

FAQs for SNPL.mu

1. How does SNPL.mu work?

With SNPL.mu you can book your hotel rooms easily & swiftly, with no deposit required. Once you book your desired hotel room(s) on SNPL.mu, the booking/room reservation will be on hold status until you have received the final approval and the signed the contract of our partner Cim Finance.

Once Cim Finance receives the signed contract from you, we will secure your stay. Once your stay is secured, you will be protected from price increases or availabilities issues.

2. How do I know that my reservation is confirmed with the hotel?

Once your credit is approved, an email will be sent to you with all the relevant details. You will also receive the credit facility agreement which you need to sign within 24 hrs. Once we receive the signed agreement, we will send you a final confirmation email. At this point, you can consider your reservation confirmed with the hotel.

Note: It is important that you should sign the Cim contract for us to be able to confirm the reservation.

Please feel free to call the hotel directly the day before your arrival.

3. Is it mandatory to make a deposit?

No, it is not mandatory to make a deposit.

4. What is the repayment period for the Credit Facility?

6 to 48 months

5. When should I pay my monthly instalments?

You are required to pay Cim Finance every month as per the Due Date specified in the Schedule of Payment of your contract. Your monthly instalments shall be over a repayment period of your choice and as agreed with Cim Finance.

6. How do I pay my monthly instalments?

The following payment options are available by Cim Finance:

- MoFinans (Mobile application of Cim Finance)
- Debit or credit card
- Cash
- Bank transfer
- Standing order

7. What happens in case of early reimbursement?

If you wish to reimburse the Credit Facility Amount before the agreed maturity, please visit one of Cim branches or counters with your National Identification Card

8. What if I decide to cancel my reservation?

Should you decide to cancel your reservation, cancellation fees will apply as per the hotel's room cancellation policy. The hotel's cancellation policy is stated at the time of the hotel reservation. No refunds will be given for no-shows or cancellations on the day of check-in. This policy will apply regardless of COVID-19 and is subject to any local consumer laws.

It is also important to note that any reservation made on www.snpl.mu is **non-refundable**.

The hotel may offer you a refund in the form of a voucher to the full value of your reservation. Unfortunately, we do not have any control on the commercial policy of the hotels with which we have partnered.

If you wish to cancel your reservation, please reach out to our **Customer Support team on +230 209 3840** or email info@snpl.mu and we will assist you further.

9. What do I need to provide upon check in at the hotel?

You will need to provide your National Identify Card along with reservation confirmation email and Cim Finance's credit approval letter. You may also call the hotel directly to check on their COVID-19 policies and requirements.

10. I need help with my hotel reservation.

If you have not found the the answers to your questions in this FAQ, please reach out to our **Customer Support team on +230 209 3840** or email info@snpl.mu and we will assist you further.

11. I need help with for my Credit Facility application with Cim Finance

Please contact Cim Finance on 659 6806 or by email on snpl@cim.mu

Weekdays	Saturdays	Sundays / PH
08h30 - 17h00	09h - 14h00	09h - 13h00

12. I have not received my Confirmation Email from SNPL.mu. What should I do?

Please try the following:

1. Check your spam or junk folder and any tabs in your inbox to see if your Confirmation approval Email was inadvertently sent to one of those folders.
2. Login to your Account and in the upper right-hand corner, click on "My reservation" link.
3. All of your reservations can be found in this section.
 - Simply insert the Confirmation ID
 - You'll be able to resend your confirmation email to the email address with which you have made your reservation.
 - If you still cannot locate your reservation, please contact us, **Customer Support at +230 209 3840.**

Note: When booking your hotel room on SNPL.mu, always verify the email address you entered during the booking process. Please make sure you use a valid email address as we will send your booking confirmation to this email.

13. I am a foreigner, can I apply use SNPL.mu and Cim Finance's credit facility?

Currently, only Mauritian Citizen are eligible. We are however working on enabling this Cim Credit Facility to foreigners working in Mauritius..

14. What are the documents required to apply for the SNPL Credit Facility via Cim Finance?

1. National Identity Card (Mauritian NIC)
2. Salary Slip or Bank statements
3. Proof of address of less than 3 months (CEB/CWA/MT bill)

15. How would I receive my contract from Cim?

You will receive your contract digitally for signature once your Credit Facility has been approved to the email address provided to Cim Finance during your application. The contract will be need to be signed digitally by you. This process is simple and easy. Our team would be pleased to assist you if required. For any queries concerning your Cim Finance contract, please contact Cim Finance on 659 6806 or by email on snpl@cim.mu

Weekdays	Saturdays	Sundays / PH
08h30 - 17h00	09h - 14h00	09h - 13h00

16. Can I make a booking the same day I want to go to the hotel?

The approval of a loan application can take up to 48 hours, depending on a number of factors, including the date and time of the application, the review and approval process as per Cim Finance policies, and the time it takes to sign the contract.

