



**Direct Hotel Bookings
COVID19 Terms & Conditions (To Be Reviewed Monthly)
1 January 2022**

Steenberg Hotel & Spa is committed to supporting guests and partners with increased booking flexibility, while maintaining our ability to provide the premium service levels and offering a bespoke guest experience.

To maximise our guest's and partner's experience at Steenberg Hotel & Spa, we are implementing the below COVID19 assistance:

**Reservations Made Prior 1 September 2021
Booking Cancellations & Postponements (Deferred Reservations)**

- Reservations cancelled 14 days in advance, that cannot be enjoyed as booked, can be postponed and the deposit transferred to an alternative date within twelve months of the original booking.
- This excludes high festive bookings from 24 December 2021 to 3 January 2022, which are transferrable, but non-refundable, for a further maximum period of 12 (twelve) months.
- New / postponed booking dates will accrue seasonal / annual rate adjustments.

**COVID19 Related Cancellations & Postponements
(Applicable to new bookings from 1 September 2021)**

- The Government in the guest's country of origin imposes a travel ban and guests are unable to travel
- The Government in the guest's destination country (or transit country) imposes a travel ban and guests are unable to travel
- The Government in the guest's country of origin OR destination country imposes a mandatory quarantine and guests are unable to travel
- International flights are cancelled and the guests are unable to travel
- Guests are prevented from boarding a flight on account of health screening
- Guests have contracted COVID19 prior to arrival
- Steenberg Hotel & Spa is closed in-country due to COVID19 reasons.
- Steenberg Hotel & Spa reserves the right to request proof, relating to the above.

*Trade / Contracted agreements excluded.

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