

## COVID-19 POLICY: Updated October 2020

The Elewana Collection continues to monitor the global situation and the exceptional circumstances that are constantly evolving. These are challenging times and we are committed to making responsible decisions for the future of tourism. We strive to operate responsibly by ensuring our top priority is putting the health and safety of our guests and staff first.

We have updated our COVID-19 Policy to offer our travel trade partners and their client's better terms to support greater flexibility, postponement and ease of travel and replaces the previous policy issued on 01 July 2020.

The following exceptions to our standard T&Cs apply:

### Existing & New Bookings Policy valid until further notice

A 10% refundable deposit will be required to be paid 14 days from confirmation of the booking. The balance of payment is due 30 days prior to travel or the booking will be released.

In the event a cancellation is made more than 30 days prior to arrival, a full refund of any payment made, net of bank charges, will be issued. Cancellations made within 30 days of arrival will incur 100% cancellation fees, subject to the application of Elewana's flexible COVID-19 Policy.

The above cancellation policy will not apply if;

1. A client is unable to leave their country or enter Kenya/Tanzania due to COVID-19 travel restrictions / official travel advisories being in place. In this instance bookings can be;
  - Postponed at no extra charge for travel up to and including 31st December 2021.
  - Refunded in full, net of bank charges.
2. A client is unable to travel or enter Kenya/Tanzania due to testing positive for COVID-19 within 96 hours prior to arrival. In this instance bookings can be postponed at no extra charge for travel up to and including 31st December 2021 (proof of positive certificate will be required).

Any rate increase due to a change in season or third party costs, for example Park Fees, will be to the client's account.

#### » Guest Country of Origin:

We will require the country of origin of all guests that have confirmed bookings with The Elewana Collection to be provided at the time of booking.

#### » Travel Advisories:

For any Guests in-country when a travel advisory changes, or due to depart within 7 days that are impacted by a new travel advisory will be dealt with on a case-by-case basis.

#### » Travel Insurance:

We advise guests who are planning to travel to secure Comprehensive Travel Insurance that will cover medical expenses, personal baggage and money loss, as well as travel curtailment, regardless of any official COVID-19 travel advisory.

Our COVID-19 Policy updated October 2020 will remain in place until further notice. The Elewana Collection reserves the right to revise this policy or reinstate our standard contract Terms & Conditions.

In the event of any extenuating circumstances that would necessitate an approach beyond the terms and conditions, cited herein, we will review any such incidence, on a case by case basis and seek to establish the most flexible and understanding approach possible.

We remain committed to working with you to ensure your guests get to enjoy the Elewana experience they have been planning. Thank you for your support in this challenging time and please continue to let us know how we can assist you.

We remain flexible and committed to assisting with any other considerations you may have.

Should you require assistance, please reach out to us.

» **Operations**

**Heath Dhana - Operations Director**

[heath.dhana@elewana.com](mailto:heath.dhana@elewana.com)

» **Reservations**

**Louis Okech - Head of Reservations Tanzania**

[louis.okech@elewana.com](mailto:louis.okech@elewana.com)

» **Sales**

**Benjamin Paul - DMC Relationship Manager**

[benjamin.paul@elewana.com](mailto:benjamin.paul@elewana.com)

» **Marketing**

**Alia Bellamy - Marketing Manager**

[alia.bellamy@elewana.com](mailto:alia.bellamy@elewana.com)

» **Priority Contact Numbers:**

**Kenya:** +254 (0) 713 474 171

+254 (0) 731 700 084

**Tanzania:** +255 (0) 788 650 511

+255 (0) 699 633 966

» **Duty Manager**

[reservations.dutymanager@elewana.com](mailto:reservations.dutymanager@elewana.com)

[reservations@elewana.com](mailto:reservations@elewana.com)

[info@elewana.com](mailto:info@elewana.com)

The above will be accessed frequently by the team on duty.

Please note that at this time we have a core team working remotely and emails sent to the specific account holders will be checked periodically.