



## **TRAVEL TERMS & CONDITIONS**

### **RESERVATIONS**

All passengers travelling to Mustique will be booked on the first available aircraft following their international arrival. Our aircraft are scheduled to meet demand and to reduce waiting times to an absolute minimum.

You cannot land in Mustique after sunset therefore your international flight needs to land in BGI or UVF before 15h30. Any later than this and we are unable to guarantee a same day arrival on island. If your international flight is delayed, every effort will be made to get you to Mustique on the next available flight, but this may mean overnighing in Barbados or Saint Lucia. Mustique Company will not be liable for any additional costs incurred due to the late arrival of international carriers. You should travel with a small overnight bag.

All prices are inclusive of taxes and fuel charges and inbound flights are subject to an arrival head tax of US\$20 per adult and US\$10 per child. Rates are subject to seasonal changes and fuel charges. It is advisable to confirm rates at the time of booking.

### **CHARGES**

Flights can be charged to your Villa Guest Account and settled on departure or they can be paid in advance by credit card.

### **CANCELLATION & CHANGE POLICY**

- 100% penalty if reservation(s) is cancelled with less than 48 hours notice prior to travel.
- 50% penalty if reservation(s) is cancelled between 3 to 7 days prior to travel.
- US\$25 penalty is applicable per change to reservation(s).
- Tickets are non-refundable once one portion of travel has commenced.
- Any reservation for no-show passengers is deemed cancelled/void and is non-refundable.
- Changes or cancellation of flights during peak periods will result in full penalty/full cost of the flights. Peak periods are 1 July through 31 August & 1 November through 30 April.

### **CHECK IN PROCEDURE**

Passengers arriving on international flights 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 agents will be handling the Immigration procedures.

#### **For overnighing 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 overnighing 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**

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

Same day transit passengers to Mustique require 1-hour turnaround from international flight to Fly Mustique flights.

Fly Mustique is 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.



### **ADVANCE PASSENGER INFORMATION (API)**

Please note that the government of St Vincent & Grenadines requires Fly Mustique to collect passport and travel information for all passengers.

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

### **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. Please visit [www.gov.vc](http://www.gov.vc) for more information.

### **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.

Due to aviation safety policies & weight restrictions excess or overweight luggage cannot always be accommodated on full flights, but our handlers will ensure that items are transferred on to the next available flight. There will be an additional handling charge of US\$50 per piece for this service.

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

Fly Mustique 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.

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

**Updated November 2019**