



## **TRAVEL TERMS & CONDITIONS**

### **RESERVATIONS**

All prices inclusive of tax and fuel charge, and inbound flights subject to arrival head tax of \$20 US per adult and \$10 US per child.

Rates are subject to seasonal changes and fuel charges, and flight times are subject to change. It is advisable to confirm rates with your agent at the time of booking.

Return flights should be reconfirmed with the Reservations office 24 hours prior to departure, and check-in is 1 hour before departure.

### **CANCELLATION & CHANGE POLICY**

100% penalty is applicable if reservation(s) is cancelled with less than 48 hours notice prior to travel.

50% penalty is applicable if reservation(s) is cancelled between 3 to 7 days prior to travel.

US\$25 penalty is applicable for ALL changes to reservation(s).

Changes to reservation moving from the low season to the peak season or to Flight on Demand services will incur US\$25 per route/change, plus difference in base fare and any additional taxes that are applicable. Tickets are NON-REFUNDABLE once one portion of travel has commenced.

Any Schedule/Shared Charter ticket for no-show passenger is deemed cancelled/ void and is non-refundable.

FULL RESTRICTIONS APPLY ON ALL Schedule Service (Shared Charters) that are confirmed.

CHANGES OR CANCELLATION OF FLIGHTS DURING PEAK PERIODS WILL RESULT IN FULL PENALTIES/FULL COST OF FLIGHTS.

Peak periods; 1 July thru 31 August & 1 November thru 30 April.

### **DAMAGE TO BAGGAGE/CLOTHING**

Mustique Company or the service provider does not assume liability for normal wear and tear to checked baggage. Normal wear and tear being minor scratches, scuffs, stains, dents, cuts and dirt that may occur despite care in handling. There is also no responsibility for damage to or loss of protruding baggage parts such as wheels, straps, pockets, pull handles, zips, zippers, seams, hanger hooks or other items attached to the baggage.



## **CHECK IN PROCEDURE**

Passengers arriving on international flights, (including Private Charters), will be met and assisted by our handlers upon entering the arrival hall. The Handlers will assist passengers with Customs, Immigration and baggage reclaim. Please do not pass through Immigration as our agent will be handling the Immigration procedures.

### **For Overnighting passengers in Barbados**

Check-in at Grantley Adams Intl Airport at the Grenadine Airways desk two hours prior to departure. Desk closes 1 hour prior.

### **For Overnighting passengers in St. Lucia**

Check-in at Hewanorra Intl Airport with Harris Handlers desk adjacent to the Jet Blue desk two hours prior to departure. Desk closes 1 hour prior.

### **Passengers in Mustique (SVG)**

Check-in 1 hour prior to departure. Desk closes 30 mins prior.

Same day transit passengers to Mustique require between 45 to 60mins turn around from intl flight to Air Adelphi/MCL service.

Passengers are reminded to CHECK IN ONLINE FOR INTL FLIGHTS.

International counters are opened 2 hours prior and are usually closed 1 hour prior.

Air Adelphi/MCL/the service provider/handlers will not be liable for missed connections where insufficient time is available to complete transfer procedures. All passengers are responsible to ensure they have the required check in time between flights.

## **ADDITIONAL PASSENGER INFORMATION (API)**

Please note that the government of St Vincent & Grenadines requires our airline partner, Fly Mustique, to collect passport and travel information about who's flying in and out of the country.

You will need to supply the following details:

- Full name (as it appears on your passport)
- Date of birth
- Nationality
- Passport number
- Passport expiry date
- Country that issued your passport
- Country of residence
- Address in Mustique

Should you have any queries please do not hesitate to contact [flights@mustique.vc](mailto:flights@mustique.vc).



## **VISA REQUIREMENTS**

As part of St Vincent and the Grenadines, a valid passport and travel documents must be shown upon arrival to clear Customs and Immigration.

Visas are not required unless travelling from Dominican Republic, China, and some countries within the Middle East and Africa. If you are unsure please check with your local Travel Advisor before you travel or go to [www.gov.vc](http://www.gov.vc).

## **EXCESS LUGGAGE**

One of the many joys of holidaying on Mustique is that you really do only need flip flops and a sarong. However, should you wish to bring more please note that only one piece of checked luggage (up to 20 kilos) is permitted per passenger. The hand baggage allowance is one item per passenger (up to 6 kilos) and it should be able to fit under the seat.

Unfortunately, due to aviation safety policies & weight restrictions, excess or overweight luggage cannot always be accommodated on full flights, but our ground staff will ensure that items are transferred on to the next available flight. Please note that there will be an additional handling charge of US \$50.00 per piece for this service.

For flight availability and reservations please contact [flights@mustique.vc](mailto:flights@mustique.vc).

*New travel rates effective on all transfers from 1 May as of 27 Feb 2018.  
USD RATE REFLECTED ON CONFIRMATION AS OF 1 May 2019.*