



## COVID-19 POLICY TERMS & CONDITIONS

NOVEMBER 2021

*Rovos Rail Tours (Pty) Ltd. includes Rovos Rail and Shongololo Express and herein is collectively referred to as 'Rovos Rail'.*

These terms replace any previous release on COVID-19 and are applicable from **1 October 2021**. They remain in place until such time as the World Health Organisation declares the pandemic over and restrictions impacting outbound travel (in particular the countries or advisories in place in Rovos Rail's countries of operation) are lifted. Rovos Rail reserves the right to make changes to this policy given the fluidity of COVID-19. Once this pandemic is declared over, we will revert to our standard T&C.

Please note that these terms are applicable for **INDIVIDUAL** travellers only. Any changes to **GROUP** bookings, **LONG JOURNEYS**, **CHARTERS** or **EVENTS** need to be handled separately by your Account Manager or Reservations Consultant. Please contact alicia@rovos.co.za regarding these journeys: Dar es Salaam, Trail of Two Oceans, Copper Trail and African Trilogy. Please contact querida@rovos.co.za regarding these journeys: Golf Safari, African Collage, Namibia Safari, Good Hope, Dune Express, Southern Cross and Malawi Meander as well as charters and events.

Hello Guest and Travel Partner

We hope this finds you and your loved ones healthy. Our thoughts are with everyone affected during this unusual time.

Rovos Rail is closely monitoring the situation and is committed to provide guests with flexibility and security through this pandemic. We are still operating as per our schedules and continue to establish risks on a journey-by-journey basis while also adhering to government requirements and listening to the wishes of our passengers.

Pleasingly, Southern Africa is open for business with vaccination rates increasing daily. The countries through which we travel are ready for visitors and require a negative PCR test taken within 72 hours of arrival while Zimbabwe requires a negative PCR test taken within 48 hours of arrival.

Please appreciate that our business is not like most hospitality operators therefore, due to the high costs associated with running our trains, we have insisted on stricter terms and conditions. Given the unpredictability of global events, we recommend clients keep us updated and give us as much notice as possible to postpone or cancel their booking. Should clients elect to postpone or cancel bookings that are **61+ days** from the departure date, Rovos Rail's standard T&C apply.

## COVID-19 POLICY TERMS

### SHORT JOURNEYS: EXISTING BOOKINGS 2021 & 2022

*As above, these terms are applicable for individual travellers only. Group bookings, long journeys, charters or events need to be handled separately by your Account Manager or Reservations Consultant.*

#### Cape Town, Victoria Falls and Durban Safari

- Cancellation 61+ days before your departure date: 100% cancellation refund.
- Cancellation 60-31 days before your departure date: 25% cancellation fee.
- Cancellation 30 days before your departure date: 100% cancellation fee as per our standard T&C.
- If you wish to postpone your booking, please notify us 61+ days before your departure. See below.

#### Postponement Conditions

- If you would prefer to **postpone** instead of cancel, Rovos Rail agrees to transfer your booking to a future travel date if required (subject to availability) as long as you notify us **61+ days** before your departure.
- You may postpone your booking according to the terms above for up to **two years** (730 days) from your original travel date, e.g. if your travel date is 15 November 2021, you may postpone up to 15 November 2023.
- In the event you did not travel within 730 days from the original travel date, your deposit/credit will be **forfeited**.
- Please note that you have **180 days** from date of "**postponement confirmation**" to decide on your new date of travel (e.g. if your postponement confirmation is on 20 November 2021, you have until 19 May 2022 to confirm the new date).
- If you wish to postpone to the following rate season, we will **not** carry over the current booking's rate, i.e. the new season's rate will apply. **Short Journey Season:** 1 October-30 September. **Long Journey Season:** 1 January-31 December.
- Please note that once the new travel date has been decided, our standard cancellation T&C apply to the booking.
- We will offer to postpone a journey again should this pandemic continue and mandatory travel bans are still in place when the new travel date is **61 days** from departure.
- Due to the amount of postponements and cancellations we have received, we cannot reassign funds (or future credit) to other passengers as then we are defeating the whole point of offering the postponement. We will in essence be losing the booking we had with you.

## **SHORT JOURNEYS: EXISTING BOOKINGS & NEW BOOKINGS FROM 1 OCTOBER 2021 CANCELLATIONS WITHOUT PENALTY**

*As above, these terms are applicable for individual travellers only. Group bookings, long journeys, charters or events need to be handled separately by your Account Manager or Reservations Consultant.*

Cancellation of a booking with no penalty **only** applies where one or more of the following named COVID-19 reasons for cancellation is newly imposed **within 60 days** of your departure date. Any reason for cancellation not listed below may be construed as disinclination to travel and Rovos Rail's standard cancellation T&C will apply. Rovos Rail reserves the right to ask for any reasonable evidence, written statements and/or supporting documents.

- The government of the guest's country of residence restricts all but essential travel.
- The government of the guest's country of residence enforces a mandatory quarantine stay for the guest's account at a government-specified site on return from the destination/s the guest is travelling to.
- If the government of the destination/s in which Rovos Rail operates has declared that no visas will be issued to travellers from the guest's country of residence.
- The destination/s the guest is travelling to is/are under official government-imposed lockdown that prohibits the guest from travelling around the destination/s.
- The destination/s have no official government-imposed lockdown but have closed their border to travellers from the guest's country of residence.
- International flights are cancelled due to COVID-19 with no alternative routing available to reach the destination/s in the journey's itinerary.
- The guest has contracted COVID-19 within 72 hours of the train's departure while in the country of the train's departure point and is now undergoing treatment or in quarantine. Please see postponement options in this case. Please note that this condition does **not** apply to specials and discounted journeys – please contact your Reservations Consultant to discuss your options.

## **ALL JOURNEYS: NEW BOOKINGS FROM 1 OCTOBER 2021**

As COVID-19 is now a foreseen or known event, our standard T&C will apply to all new reservations and cancellation fees will not be waived. This applies to individual and group bookings for short journeys, long journeys, collections, combinations, specials, charters and events. The only **exception** to cancellations is detailed above under the terms CANCELLATIONS WITHOUT PENALTY, which are valid from 1 October 2021 on short journeys for individual travellers **only**.

## **ALL JOURNEYS: VACCINATIONS, TESTING & SCREENING**

- As of 1 November 2021, all train staff at Rovos Rail will be vaccinated.
- **From 1 January 2022, all guests are required to present a vaccination certificate for all journeys and charters.** This currently excludes children under the age of 12 or anyone with a valid medical exemption certificate.
- Please see Our World in Data's website for the latest vaccinations statistics in Southern Africa and Tanzania.
- **Please see Rovos Rail's testing requirements for each journey: 2021 Testing** (valid for departures up to 31 December 2021) and **2022 Testing** (valid for departures from 1 January 2022). Due to the fluidity of the pandemic, we reserve the right to change our testing requirements according to guidelines.
- At check-in, all guests currently undergo a health screening including a questionnaire and complete an indemnity form.
- Please see Rovos Rail's COVID-19 compliance and preparations.

Should you have any queries, please contact your Account Manager or Reservations Consultant. Your support is much appreciated.



Rohan Vos  
Chief Executive Officer