



# GHOHA HILLS & NOGATSAA PANS



## Covid-19 cancellations

Annexure to current Terms & Conditions:

1 September 2020

### Ghoha Hills / Nogatsaa Pans Lodges cancellation policy - Covid-19 pandemic.

#### Confirmed Bookings for travel 2020 / postponed 2020 bookings to 2021:

1. All confirmed bookings can be postponed to future dates – Standard T&C's apply to postponed bookings.
2. Bookings can be postponed to future dates and be amended again as required to fit new itinerary.
3. Name changes are not permitted.
4. If change of season – new season rates will become applicable.

#### Outright cancellation:

1. 10% cancellation fee applies – cancelled 2020
2. Postponed bookings – Standard T&C's apply – or where applicable Covid related cancellation policy will be applied as per T&C's for **Covid-19 travel restrictions**.

#### New Bookings booked and confirmed under current Covid-19 Pandemic regulations:

This will apply to all new bookings confirmed during this period for travel in 2021. Once related Covid-19 travel regulations have been lifted all remaining confirmed bookings will revert to our Standard Booking Terms & Conditions.

When confirming the booking in writing, we require the originating agent's details where necessary.

#### New confirmed bookings:

1. All confirmed bookings can be postponed to future dates during Covid-19 restrictions – no penalties apply.
2. If change of season – new season rates will become applicable.

#### Cancellation Covid Related:

1. Cancellations need to be made in writing stating Covid-19 related cancellation for validation.
2. From date of confirmation to 31 Days prior to stay: All New bookings can be cancelled due to **Covid-19 related travel restrictions** with no penalties. Cancellation needs to be made in writing stating the Covid related travel restriction for cancellation without which standard cancellation fees will apply.
3. 30 days to 8 days prior to stay: 10% cancellation fee which is our environment support allocation.
4. 7 Days prior to stay: 50% Cancellation Fee will be applied.

**Covid-19 travel restrictions refer to any travel restrictions imposed either in country of destination, transit or origin (based on the WHO list of recommendations), cancellation of flights, testing positive before departure (a copy of the test is needed for validation).**

Cancellations due to fear of contracting COVID-19 or the prevalence of comorbidities will not constitute legitimate grounds for waiver of cancellation fees.

#### Payment Terms:

Our agreed payment terms remain in place.

All other terms & Conditions remain the same as per our current Terms & Conditions.

Yours Sincerely

Management  
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