



Morukuru Family®

UPDATED Covid-19 policy 2 September 2020

The Covid-19 pandemic and respective travel restrictions imposed in both South Africa and originating countries around the world are evolving constantly. Morukuru Family is monitoring the developments and will adapt the guidelines on how we can best assist our guests during these unpredictable times. Our priority is the safety of our guests, our staff, as well as the communities we support and the vulnerable nature reserves in which we operate.

The terms below are to be applied to bookings until such time as the pandemic is declared over as per WHO, travel bans are lifted and air access to South Africa and the region is restored.

Due to the constant changes surrounding Covid-19, we urge guests to delay any decisions to postpone or cancel bookings for as long as possible, in order to monitor the global status of travel restrictions and the WHO Pandemic status.

As such, from 2 September 2020 the following revised Covid-19 policy applies:

Existing bookings:

Within 8 weeks from arrival can be postponed to new dates in 2021 at 2020 rates (seasonal fluctuations excluded).

In case of full cancellation, 10% cancellation fees are applicable, for which a credit voucher will be issued that can be used until 15 December 2022.

More than 8 weeks before arrival can be postponed to 2021 at applicable 2021 rates OR a 10% deposit secures 2020 rates for 2021 dates (seasonal fluctuations excluded).

In case of full cancellation, 10% cancellation fees are applicable, for which a credit voucher will be issued that can be used until 15 December 2022.

New bookings:

New bookings for stays until 30 June 2021 can be held on provisional basis with no deposit due until 30 days prior to arrival, when full payment is due.

New bookings for stays from 1 July 2021 onwards can be held provisionally for maximum 30 days. A 10% commitment fee (deposit) is required to secure the booking and full payment is required 30 days prior to arrival.

For all new provisional bookings *irrespective of travel date*: Should we receive a confirmed request for the same dates, we require you to either confirm or release within 48 hours, with the 10% commitment fee (deposit) due within 7 days.

All deposit payments received for bookings will be kept in a ring-fenced account.

Should COVID-19 restrictions (*see page 2*) prevent travel, guests can postpone their stay at the same rates (seasonal fluctuations excluded) until 15 December 2022.

In case of full cancellation until 3 weeks before arrival:

Credit voucher to the value of funds paid for future travel until 15 December 2022, OR Full refund of funds paid, less R 500 admin fee per booking.

In case of full cancellation within 3 weeks before arrival:

Credit voucher to the value of funds paid for future travel until 15 December 2022, OR 10% cancellation fees (90% refund).



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These revised terms **only** apply to COVID-19 named reasons for cancellation, which include:

- The government in the guest's country of residence restricts all but essential travel;
- Travel restrictions are imposed on the destination by the guest country of residence;
- South Africa is under official government sanctioned lock-down that prohibits guests from traveling;
- South Africa has no formal lock-down, but has closed its border either to international travellers or to travellers from the guests' country of residence specifically;
- International flights are cancelled with no alternative routing available for guest to use, to reach South Africa;
- The guest has contracted COVID-19 and under treatment or is in quarantine for COVID-19 within 72 hours of travel.

For all reasons listed above Morukuru Family reserves the right to ask for any reasonable evidence, written statements and / or supporting documents.

- We reserve the right to revert to our standard provisional hold policy at our discretion.
- Confirmed bookings held, *made under these terms*, are required to wait until 8 weeks prior to the travel date before making a decision to postpone or cancel and request a refund. If cancelled more than 8 weeks prior, our standard cancellation policy applies.
- Notification in writing of intent to postpone or cancel should be sent to Morukuru Family.

Where notification is received within 3 weeks from arrival and:

- No change to either outbound or inbound travel restrictions have occurred in those 3 weeks;
- The traveller has not tested positive for COVID-19 or is in quarantine in those 3 weeks;
- where the travellers' flights have not been cancelled by the air carrier in those 3 weeks;

Then, Morukuru Family reserves the right to recover any further costs it incurred in preparation for the guests' arrival.

Any other reason for cancellation not listed above, or in case of disinclination to travel, Morukuru Family standard cancellation terms and conditions apply.

Standard terms & conditions apply to Peak Season bookings for 2020 and 2021.

The conditions and policies mentioned before only apply to the Morukuru Family properties and services, not to any 3rd party service we may be holding for our guests. Any cancellation charges levied by the 3rd party service provider will be confirmed at the time of cancellation.

The above may be adjusted at any time and we will endeavour to communicate such changes accordingly.

Please contact our reservations team if and when your travel plans have to be amended. Changes and cancellations have to be requested in writing.

reservations@morukuru.com

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