



# uis elephant

guesthouse

## Special COVID-19 related T's & C's

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#### *SPECIAL POLICY FOR COVID-19 RELATED CANCELLATIONS OR BOOKING MODIFICATIONS 2020-21 FOR NEW BOOKINGS*

We hereby confirm the following exceptional policy:  
For new bookings received from 24th June 2020 until further notice:

Between Confirmation and 48 hours prior to arrival	100% Refund of monies paid or credit to the value of monies paid for future travel (note this is the choice of the guest)
Between 48 hours and arrival	100% Credit to the value of monies paid for future travel – no option for full refund
Cancellation during travel or stay	50% credit for any unused nights for future travel - no option for refund

Guests wishing to **postpone** their trips for the same reasons may do so within **12 months** from their original date of arrival at same rates.

**This policy is only valid if the ability to travel is beyond the control of the guest. The guest(s) in question are required to provide reasonable documentation confirming that their inability to travel was due to COVID-19 related matters. The final decision to waive cancellation charges lies entirely with the guesthouse at all times.**

**Accepted COVID-19 related matters are as the follows:**

- Guests suspected or confirmed to carry the virus
- Guests being denied boarding of the plane
- Border closures: in Namibia, or in the guests' country of origin/residence
- Quarantine advice
- New lockdown

This policy is valid for individual bookings only and does not apply for group bookings. For group bookings please contact the guesthouse directly.

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**Validity of this policy:** For stays until further notice or until COVID-19 is no longer a limitation to international travel. For cancellations or booking modifications due to reasons **not** related to COVID-19 our standard policies apply.

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