17. How do I apply for instalment payments through SNPL.mu and Cim?

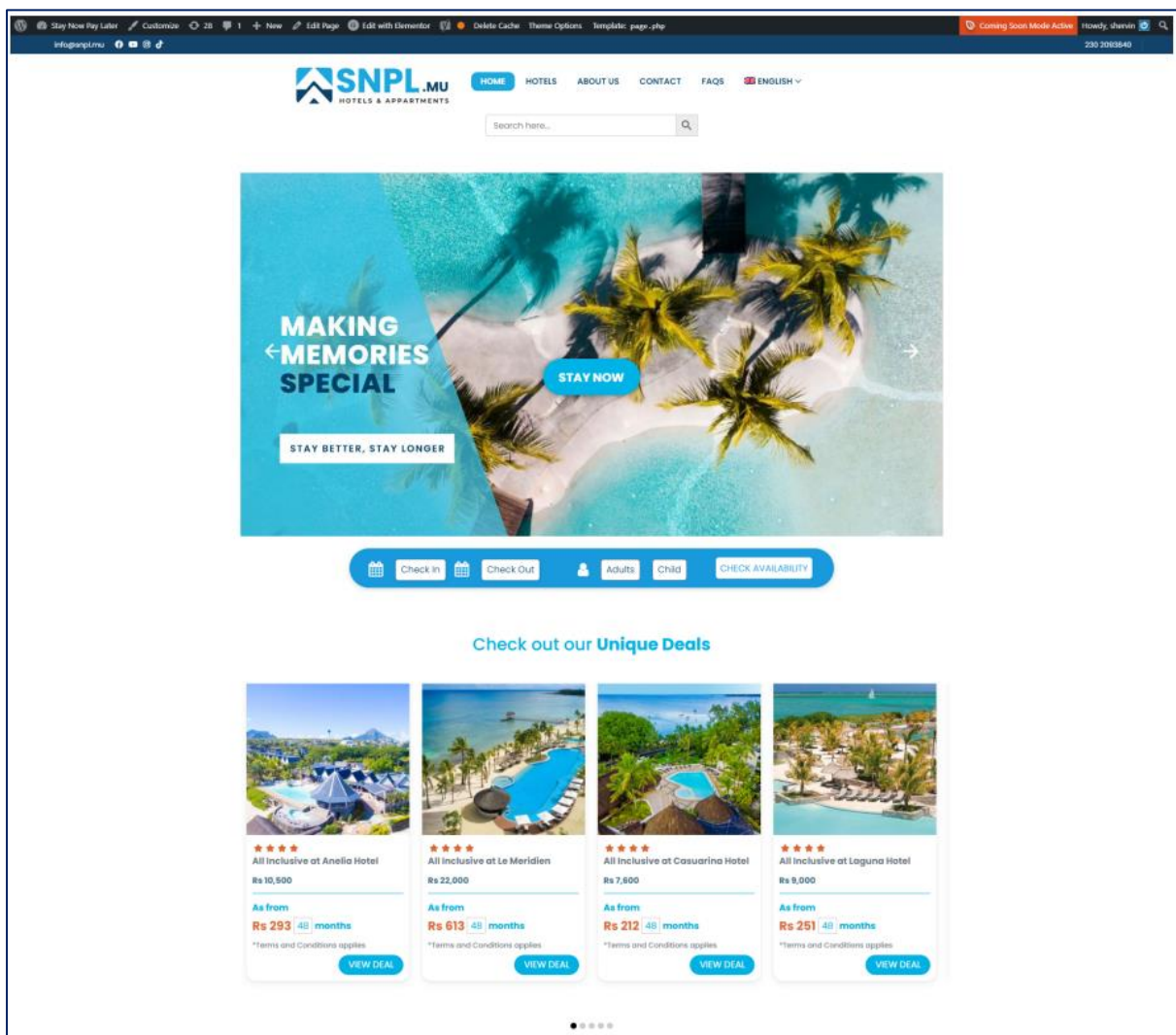
Please refer to the simple steps below:

