Resort may necessitate temporary interruption of certain activities or services; should this be the case, the holder of a package will in no way be entitled to any form of compensation or reimbursement.

Restrictions to access to the Club Med Resort for holders of an Annual Package

Villa owners with an annual package giving daytime and evening access (“ **Holders of an Monthly or Semi-Annual Package** ”) may not be given access at certain periods (occupancy rate in the Resort, exclusive booking by a client, etc); such restrictions will be communicated to Holders of an Semi-Annual Package at least 30 days in advance by email or ordinary letter.

The number of days when access is not authorised may not exceed 15 per calendar year.

Should the number of days exceed 15, the Annual Package will be extended by the same number of days. The price of the Semi-Annual Package takes these 15 restricted access days into account.

The package holder may under no circumstances be reimbursed or compensated in any way should he prefer not to benefit from the extension of his package beyond the 15 days, as explained above.

Temporary closure of the Club Med Resort

Should the Club Med Resort be closed temporarily for a reason beyond Club Med's control (an act of God), package holders will in no way be entitled to reimbursement or compensation of any sort.

In the case of temporary closure of the Club Med Resort for maintenance or renovation works, or an exclusive booking by a client, only the Holders of an Annual Package will be entitled to an extension of their access equivalent to the suspension of their access to the Resort; they will in no way be entitled to any form of compensation or reimbursement.

MAINTENANCE AND SERVICES FOR THE VILLAS

HMVS has three maintenance and services proposals for Villa owners who have not opted for lease management:

- Subject to availability, a "Housekeeping and Household Linen" Service is proposed on a minimum of a weekly basis. This service is similar to the "hotel service" provided for rooms in a Club Med Resort, i.e. housekeeping and cleaning, provision and replacement of bed and bath linen.

Bookable at any time, a minimum of 3 days' notice must be given. The service must begin the day before the arrival of the occupants of the Villa and run for a minimum of seven (7) consecutive days, including Sundays and public holidays.

A description of the services provided and their frequency is given in the attached document: "**Housekeeping and Household Linen Service: Conditions**".

The service will be invoiced at the rates indicated in the "**Housekeeping and Household Linen Service: Specific Conditions**" document. These rates may be modified, giving rise to an update of the conditions applying to the service.

- Subject to availability, a "Butler" Service is proposed on a weekly basis.

Bookable at any time, a minimum of 3 days' notice must be given. The service must begin the day before the arrival of the occupants of the Villa and run for a minimum of seven (7) consecutive days, including Sundays and public holidays.

A description of the services provided and their frequency is given in the attached document: "**Butler Service: Specific Conditions**".

The service will be invoiced at the rates indicated in the “**Butler Service: Conditions**” document. These rates may be modified, giving rise to an update of the conditions applying to the service.

- A “General Maintenance” Service proposed on an annual basis. This service requires the drawing up of a specific contract between HVMS and the Villa owner.

The following are among the services included in the contract:

- regular cleaning of the swimming pool (*including the provision of consumables*)
- control of the CMV and air conditioning
- Maintenance of the garden and private green areas
- electricity (*light bulbs, etc.*), small millwork and locksmith work
- plumbing (*tap washers, etc.*).

A copy of the contract listing the complete services and rates and terms of payment is available at the Reception-Conciergerie of the Villas d’Albion Domain, and will be sent to Villa owners on request.

TERMS OF PAYMENT FOR SERVICE CONTRACTS

Unless any alternative agreement should be made between HMVS and Villa owners when the latter signs up for the service, payment terms will be as follows:

- All the “Access Packages” to the Club Med Resort are payable on purchase.
- Terms of payment for the “General Maintenance” contract are stipulated in the “General Maintenance Service Contract”.
- Terms of payment for the “Housekeeping and Household Linen” and “Butler” contracts are stipulated in the specific conditions hereafter.

OTHER CONDITIONS APPLICABLE TO THESE SERVICES

The present conditions annul and replace the preliminary descriptive notice relevant to Club Med services proposed to owners of La Plantation d’Albion Club Med Villas who did not opt for lease management, and all other previous correspondence on the same subject.

The “Resort Access” service is subject to the present conditions, and also where relevant to local terms of sale and terms given in the Trident Brochure.

All will be done to satisfy service requirements (maintenance, housekeeping and household linen, butler) but all services remain subject to availability.

The present conditions will remain in force until future modification by HVMS.

Specific Conditions: Housekeeping and Household Linen

I. Description and frequency of the services provided

VILLA CLEANING SERVICE

N° of hours per day, depending on type of Villa:

- 2-bedroom Villa: 3 hours
- 3-bedroom Villa: 4 hours
- 4-bedroom Villa: 5 hours

General cleaning is done once a day and must be begun before 2 pm (between 8 am and 2 pm); the occupants of the Villa may specify their preferred time.

