



**COVID-19 Policy:**

This policy is subject to change without prior notice and covers all outstanding and future bookings.

- 1. Bookings can be postponed up to 28 calendar days before travel if the guest is unable to travel because of Government travel restrictions due to the COVID-19 pandemic. Proof of these restrictions or test results will need to be supplied and cover the dates of stay.*
- 2. Bookings can be moved by up to 15 months from original date of travel.*
- 3. Any bookings that have already been postponed, but have not confirmed new dates within this 15-month window, will be deemed to have expired.*
- 4. The booking value of the existing booking is reserved for the new booking. Any changes to the original booking, increase in rates or seasonal surcharges will be applied in line with published rates.*
- 5. For new bookings during the COVID-19 pandemic, we still require a deposit, but this has been reduced from 50% to 25%. Our payment terms remain the same and balance payments will now need to be made six weeks prior to arrival.*
- 6. Please note that only one postponement to travel dates may be made free of charge. In cases where a second postponement is requested, a 10% administration fee on the full published (rack) rate value of any bookings postponed for a second time will be applied. This is payable to umSisi House directly (six weeks prior to guest arrival) and not subject to commission in the case of agent bookings.*
- 7. All postponements are done subject to property availability.*
- 8. Guests wishing to cancel direct bookings with umSisi House due to the COVID-19 pandemic will need to pay cancellation fees which they can then claim as a refund from their travel insurance. Alternatively, they can gift the outstanding value of their booking to friends or family members who will be governed by the same policy.*
- 9. Agents wishing to cancel bookings with umSisi House due to the COVID-19 pandemic will be issued with a credit note for the value of the booking to be redeemed within a 15 month period. This will be reviewed on a case-by-case basis especially in the instance of chargebacks.*