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RESERVATION DESTINATION

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19 November 2020

ResDest.com Porfolio Members amended Terms & Conditions applicable to the COVID-19  
Pandemic duration

### **New bookings**

Bookings may be held on a provisional basis up until 7 days prior to arrival. ONLY in cases where a second confirmed request is received and where the guests cannot be accommodated due to lack of capacity, the original booking request will need to be confirmed within 3 days of notification. If not confirmed with a 25% guarantee payment the space will be released.

### **COVID-19 travel restrictions / cancellations are considered as follows:**

- POSITIVE Covid-19 test 72 hours prior to departure;
- last minute flight cancellations due to airport lockdown or airline cancellation, providing no alternative flight available.
- country of origin or departure destination implements a lock down for the intended date of departure
- Namibia implements a lock down in any region where the guest is required to travel
- COVID-19 infection / risk of infection resulting in quarantine while traveling in Namibia

### **If a confirmed booking cannot travel due to COVID-19:**

- Booking may reschedule to a future date up until 31.12.2021 at the original booking rate, thereafter the booking will be subject to annual and seasonal rate changes where applicable.
- Any payments received prior to arrival of the guest(s) will be issued a credit note for rescheduled date, alternatively a refund may be requested. A 10% admin fee will be charged on the amount to be refunded, for any refunds that need to be processed.

If cancellation is received 24 hours prior to the arrival date, dinner rates will be charged.

Please note that by accepting these Term's & Condition's it is your responsibility as the agent / DMC to collect these fees on our behalf.

### **Existing Bookings**

1. We continue to encourage guests to postpone their booking:

o Should guests rebook to travel on or before 31 December 2021 and wish to make further changes to travel dates, this would be accommodated at no additional costs.

o Should guests not wish to travel on or before 31 December 2021 we will extend postponement, subject to annual and seasonal rate changes where applicable.

2. Should guests however decide to cancel outright:

o ONLY applicable where a pre-payment has been received, a 10% refund admin fee will be charged and the balance of the amount received will be refunded.

o A barter voucher may be issued for the payment amount received which may be used/applied to any postponed date, subject to availability.

**GENERAL:**

Please note these amended terms and conditions apply only to the Covid-19 pandemic event and are applicable until further notice or such time that a vaccine has been implemented and the pandemic no longer recognised. Reservation Destination and our portfolio members are committed to provide you with flexibility within reason, in order to ensure ease of booking and comfort for guests willing to risk travel at this time and in exchange we need your commitment and support in providing us with real-time, honest information albeit telephonically followed by an email or on Whatsapp to ensure that we remain an efficient service to our clients.

We kindly request your patience and support in allowing us to do our job and to continue our operating procedures and to follow up on existing reservations – Provisional and Confirmed. We are all operating at a loss of income and it is of utmost importance that you continue to communicate with us, irrespective of booking dates, group bookings etc. Refusal to respond to our requests and follow up's may result in your reservation being cancelled. I do not believe that it is too much to ask for your support in confirming that you have no rooms sold for a particular tour so that we may manage the overbookings well in advance caused by the postponement of bookings from 2020 to 2021.

We kindly request that during these difficult times we maintain our integrity and that honesty with regards to mistakes and cancellations/no shows caused by loss of staff or internal errors be communicated with us at all times. We will manage each situation on a case to case basis and where the lodge has sustained a proven loss of income or costs to the accommodation establishment such as meals prepared or overtime where staff have to wait for guests that don't arrive, bookings not confirmed due to internal errors etc. We are pretty much in the same situation as you and understand that errors occur, please work with us to build a stronger business relationship for the future.

The future is uncertain and as we face our daily challenges and new situations develop, we will adjust, amend and provide flexibility as far as we can. Should you have any questions regarding the above or wish to negotiate additional terms, please don't hesitate to contact me.

Yours in Tourism,

Suzanne Bonitz