

effective 19th May 2020 and subject to change without notice

CORONAVIRUS CRISIS TERMS & CONDITIONS

POSTPONE; DON'T CANCEL - Chiawa Safaris recommends postponing rather than cancelling as postponements are permitted during Coronavirus crisis to any time within 2021 season without penalty; and that all **NEW** bookings should be made on a **PROVISIONAL** basis - we will hold bookings as long as possible during which time no payment will be requested or required until more is known and until further notice - the ultimate offer in flexibility

PROVISIONAL BOOKINGS | where Chiawa Safaris is not holding any payment |

- are held at no charge, at the discretion of Chiawa Safaris and can be released by either party without obligation.
 - terms may be amended as may be agreed by both parties on a case by case basis
 - all bookings are provisional unless Chiawa Safaris has received full/part payment
-

2020 CONFIRMED BOOKINGS | part/full payment made originally for travel in 2020 and/or postponed to 2021 |

- 25% due for cancellations 61 days or more before safari commencement
- 100% due for cancellations 60 days or less before safari commencement

(TOP TIP - Postpone, don't cancel because there is no penalty for COVID-related postponements into 2021)

2021 CONFIRMED BOOKINGS | part/full payment made originally for travel in 2021 onwards |

- 20% (30% for Groups & Exclusive-Use) due for cancellations 46 days or more before safari commencement
- 90% due for cancellations 45 days or less before safari commencement

(TOP TIP - why not wait until you are certain whilst we hold provisionally as long as we can?)

DEPOSIT | 20% of Chiawa Safaris invoice, 30% to access discounts for Groups & Exclusive Use rates, required for all new bookings effective 28th May 2020 |

- Deposit payment is required upon confirmation of a booking
- Deposit is refundable for cancellations due to Government COVID-19 general travel restrictions only - if guest is refused boarding or entry due to fever, +ve COVID test or any medical reason, then payment is not refundable.

(TOP TIP - deposits are held securely in a separate call account)

PAYMENT - payment of deposit is required to confirm a booking and the Chiawa Safaris invoice must be paid in full 45+ days before travel; payments are strictly non-refundable unless for cancellations due to Government COVID-19 general travel restrictions only - if guest is refused boarding or entry due to fever, +ve COVID test or any medical reason, then payment is not refundable.

INSURANCE - we politely insist full cover, including Med-Evac & Hospitalization, and Cancel For Any Reason insurances are purchased to as much as possible protect the client and payments made

ENFORCEMENT - Chiawa Safaris is governed by the Laws of the Republic of Zambia only, however, we will work with you to ensure doing business with us is a pleasure and a win/win for all concerned