A vacuum cleaner in good working condition must be provided by the owner, for use by the cleaning staff.

All other accessories and cleaning products will be provided by HMVS.

The Villa cleaning service concerns all the indoor areas of the Villa, and includes:

- airing the Villa
- putting out rubbish bins
- dusting
- window cleaning
- cleaning the floors (hovering and cleaning)

In the bathrooms:

- cleaning the showers, bathtubs and washbasins
- putting out fresh bathroom linen in the bathrooms

In the outdoor areas: Varangue (outdoor veranda) and terrace

- sweeping the floors

In the bedrooms:

- changing the sheets

Other services are not the responsibility of the clearing staff. The following, for example, are not included:

- washing and ironing, including any household and bed linen provided by the owner (pillows, duvets, mattress protectors) ; laundry and dry cleaning services are available, at extra cost, from the Domaine des Villas Reception-Conciergerie
- cleaning of covers for the furniture (including the varangue furniture)
- Replacing of bathroom amenities (shower gel, soap, shampoo, conditioner: available at extra cost)
- Washing up, by hand or dish-washer
- Cleaning of the kitchen equipment

LINEN FOR THE BEDROOMS AND BATHROOMS (SHEETS, BATH TOWELS)

THE FOLLOWING HOUSEHOLD AND BEDLINEN IS PROVIDED BY HMVS

In the Master bedroom >

2 sheets 320 X 295 cm
1 duvet cover 260 x 240 cm
4 pillow protectors
4 pillowcases

Bathroom – Master bedroom

4 bath towels 100 x 150 cm
4 towels 50 x 90 cm
2 face flannels
3 bath mats

In the Standard bedroom (may be made up as 2 twin beds or one double, on request) >

2 twin beds	1 double bed
2 sheets 180 x 320 cm	2 sheets 320 X 295 cm
2 duvet covers 180 x 220 cm	Duvet cover 260 x 240 cm
4 pillow protectors	
4 pillow cases	

Pull-out bed (made up on request in the Standard bedroom)

1 sheet
1 duvet cover
1 pillow protector
1 pillow case

Bathroom – Standard bedroom

4 bath towels 100 x 150 cm
2 towels 50 x 90 cm (+1 if pull-out bed made up)
2 face flannels (+1 if pull-out bed made up)
1 bath mat

Provided by the owner :

Mattress
Mattress protectors
Duvets
Pillows
In sufficient quantity to make up all the beds required.

Replacement

During your stay, the bed and bathroom linen is replaced:
> Bathroom linen: daily
> Sheets: every other day

II. Daily rates (valid to 31/10/2014 – all prices inclusive of VAT)

2-bedroom Villa: 1 679 MUR per day
3-bedroom Villa: 2 093 MUR per day
4-bedroom Villa: 2 507 MUR per day

Special rates – Opening or closing villa cleaning service

2-bedroom Villa: 3 358 MUR per day
3-bedroom Villa: 4 186 MUR per day
4-bedroom Villa: 5 014 MUR per day

These rates may be modified, in which case the new rates will be updated in the general conditions.

Should a price increase be implemented after a package has been booked, the owner will be granted the price valid at the time of booking.

III. Payment terms

The service will be invoiced and paid for on the client's arrival.

SPECIFIC CONDITIONS: BUTLER

I. Description and frequency of the services provided

BUTLER SERVICE

The service includes 7 hours' presence per day, whatever the type of Villa: the times will be fixed when the service is booked.

Taking care of luggage on arrival:

- the Butler stores the luggage in a secure place if it arrives before the clients
- the Butler offers to unpack the clients' luggage

Preparation and service of the following catering services (at extra cost):

- breakfast
- tea-time
- soft drinks (soda, fruit juice), tea and coffee

Kitchen: cleaning and upkeep:

- washing dishes in the dishwasher
- additional dish washing by hand
- cleaning the kitchen equipment (oven, fridge, hotplates, extractor hood, micro-wave, coffee machine, fruit squeezer)
- cleaning the work surfaces and sink

Turndown service:

- the Butler does the turndown service in the occupied bedrooms and bathrooms, according to the client's wishes

Upkeep of the Villa: all services featured in the specific conditions of the «Housekeeping & Household Linen » service are included in the « Butler » service.

The Butler is not responsible for services other than those listed above.

II. Daily rates (valid to 31/10/2014, all prices inclusive of VAT)

The basic daily rate is 3 450 MUR, to which an additional price per person is added for the following services:

- breakfast 621 MUR per day and per person
- tea time 506 MUR per day and per person
- soft drinks 1 058 MUR per day and per person

This price includes 7 hours' presence per day. Additional hours will be invoiced at 506 MUR.

These rates may be modified, in which case the new rates will be updated in the general conditions.

Should a price increase be implemented after a package has been booked, the owner will be granted the price valid at the time of booking.

III. Payment terms

The service will be invoiced and paid for on the client's arrival.
