

## CANCELLATION POLICIES - COVID-19

These temporary COVID-19 cancellation policies are in place during government restrictions relating to specific local provincial and/or country travel regulations. Our standard cancellation policy automatically applies when specific local and/or country restrictions are lifted.

We will be regularly monitoring the situation and updating these policies if necessary.

### TEMPORARY CANCELLATION POLICY:

*New bookings made from 18th August 2020 to 30th September 2021 for booking dates up to 30th April 2022\* (excludes Peak Season 20th Dec - 5th Jan - Std Policy applies)*

No shows or premature departure	<b>forfeit 100%</b>
Cancel or amend 8-14 days prior to arrival*	<b>forfeit 50%</b>
Cancel or amend 0-7 days prior to arrival*	<b>forfeit 100%</b>

*Bookings made prior to 18th August 2020 (must cancel via email prior to original booking date)*

No shows or premature departure	<b>forfeit 100%</b>
Cancel or amend 0-30 days prior to arrival	<b>deposit paid used for new booking</b>

### STANDARD CANCELLATION POLICY:

No shows or premature departure	<b>forfeit 100%</b>
Cancel or amend 0-30 days prior to arrival*	<b>forfeit 100%</b>
Cancel 31+ days prior to arrival, c.card & SA EFTs	<b>forfeit R300 admin fee</b>

### \*Cancellations prior to arrival for all deposits paid, excluding no-shows & early departures:

- Management will consider refunds where those days can be re-booked after deducting any costs and differences incurred with respect to the re-booking
- Guests can postpone their 2020-21 stay and re-book up to 30th April 2022, confirming new dates at a later stage if required
- New dates will mean revised rates, due to year & season changes plus property availability, standard minimum nights apply
- Revised bookings (orig. booking cancelled during forfeit period) that then cancel amended dates forfeit 100% deposit paid
- Guests can re-book again should restrictions still be in place for revised dates
- Guests will receive a pro-forma invoice reflecting credit for any paid deposits
- Property Security Deposits will be refunded if paid in advance
- International bank transfers and Debit Cards will be refunded at the ZAR amount we receive minus bank fees

**We strongly recommend taking out sufficient travel insurance for cancellations and medical cover**