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Mashatu Game Reserve  
Northern Tuli Game Reserve  
Tuli Block, Botswana

P.O. Box 26  
Lentswe Le Moriti  
Botswana

## Mashatu Game Reserves' Standard and COVID-19 Cancellation Terms

### Standard Cancellation Terms

**High Season** - 1 May to 31 October each year, plus 16 December 2021 to 9 January 2022, 16 December 2022 to 8 January 2023 and 16 December 2023 to 7 January 2024. During these periods / dates, Mashatu reserves the right to charge the following cancellation fees should a confirmed reservation be cancelled within the following period: -

- ✓ 5% cancellation fee if cancelled more than 90 days prior to arrival.
- ✓ 25% cancellation fee if cancelled less than 90 days prior to arrival.
- ✓ 100% cancellation fee if cancelled less than 60 days prior to arrival.

**Low Season** - All times of the year not deemed high season as described above. Mashatu reserves the right to charge the following cancellation fees should a confirmed reservation be cancelled within the following period: -

- ✓ 5% cancellation fee if cancelled more than 60 days prior to arrival.
- ✓ 25% cancellation fee if cancelled less than 60 days prior to arrival.
- ✓ 50% cancellation fee if cancelled less than 45 days prior to arrival.
- ✓ 100% cancellation fee if cancelled less than 30 days prior to arrival

**Group Policy** - Any party reserving 50% or more of the rooms at one camp is considered a group. Mashatu reserves the right to charge the following cancellation fees should a confirmed group reservation be cancelled within the following period: -

- ✓ 10% cancellation fee if cancelled more than 180 days prior to arrival.
- ✓ 25% cancellation fee if cancelled less than 180 days prior to arrival.
- ✓ 100% cancellation fee if cancelled less than 60 days prior to arrival, or no show.

### Mashatu COVID-19 Related Travel Conditions\* (updated 14<sup>th</sup> February 2022)

If one or more of the below related travel conditions prohibit guests from taking up their reservation at Mashatu, then our COVID-19 Cancellation Terms are applicable.

- ✓ The Botswana government imposes a travel ban and guests are unable to travel.
- ✓ The guests transit country imposes a travel ban and guests are unable to travel to Botswana (i.e., South Africa).
- ✓ The government in the guests country of departure or origin imposes a travel ban and guests are unable to travel.
- ✓ The government in the guests country of origin OR Botswana imposes a mandatory quarantine of 36hours+ and guests are unable to travel.
- ✓ International flights are cancelled, due to COVID-19 related restrictions, and guests cannot then travel.
- ✓ Guests test positive for COVID-19 with a positive PCR test prior to travel (Doctor's letter required).
- ✓ If Mashatu has to close due to COVID-19 reasons.
- ✓ Under the current COVID-19 regulations in Botswana ...
  - Accessibility **via road** from South Africa is via Groblersbrug Border Post on the South African side and Martins Drift Border Post on the Botswana side. Should the South African government close Groblersbrug Border Post, or the Botswana government close Martins Drift Border Post, then guests are unable to travel – unless at the time of travel the Botswana government has re-instated Pont Drift Border Post as a Gazetted port of entry for the country, which means access is direct with no requirement to drive via Groblersbrug / Martins Drift Border Posts, then guests can travel and this condition falls away.
  - Accessibility **via air** from South Africa is direct to Limpopo Valley Airfield (Mashatu). Should the Botswana government close Limpopo Valley Airfield (Mashatu), then guests are unable to travel – unless at the time of travel the Botswana government allows flights via Gaborone / Francistown Airports, for customs and immigration clearance before flying on to Limpopo Valley Airfield (Mashatu), then guests can travel and this condition falls away.

