



MANTA

PEMBA ISLAND

OUR TERMS & CONDITIONS

Value of Our Fully Inclusive Plan

We often find that the true value of our all-inclusive plan is not fully understood. This can be explained by highlighting the fact that once a package is booked for The Manta Resort, guests will not pay for anything on the property other than diving, marine activities and excursions on the island. Our Fully Inclusive plan is REALLY All Inclusive.

Fully Inclusive Plan includes:

- SPA:** Spa Treatments. One treatment per person per day at our Kipepeo Spa
- All Food:** à la carte
Breakfast
Lunch (Choice of 2 options for main course plus a dessert)
Dinner (3 course dinner, choice of 2 options for starter and main course plus a dessert)
Vegan options available at every meal
- All Beverages:** Soft drinks, Juices, Mineral Water, Coffee/Tea, Cocktails, Wines, Beers and all alcoholic beverages.
- Laundry**
- WiFi:** Free WiFi internet

Not Included in the Fully Inclusive Plan:

- Diving and Marine Activities: Please refer to our price list
- Land Excursions: Please refer to our price list
- Airport transfers are \$45 per person, per trip (Children under 12 years travel free)
- Impact donation: \$45 per adult, per paying night
- Infrastructure tax: \$5 per person, per night

Terms & Conditions

- High season running from 1st of July to 28th of February
- Low Season running from 1st of March to 30th of June
- Resort closed in rain season (usually April and May)
- Packages with free nights do not apply from 20 Dec - 10 Jan
- Accommodation rates are per room per night, quoted in USD
- All accommodation rates are on a Fully Inclusive basis
- Children rates apply to children under the age of 12 years
- Minimum age for children is 7 years
- No children under the age of 12 years permitted in the Underwater Room

Payment & Cancellation

Payments are payable to The Manta Limited trading as The Manta Resort. Cancellation charges on booking total to be based on time prior to arrival. (60+ days = Nil, 59 to 30 = 50%, 29 days or less = 100%)

Bank details as follows:

SWIFT CODE: CORUTZTZ
CURRENCY: USD
BRANCH CODE: 4282
ACCOUNT NAME: THE MANTA LIMITED
ACCOUNT NO: 0250348979300

BANK ADDRESS:
CRDB Bank PLC
P.O Box 268 Dar es
Salaam

CRDB Bank PLC contact details:
Telefon nr: +255 222 197 700
Mobile nr: +255 714 197 700
Website: <http://www.crdbbank.com/>

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Availability Check

Check live availability directly on our booking system: <https://chm.sabeeapp.com/login>

Please use the following login details:

Username: sales@themantaresort.com

Password: AvailabilityManta2023!

In realising that availability is an urgent issue, we promise to respond to you within a few hours, during office hours, and if after hours, then by first thing the following morning. For urgent availability check please feel free to use our live availability check above.

Should you not receive a quick reply from Jessica for some reason (sales@themantaresort.com OR jessica@themantaresort.com)

Please feel free to contact the resort directly on (+255 776 141 429)

General Manager - Juma Bakar (juma@themantaresort.com)

Tel: (+255 776 141 429), Whatsapp: (+255 776 141 429)

Frontdesk at Manta:

Shabani (+255 777 291 631)

Sele (+255 774 184 354)

Please be sure to check high and low season rates as well as package offers when quoting.

Booking Process

A detailed pro forma invoice will be sent for review and approval of the booking.

Booking Confirmation

On receiving your approval of the pro forma invoice, we will send a final invoice from The Manta Limited trading as The Manta Resort in Zanzibar. It is only then we require a 50% deposit to confirm your booking with us. Please find full banking details on the final invoice payment by bank transfer.

Our Welcome Letter

We would greatly appreciate arriving guests e-mail addresses to facilitate their welcome to Pemba Island. Welcoming our guests is of the utmost importance to us, and we like to do this in an e-mail prior to their arrival. We kindly request your assistance in getting this letter to all our guests. More often than not, there are last minute questions that can be answered directly from the resort, weather conditions, tides etc. and of course assisting with any delays in local flights and transfers.

Information About Us

Updates and current information can be found on our Facebook page (www.facebook.com/themantaresort) or our instagram ([themantaresort](https://www.instagram.com/themantaresort))

and up to date photographs on can we found on this WeTransfer link: <https://we.tl/t-xr2RCOjhDP>

More information on the bespoke Underwater Room can be found on

www.themantaresort.com/the-resort/accommodation/underwater-room/

Arrival to Manta

Please be sure to make guests aware that on arrival to Pemba Airport guests will be collected, for a one-and-a-half-hour drive through the island to Manta, this is a very interesting drive in its own right.

While at Manta

Should you need to contact your guests while at Manta, or even for just an update, please feel free to contact the resort management on +255 776 141 429 (Whatsapp: +255 776 141 429)

Departing Manta

Guests will leave the resort 2.5 hours prior to their scheduled flight departure time. For late check outs, lunch is still included, and guests are usually able to keep the same room until departure.