



## Temporary Coronavirus Cancellation Policy

**Date of Policy: 9 March 2020**

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This policy has application from Date of Policy until 31 May 2020. It is subject to review, retraction or extension should the situation change or continue and any amend will be done in mutual consultation between both parties signed hereto.

### 1. New Bookings

Applies to all new bookings received on/after Date of Policy

1.1 If a guest exercises a personal **choice to cancel** no cancellation penalties will be imposed on any bookings, except if:

1.1.1 cancellation is received within 48 hours of arrival

1.2 If a guest is **forced to cancel** due to any reason out of their control including but not limited to Government imposed bans, quarantines, flight cancellations or immigration regulations of any country forming part of the travel itinerary - source, destination/s and via points - then no cancellation penalties will be imposed

### 2. Existing Bookings

Applies to all bookings received prior to Date of Policy

2.1 Rebooking and/or booking amendments will be permitted, subject to;

2.1.1 no associated administration fees

2.1.2 new dates of travel taking place before 30 June 2021

2.1.3 seasonal and supplementary charges over and above the original booking value being borne by the guest, i.e. upgraded room type, inclusions and/or contracted seasonal rate differences

2.2 Cancellation with no penalties shall apply;

2.2.1 in accordance with Section 17(5) of Act no. 68 of 2008 which states: *'A supplier may not impose any cancellation fee in respect of a booking, reservation or order if the consumer is unable to honour the booking, reservation or order because of the death or hospitalisation of the person for whom, or for whose benefit the booking, reservation or order was made'*

2.2.2 travel is not possible due to no control of the guest, including but not limited to Government imposed bans, quarantines, flight cancellations, immigration regulations of any country forming part of the travel itinerary - source, destination/s and via points - and subject to such cancellation not being covered by guests travel insurance