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## COVID-19 Cancellation Terms

### New Bookings

- ✓ For as long as the Mashatu Covid-19 Related Travel Conditions\* apply to a reservation, we will allow cancellations 60 to 30 days prior to arrival with no penalties or the option to please postpone.
- ✓ Standard cancellation fees apply if cancelled less than 30 days prior to arrival, unless the Mashatu Covid-19 Related Travel Conditions\* are imposed in that final month, in which case we will waive the cancellations fees.
- ✓ Standard cancellation fees apply if cancelled more than 60 days prior to arrival
- ✓ Standard cancellation fees apply should the guests wish to cancel due to a non-Covid-19 related reason (other than Force Majeure).
- ✓ Standard deposit payment terms apply to new bookings, as per our terms and conditions document or signed agreements with Mashatu, with the Mashatu Covid-19 Related Travel Conditions\* ensuring protection of the funds in the case of a cancellation.
- ✓ The Mashatu Covid-19 Related Travel Conditions\* will remain a consideration, so long as Covid-19 remains a Force Majeure event or until further notice.

### Postponed Reservations

- ✓ For as long as the Mashatu Covid-19 Related Travel Conditions\* apply to a reservation, we will allow cancellations 60 to 30 days prior to arrival with no penalties or the option to please postpone.
- ✓ Standard cancellation fees apply if cancelled less than 30 days prior to arrival, unless the Mashatu Covid-19 Related Travel Conditions\* are imposed in that final month, in which case we will waive the cancellations fees or further postpone the reservation.
- ✓ Standard cancellation fees apply if cancelled more than 60 days prior to arrival
- ✓ Cancellation fees apply should the guests wish to cancel due to a non-Covid-19 related reason (other than Force Majeure).
- ✓ The Mashatu Covid-19 Related Travel Conditions\* will remain a consideration, so long as Covid-19 remains a Force Majeure event or until further notice.

### Current Confirmed Reservations

- ✓ For as long as the Mashatu Covid-19 Related Travel Conditions\* apply to a reservation, we will allow cancellations 60 to 30 days prior to arrival with no penalties or the option to please postpone.
- ✓ Standard cancellation fees apply if cancelled less than 30 days prior to arrival, unless the Mashatu Covid-19 Related Travel Conditions\* are imposed in that final month, in which case we will waive the cancellations fees.
- ✓ Standard cancellation fees apply if cancelled more than 60 days prior to arrival.
- ✓ Standard cancellation fees apply should the guests wish to cancel due to a non-Covid-19 related reason (other than Force Majeure).
- ✓ Standard deposit payment terms apply to new bookings, as per our terms and conditions document or signed agreements with Mashatu, with the Mashatu Covid-19 Related Travel Conditions\* ensuring protection of the funds in the case of a cancellation.
- ✓ The Mashatu Covid-19 Related Travel Conditions\* will remain a consideration, so long as Covid-19 remains a Force Majeure event or until further notice.

### Mashatu Covid-19 Related Travel Conditions\* Cancellation Fee Summary

- ✓  $\geq 60$  days: standard cancellation fee;
- ✓  $< 60$  days: waive cancellation fees if the Mashatu Covid-19 Related Travel Conditions\* apply;
- ✓ 59 to 30 days: waive cancellation fees if the Mashatu Covid-19 Related Travel Conditions\* apply;
- ✓  $< 30$  days: waive cancellation fees if the Mashatu Covid-19 Related Travel Conditions\*, or charge cancellation fees if Mashatu Covid-19 Related Travel Conditions\* have been lifted.

### Other Important Information Relating to Cancellations

- ✓ As from the 14<sup>th</sup> February 2022, Botswana announced that all guests must be vaccinated to enter Botswana. Should guests not wish to be vaccinated, there are 3 options on a cancellation:
  - a) Cancel outright and standard cancellation fees apply
  - b) Postpone within 2022 until the guests are vaccinated (applicable rates apply per season)
  - c) Cancel and allocate the funds to a **NEW** booking in 2022
- ✓ Cancellation fees are calculated on the nett rate per person.
- ✓ Should cancelled accommodation be resold, cancellation fees will be refunded less a 10% handling charge.
- ✓ A 5% administration fee will be levied on refunds. The percentage is calculated on the total funds being held, at the time of cancelling the booking, and not the total booking value.

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- ✓ Please ensure that all guests are covered by a travel insurance policy to protect against unforeseen cancellation, delays, injury, loss or any other prejudice of whatsoever cause.
- ✓ All reservation amendments or cancellations are valid only if advised and accepted by Mashatu, in writing, by facsimile or e-mail.
- ✓ The terms and conditions stipulated in this document are subject to change from time to time under the express authorization of the Managing Directors of Mashatu.