



**De Hoop Collection Cancellation/Payment Policies  
Valid 1 October 2021 – 30 September 2022**

Standard Cancellation Policy

Our cancellation policy is as follows and applies to Accommodation and Meals pre booked.

- Cancellation six weeks (42 days) or less before arrival – 75% of full amount will be forfeited.
- Cancellation two weeks (14 Days) or less before arrival – 100% of the full amount will be forfeited.
- Should guests leave earlier than the departure date – 100% of the full amount will be forfeited.

Covid-19 Cancellation Policy

Our cancellation policy for Covid-19 related cancellations are as follows and applies to Accommodation and Meals pre-booked.

- A booking which is cancelled due to a **COVID-19 qualifying condition** is fully refundable. Refunds will be made in the published currency, less any bank charges incurred **OR**
- If cancelled based on a **COVID-19 qualifying condition** a full credit will be held for a future booking.

Payment Policy

- Full payment is required 30 days prior to arrival
- Meals booked extra can be prepaid and will be added to the invoice
- Guided activities cannot be pre-paid
- All extras are to be settled on departure

**De Hoop Opstal (Pty) Ltd**

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VAT No: 4390250753, Company Reg. No: 2007/029255/07  
Web address: [www.dehoopcollection.com](http://www.dehoopcollection.com)



### COVID-19 QUALIFYING CONDITIONS

All of the above temporarily revised cancellation terms are in place exclusively for the following COVID-19 qualifying conditions:

- The government of South Africa has closed its borders to the traveler's country of origin or any transit countries.
- The government of the traveler's country of residence has closed its borders to all but essential travel.
- International flights are cancelled, with no alternative routing available to fly to South Africa
- The government of the traveler's country of residence has issued an official travel warning or restricts travel in a way that it excludes the traveler from any travel insurance protection
- A mandatory quarantine period is imposed by the government of South Africa, or on return to the traveler's country of residence
- The traveler tests positive for COVID-19 within 48 hours before departure and is therefore restricted from travelling
- If the traveler has contracted COVID-19 and is in quarantine or in medical treatment 48 hours prior to travel. ***Supporting documentation is required to verify the condition.***

### **DISCLAIMER**

- Cancellations due to the fear of contracting COVID-19 will not constitute legitimate grounds for waiver of cancellation fees. Should the criteria mentioned above not be met, our standard T's & C's will apply.
- Should you have been in contact with someone with a confirmed Covid-19 case and need to quarantine in fear of having contracted Covid-19 you will be eligible for a credit voucher or date change.

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