

## UPDATE & EXTENSIONS OF BOOKING TERMS

10<sup>th</sup> January 2023

Dear Travel Partner,

*The safety and wellbeing of our guests is a top priority for Heaven Rwanda and because changes are ongoing and unforeseeable due to COVID-19, we have updated new cancellation/modification policies to provide our guests with increased flexibility.*

- Modification for existing/confirmed reservations made until December 31, 2023, at The Retreat or Heaven Boutique Hotel can be shifted to next year at an additional cost based on seasonal rate changes. If a booking was made in low season this year and is being booked in high season next year, price differences will be applicable.
- Bookings that have been confirmed for 2023 will be released by 31st January 2023 if 20% deposit is not made. Should you wish to postpone existing confirmed bookings to a future date, POP (Proof of Pay) for deposits must be submitted in order to secure these bookings. Due to high demand for 2023 bookings, if no deposit is made for confirmed bookings by the deadlines provided, bookings will be released.
- Cancellation of existing/confirmed bookings.
  - For travel up to and including 31 December 2023, if there is a Covid-19 restriction preventing travel, a credit note may be granted for guest deposits. For any other type of cancellation unrelated to Covid-19, the 20% deposit is nonrefundable.
  - Cancellation received 30 days before arrival will incur a 100% cancellation charges.

### **NB: Payment Terms**

- Bookings will be provisional and confirmed only if a 20% deposit is paid. If the deposit is not received as per deadline date on the invoice with POP (Proof of pay) submitted, the booking will be automatically released.
- Full payment of all bookings must be paid 30 days before arrival.

*Due to the dynamic nature of the current situation, we will be monitoring the developments and updates closely and keep on communicating.*

***We would like to take this opportunity to inform that that our 8 brand new Luxury Pool Villas at The Retreat are open and we look forward to welcome your clients..***

*Please feel free to contact us directly for any further assistance:*

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**Yours Sincerely,  
The Management - Heaven Holdings Ltd**