

TERMS AND CONDITIONS

SCOPE AND NATURE OF OUR SERVICE

Kreol Services (KreolBeds) provides an online platform through which accommodation providers can advertise, sell, and promote (as applicable) their products and services such as accommodation rental, through which relevant visitors of the Platform can discover, search, compare, and make a reservation for their holidays in the Seychelles.

By using our platform e.g. by making a Reservation through the accommodation provider), you enter into a direct (legally binding) contractual relationship with the accommodation provider in which you make a reservation for accommodation in the Seychelles island. From the point at which you make your Reservation, we act solely as an intermediary between you and the Provider.

We will be passing on the relevant details of your Reservation to the relevant provider and send you a confirmation email for and on behalf of the accommodation provider.

Kreol services also makes available to the guest a discount card (Kreol discount card) which the guest can purchase prior to making their bookings to benefit from discounts throughout their accommodation bookings and services in the Seychelles.

PURCHASING THE KREOL DISCOUNT CARD

With the purchase of a Kreol Discount card guest will benefit from discounts in the Seychelles 3 main islands Mahe Praslin and La digue for hotel accommodations, activities, shops, and restaurant and different outlets in partnership with Kreol services.

PARTICIPATING MERCHANTS AND USE OF YOUR KREOL SERVICES DISCOUNT CARD

Upon purchase of your Kreol discount card a valid code will be sent to your email which can be used upon making your reservation on the kreolbed website to automatically activate 10 % discount on all accommodation listed by our platform on Mahe, Praslin and la Digue.

Your purchased card will be will also be sent to your reception desk of your first chosen hotel in Seychelles according to your bookings, you will be able to use your card on all 3 islands.

By presenting your physical Kreol services discount card at any participating Kreol services discount Card Partner venues and merchants you will benefit the deal on offer, such as 5 - 10 % discount at participating merchants listed.

Participating merchants may exclude Fridays, Saturdays, bank holidays, Christmas Eve, Christmas day, New Year's Eve. Please check our site for further details. Please refer to individual merchant pages as other exclusions may apply. Kreol Services cannot be held liable for the change of service.

If a participating restaurant has a telephone icon listed on its page on our site or in the guide, advance bookings must be made and therefore you should mention at the time of booking that you intend to use the. Kreol Services discount Card shall use all reasonable efforts to keep the Website updated with particulars of participating merchants and their terms of availability using the Kreol Services discount card.

Offers advertised on our site are only available to customers who present their discount card. Such offers are not available in conjunction with any other offers that participating merchants may be running, which may include set menus or any other menus other than the standard a la carte menu.

The expiry date of each Kreol services discount card will vary and will always be checked at each venue. Expired Kreol services Cards are not accepted by participating venues. Kreol Discount card are strictly non-transferable and can only be used by named customer and will expire the day the guest exits Seychelles. Any attempted misuse of Kreol services Discount card may result in confiscation.

We shall regularly update our site to show the particulars of participating merchants and their terms. Participating merchants may, however, be entitled to withdraw from the Kreol Services card scheme or to change the terms and conditions after you have purchased the card. We shall have no liability for any such withdrawals or changes in terms and conditions or availability. Customers will have the benefit of any additional merchants who join the Kreol Services scheme at a later date.

DISCOUNT TERMS

A maximum of 2 people can eat or gain admission to a participating venue and receive a discount. Please check with each venue what their offer is. The discount may be given on admission at certain entertainment/activity outlets or on food and beverage.

Please check terms of use and information provided on the outlet of your choice.

HOW THE CONTRACT IS FORMED BETWEEN YOU AND US.

After successfully purchasing your Kreol Services Discount Card via the Website, we shall confirm your order by sending an e-mail from us acknowledging that we have received your order. The contract between us will only be formed when we send you a confirmation for the Kreol Services Discount Card

By placing an order and purchasing the Kreol Services discount through the Website, you agree to provide only accurate and complete registration information and you will keep that information up to date if it changes. You must never use another Website user's account without obtaining their prior consent. You are solely responsible for any and all access to the Website by persons using your account and so we suggest you keep your account password secure. You must notify us immediately if you become aware of any unauthorized use of your account.

Kreol Services obligations under these Terms are solely to issue the Kreol Services Card to you under the Offer. Kreol Services is not the seller of such goods and/or services and the Merchant is solely responsible for supplying such goods and/or services and redeeming any such Product in respect of the same pursuant to their terms and conditions of sale.

Kreol Services disclaims any and all responsibility or liability in relation to the Offer or for any goods or services supplied in relation to it to the maximum extent permissible by law. Neither Kreol Services nor its officers, employees or any third parties may be held liable whether in

relation to contract, warranty, tort (including negligence), product liability, tax matters or any other form of liability for any claim, damage or loss, arising from or relating to the provision of all or any goods or services sold or agreed to be supplied pursuant to the Offer.

PRE-PAYMENT, CANCELLATION, NO-SHOW (KREOL BEDS)

Payments and Confirmation

Kreol Services collect only the funds for the purchase of the Discount card only. Kreol services will not collect any funds on behalf of the participating accommodation partner/provider. Once booking for accommodation is made online an instant confirmation will be sent to you and to the accommodation partner confirming your reservation. Payments for hotel accommodation or prepayment policies may vary per accommodation provider.