1. Visit SNPL's website <https://www.snpl.mu/>
2. Select the stay and validate the price
3. Select CIM Finance as credit financing option
4. You will be redirected to the Cim Finance's Ecommerce Portal
5. You will be required to fill the eligibility form, salaried or self-employment
6. During the verification stage, you will need to input your National Identity Card (NIC) number and follow the instructions
7. If you are not an existing client of Cim Finance, you will be requested to fill the new customer application form and to visit the nearest Cim Finance branch.
8. If you are an existing client of Cim, you will need to confirm your contact details i.e. mobile number and email address
9. You will be able to amend the email address if the one displayed is incorrect. To note that your email address is mandatory to proceed to the next step
10. Your mobile number will be displayed for confirmation and once confirmed by you, a One Time Password (OTP) will be sent to your mobile number.
11. After entering and confirming the OTP, you can view and confirm your personal details and follow instructions to complete the journey
 - a. Please note that if you are a self-employed, you will need to upload a bank statement for the last 6 months and if you are salaried, you will need to confirm specific information regarding your current employment status.
12. After confirmation, you will be requested to upload your salary slip and utility bill which are mandatory documents (only pdf format is accepted)
13. You will then be required to choose the repayment terms accordingly
14. The Credit Facility summary will be displayed based on selection made:
 - a. Total sales amount
 - b. Repayment terms
 - c. Interest %
 - d. Insurance
 - e. Finance amount
 - f. Monthly instalment
 - g. Interest payable


15. After accepting the Terms and conditions, the status of the application will be displayed with application number in case of approved or declined.
16. If approved, your digital contract will be sent to your email address and you'll have maximum 24 hours to sign the contract.
17. Once contract is signed, a confirmation email will be sent to you which you will need to present to the hotel at check-in.

Customer Journey Snapshot:

Step 1: Visit SNPL's website <https://www.snpl.mu/>




Step 2: Select the stay and validate the price



Guests: 2 Adults, 0 Children | Check-in: Fri, Feb 17, 2023 | Check-out: Sun, Feb 19, 2023

Select a Hotel




The Westin Turtle Bay Resort
Mauritius, Mauritius

Details

From **MUR 16,500**
Per Night
Including Taxes & Fees

BOOK




Aanari Hotel & Spa
Flic en Flac, Mauritius

Details

From **MUR 7,000**
Per Night
Including Taxes & Fees

BOOK






Le Meridien Ile Maurice
Mauritius, Mauritius

Details

From **MUR 16,500**
Per Night
Including Taxes & Fees

BOOK

  La Vie avance




THE WESTIN TURTLE BAY RESORT

Guests: 2 Adults, 0 Children | Check-in: Fri, Feb 17, 2023 | Check-out: Sun, Feb 19, 2023

Select a Room

View Results By: Rooms | Sort By: Recommended | Show Filters



Deluxe Room, 63 m2
Sleeps 3 | 1 King

Each room offers comfortable living space with a private balcony and separate shower and bath.

Room details

Half Board **MUR 16,500**
Inclusive of Breakfast and Dinner, excluding Drinks
Per Night
Including Taxes & Fees

BOOK NOW

Full Board **MUR 19,000**
Inclusive of Breakfast, Lunch and Dinner excluding Drinks
Per Night
Including Taxes & Fees

BOOK NOW

All Inclusive **MUR 22,000**
Inclusive of Breakfast, Lunch and Dinner with unlimited Drinks
Per Night
Including Taxes & Fees

BOOK NOW



View Less Rates

Your Stay
Fri, Feb 17, 2023 - Sun, Feb 19, 2023
2 Adults

Total: MUR 0

Our Strengths:

- Zero part payment
- Simple, fast application process and free counseling
- Quick response from Cim Finance

  La Vie avance

← Guest Details

Contact Info

* Required

First Name *	Last Name *
Phone *	Email Address *

This is the email we will send your confirmation to.

Policies:

ROOM 1 DELUXE ROOM, 63 M2

Guarantee Policy

Your booking is only confirmed once Terms & Conditions finalised by CIM Finance and Online DocuSign agreement is signed.

Cancel Policy

NON- REFUNDABLE - in case of cancellation, full penalty applies. In case of no-shows, full stay will be charged.

Acknowledgement

* I agree with the Privacy, Terms and Conditions of SNPL.mu

By completing this booking, I agree with the Booking Conditions.

Important:

Please ensure to have the following documents ready to be uploaded for your credit application with CIM Finance.

1. National Identity Card
2. Utility Bill (less than 3 months old)
3. Latest Salary/Pay Slip
4. Latest Bank Statement

Loan Simulator

Your Stay

Fri, Feb 17, 2023 - Sun, Feb 19, 2023

2 Adults

Deluxe Room, 63 m2

MUR 33,000

Half Board

2 Nights

[Edit](#) | [Remove](#)

[+](#) Add a Room

Total:

MUR 33,000

COMPLETE YOUR BOOKING