

# Updated Bookings Terms & Conditions

FEBRUARY 2022

We are delighted to start this year with a more positive outlook on travel and a noticeable upward trend in bookings for 2022. As we emerge from the challenging circumstances the last two years have presented, the Elewana Collection remains committed to making responsible decisions for the future of tourism, our partner relationships and conservation efforts.

Now that travel restrictions have eased up, borders have reopened and airline operations are mostly back to schedule, we are hopeful that guests are able to travel to East Africa with less difficulty.

As we transition back to our standard booking terms and conditions, our [flexible Covid-19 Policy](#) remains applicable for all existing bookings made prior to today for travel up to and including 31st December 2022.

## **Covid-19 Policy For Bookings Made Prior to 01 Feb 2022 for Travel Up to & Including 31st Dec 2022**

For cancellations made more than 30 days prior to arrival:

- A full refund of any payment made, net of bank charges, will be issued.
- The funds paid can be held as a credit for future bookings, valid for up to 12 months from the intended date of travel.

For cancellations made within 30 days of arrival, 100% cancellation fees will be incurred unless:

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 12 months from the intended date of travel.
  - 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 one year from that date (proof of positive certificate will be required).

Kindly note seasonal rate changes and any 3rd party fee increases will apply.

## **Effective Immediately on New Bookings for 2022 & Beyond**

Effective immediately, for all new bookings made for 2022 and beyond, a 20% refundable deposit is required to be paid within 14 days to confirm the booking, with the balance of payment due 90 days prior to travel or the booking will be released.

### **Release Periods:**

Bookings held provisionally will be released automatically on expiry. In times of high demand, Elewana reserves the right to shorten the provisional booking expiry period, at its discretion.

<b>NO OF DAYS PRIOR TO ARRIVAL</b>	<b>HELD FOR</b>
More than 90 days from date of arrival	14 Days
Between 60 and 31 days from date of arrival	7 Days
Less than 30 days from date of arrival	48 hours

### Cancellation Policy:

More than 91 days from prior to arrival	No Charge
Between 90 and 46 days prior to arrival	20%
Between 45 and 29 days prior to arrival	50%
Within 28 days prior to arrival	100%

### Group Bookings:

14 days after confirmation	20% non refundable deposit
120 days before arrival	50% payments due and 50% cancellation fees
60 days before arrival	100% payment due and 100% cancellation fees

### Covid Exemptions for Cancellations::

An exemption to the above cancellation policy is only applicable if a guest is unable to leave their country or enter Kenya/Tanzania due to COVID-19 travel restrictions / official travel advisories being in place. These include:

- COVID-19 travel restrictions or border closure at the time of travel
- A client is unable to travel or enter Kenya/Tanzania due to testing positive for COVID-19 within 96 hours prior to arrival.

In these instances bookings can be;

- Postponed once at no extra charge for travel up to 12 months from the intended date of travel.
- The funds paid can be held as a credit for future bookings, valid for up to 12 months from the intended date of travel.

Kindly note seasonal rate changes and any 3rd party fee increases will apply.

In these unpredictable times and for added peace of mind, we strongly 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.

These booking terms and conditions remain in place until further notice. The Elewana Collection reserves the right to revise this policy at any time, without notice.

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. As always, thank you for your continued support.

Should you require any assistance, please feel free to reach out to us.

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