

Date - 10/08/2020

Version 1.2

## Special Terms and Conditions for COVID-19 affected safari bookings with Jeffery & McKeith Safaris

### NEW BOOKINGS

- All new bookings can be held on a provisional basis, without the need for a deposit payment, so long as;
- If a request is received for another safari, needing to use the same rooms on dates which are being held already on a provisional basis, those holding the initial provisional reservation will be asked to either confirm or cancel within 3 working days. If the initial enquirer wishes to confirm the booking they will then be required to pay a deposit in order to do so. If the guests decide they do not wish to pay a deposit then we can seek alternative dates which can then be held on the same provisional basis

### ZERO FEE CANCELLATION POLICY IF PREVENTED FROM TRAVELLING SPECIFICALLY BY COVID-19 RELATED ISSUES

- Between Confirmation and 48 hours prior to arrival - 100% credit to the value of monies paid for future travel or full refund of monies paid (not this is the choice of the guest)
- Between 48 hours prior to travel and arrival - 100% credit to the value of monies paid for future travel - no option for a full refund

The above terms:

- Exclude Private Camp and Exclusive Use bookings
- These terms only apply to COVID-19 related reasons for cancellations, and these include:
  - The World Health Organisation has not revised and relaxed the Global Pandemic status.
  - The Government in the guest's country of residence does not allow non-essential travel.
  - The Government in the guest's country of residence imposes Level 3 or higher travel restrictions on Zambia.
  - Zambia is under official Government imposed lock-down that prohibits guests from travelling.
  - Zambia has no formal lock-down but the borders are closed to all international travellers or to travellers from the guest's specific country of residence.
  - International flights are cancelled with no alternative routing available for guests to use to reach Zambia.
  - Guests are prevented from boarding a flight or entering Zambia on account of health screening.
  - Guests have contracted COVID-19 and are under medical treatment or are in quarantine up to 48 hours prior to travel. In this case J&M Safaris reserves the right to ask for any reasonable evidence, written statements and or documents to support the reasons given for cancellation of the safari book
- Any other reason to cancel will be subject to our standard terms and conditions (as per the rates sheet)

EXISTING BOOKINGS

Electing to cancel a booking based on the current level of uncertainty is understandable, but our advice to guests is not to rush to do so, especially as some safari suppliers have elected to impose cancellation policies which may result in any deposits or other monies already paid being unrecoverable.

At this time, deferral of travel plans still remains the best option to ensure monies paid are retained for future use.

We will continue to deal with each request for postponement or cancellation on a case by case basis, and we will assist as far as possible within the realm of what is possible and fair.

Please note that a number of partners on your itinerary may also be prepared to apply the ZERO FEE policy above to existing shared bookings. However, this does not apply to all so we will have to continue to deal with each booking on a case by case basis and make this process as user-friendly as possible.

We trust that these extraordinary measures go a long way towards convincing travellers to choose Zambia as a safe destination in the early post-COVID-19 travel season.

This also highlights that as a proud Zambia supplier, Jeffery & McKeith Safaris are prepared to share in the very obvious risks associated travel from a financial perspective.

Thank you and happy selling!

Phil and Tyrone



In early 2018 Phil & Tyrone launched Musekese Conservation, a not-for-profit organization working with the Department of National Parks and Wildlife to secure core areas of Kafue National Park from illegal poaching etc.

USD\$30 from every bed night goes towards conservation projects in the Park, however there remains a lot of work to be done in order to secure the future of the Kafue. We would be most grateful if you would share this project with your clients, colleagues and prospective guests of Jeffery & McKeith Safaris in case they wish to make any further contributions to conservation in and around the Park.

Please do not hesitate to contact us on phil or tyrone @musekeseconservation.com for further information. Likewise, we would be grateful if you would like, share, and follow our Facebook (Musekese Conservation) and Instagram (@Musekeseconservation) accounts to keep up to date with conservation in Kafue.