



01 Aug 2020

### **COVID-19 TERMS & CONDITIONS FOR FUTURE BOOKINGS**

- Xanatseni Private Camp will require no deposit for travel up to August 2021, only full payment 30 days prior to arrival. (We will revisit the date should need be)
- If cancelled (due to a COVID-19 qualifying condition) within 30 days prior to arrival, a full credit will be held for any future booking.

### **COVID-19 RELATED QUALIFYING CONDITION**

This COVID-19 policy will apply if any of the conditions listed below come into effect within a period of 2 months of a guest's intended arrival.

- The government in the guest's country of residence restricts travel, which has a direct causal impact on the guest's travel plans.
- Travel restrictions on the destination/s are imposed by the guest's country of residence
- South Africa fall under official government sanctioned lockdown
- South Africa close their borders to all international travellers, or to travellers from the guest's country of residence.
- International flights are cancelled, with no alternative routing available to reach South Africa
- A mandatory quarantine period is imposed by South Africa or on return to the guest's country of residence
- The guest's country of residence has imposed a COVID-19 related travel advisory
- If the guest has contracted COVID-19 and is in quarantine or under medical treatment up to 48 hours prior to travel. In such a case, supportive documentation will be required

### **EXISTING BOOKINGS (POSTPONED & CANCELLED)**

- Xanatseni Private Camp Standard Operating Procedure for cancelled bookings where funds have been received is to issue a voucher to the agent for the amount paid, these vouchers do not expire and can be applied to any booking at the property if the booking was originally confirmed
- All confirmed bookings which were cancelled due to Covid-19, can be postponed to Dec 2021 at the original rates
- Guests are able to postpone without giving new dates upfront
- For any postponements to 2022, these dates can be obtained at a later stage in 2021

### **NEW BOOKINGS**

- New bookings made for 2021 will be charged at the set 2021 rates
- Bookings may be held provisionally for 14 days, where after it will expire
- Full payment must be made 30 days prior to arrival, no deposit is required for travel date up to August 2021
- If cancelled (due to a COVID-19 qualifying condition) within 48 hours prior to arrival, a full credit will be held for a future booking

### **PLEASE NOTE:**

Cancellations due to fear of contracting COVID-19 or the prevalence of comorbidities will not constitute legitimate grounds for waiver of cancellation fees.

Should the qualifying criteria listed above not be present, XANATSENI PRIVATE CAMP's standard Cancellation Terms and Conditions will apply.