By making a reservation on Kreol Beds platform you accept and agree to the relevant cancellation and no-show policy of that accommodation provider, and to any additional (delivery) terms and conditions of the accommodation provider that may apply to your accommodation (including the fine print of the accommodation provider made available on our Platform and the relevant house rules) including for services rendered and/or products offered.

The general cancellation and no-show policy of each accommodation provider is made available on our Platform and their information pages, during the reservation procedure and in the confirmation email (if applicable). Please note that certain rates, fees or special offers are not eligible for cancellation, refund or change. Applicable tax may still be charged by the Provider in the event of a no-show or charged cancellation. Please check the (reservation) details of your product or service of choice thoroughly for any such conditions prior to making your reservation.

Cancellation and prepayment policies may vary per accommodation provider. Please carefully read the fine print and important information in your reservation confirmation for additional policies as may be applied by the accommodation provider. (e.g. in respect of age requirement, security deposit, non-cancellation/, extra beds/no free breakfast, /cards accepted).

Invalid credit/debit cards or insufficient funds are for your own risk and account, and you shall not be entitled to any refund of any (non-refundable) prepaid amount unless the accommodation provider agrees or allows otherwise under its (pre)payment and cancellation policy.

If you wish to review, adjust or cancel your accommodation please revert to the confirmation email and follow the instructions therein. Please note that you may be charged for your cancellation in accordance with the accommodation Provider's cancellation, (pre)payment and no-show policy or not be entitled to any repayment of any (pre)paid amount. We recommend that you read the cancellation, (pre)payment and no-show policy of the accommodation provider carefully prior to making your reservation and remember to make further payments on time as may be required for the relevant reservation.

If you have a delayed arrival on the check-in date or only arrive the next day, make sure to (timely/promptly) communicate this with the accommodation provider so they know when to

expect you to avoid cancellation of your(Reservation) or charge of the no-show fee. Our customer service department can help you if needed with informing the Trip Provider. Kreol Beds does not accept any liability or responsibility for the consequences of your delayed arrival or any cancellation or charged no-show fee by the accommodation provider.

PRIVACY POLICY

Company information

Within the privacy policy, the practices for data processing pertaining to www.kreolbeds.com registered to Kreol Services based in Seychelles.

Kreol Services, respects the privacy of its users. Unless otherwise stated, all clauses within this privacy policy apply to all users of this service.

Acceptance of Policy

By utilizing our service, you acknowledge and accept all aspects of this privacy policy. Our privacy policy is legally binding and enforceable against anyone who accesses our website or any aspect thereof. It is essential to thoroughly review this policy as in good faith assume that any person who accesses our site is fully aware of its contents. If you're unhappy with the clauses contained within this privacy policy it is recommended that, you exit the website, as further use will be seen as full acceptance of the policy by you.

Types of information collected by Kreol Beds

When using kreolbed.com information may be recorded for tracking, marketing and data processing purposes include but are not limited to the following:

- Full name
- Email Address
- Home or Postal Address
- Contact Telephone Numbers
- Date of Birth
- Reason for Accessing Site
- Details of any Advertising/Affiliate Channel that may have referred your business
- Intended Usage of Information Requested

The information listed above will be collected electronically by the use of cookies or will be provided voluntarily by you.

E-mail Opt-Out

If at any time you wish to have your information removed from our active databases, please contact us. You will also be able to unsubscribe at any time by clicking on the unsubscribe link at the bottom of all our email communications which will automatically remove you from the list.

You can contact us on +2482509820 or info@kreolbeds-seychelles.com

Dispersal of Information to third parties

Kreol Beds will not share your information with any third parties unless permission is given by you, unless required by law enforcement action, subpoena or applicable law or regulation.

kreolbeds.com does not lease, sell, rent or disperse any information supplied by you to any third parties, except in the following circumstances:

If you make a reservation or booking enquiry at an establishment, we will pass onto the establishment all information necessary for the reservation to be processed. This includes, but is not limited to the following:

- Your full name
- Your contact details, email address and/or phone number
- Your country of origin

Credit card privacy

Kreol Services uses the services of DPO the third party payment module, to process payments securely and limit fraud in connection with credit card transactions or other payment methods. When purchasing the Kreol Discount card, you will be required to disclose personal payment information (e.g. credit card number, address, expiration date, etc.) to DPO. Kreol Services will not collect, process, keep or store your personal payment information on the Website. For a summary of the collection and use of payment information collected by DPO kreol services recommends that you read the DPO Privacy Policy. Kreol Services shall not be liable for any actions or omissions committed by DPO.

UPDATING OF THESE TERMS AND CONDITIONS

We reserve the right to change, modify, add to or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this Website. It is the User's obligation to check periodically these Terms and Conditions available the Website for changes or updates. The User's continued use of this Website following changes or updates will be considered acceptance by the user who will be bound by these Terms and Conditions, including such changes or updates.

LIVE CHAT TERMS OF USE

Live chat

Kreol beds provide you with free live chat service on its websites. Here, customers and parties interested in booking accommodation can get in touch with company employees

directly and in real time, receive advice and ask questions. The chat is always two-sided, i.e. other users can't read the conversation. Apart from the costs of the Internet connection, no other costs are charged for this service.

INTELLECTUAL PROPERTY

The Website is the exclusive property of Kreol Services. Any copying, distributing, transmitting, posting, linking, deep linking or otherwise modifying the Website without the express written permission of Kreol Services is strictly prohibited. Any violation of this clause may result in a copyright, trademark or other intellectual property right infringement that may subject you to civil and criminal penalties.