

BROOKDALE

ESTATE

STAY CURIOUS

COVID-19 BOOKING TERMS & CONDITIONS

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The wellbeing of our guests, staff and trade partners is of paramount importance and we take every precaution. Brookdale Estate upholds all health protocols recommended.

Bookings that need to be postponed or cancelled due to COVID-19 infections, restrictions, or travel regulations can request to postpone their booking up to 7 days before arrival with no penalty provided applicable documentation is supplied. Cancellations will be taken on a case-by-case basis.

In instances where postponement/cancellation is requested with less than 7 days' notice, official corresponding documentation must be presented for one of the following:

- The guest has contracted COVID-19 and is under treatment or is in quarantine or receiving medical treatment up to 48 hours prior to arrival.
- Guests travelling internationally are unable to exit their departing country or enter RSA up to 24 hours prior to arrival due to government or airline regulations.
- Brookdale Estate reserves the right to ask for any reasonable evidence, written statements, laws, lockdown regulations, and or documents to support the reasons for cancellation that are given.

Should a guest not be allowed access at Brookdale Estate due to pre-screening results, the specific guest booking will be cancelled with no penalty.

CLOSEST COVID-19 TESTING CENTRE

Val de Vie Estate, 20-minutes drive by car (booking required, please advise if we can making a booking on your behalf when making your reservation to stay at Brookdale Estate).

TRAVEL INSURANCE

All travellers are strongly advised to take out fully comprehensive travel insurance with CFAR (*Cancel For Any Reason*). This insurance must be able to fully cover cancellation of travel less than 45 days prior to arrival.

Yours sincerely,

Brookdale Estate Management