

20 October 2020

Dear Guests & Travel Community,

Greetings from Cape Town!

Due to the pandemic we understand your concerns arising when reading our cancellation policies. Even though we are a small business with only 6 rooms – we decided to make our terms and conditions flexible to provide you with peace of mind.

Below is an outline of our booking conditions. This will apply to all new bookings made at 21 Nettleton.

### **Special COVID-19 Booking Conditions:**

1. Provisional reservations will be held for 2 weeks, after which they will be automatically cancelled.
2. Deposits are not required to confirm bookings unless there is another reservation request for the same rooms or dates (see 2.1.)
  - 2.1. If a second, confirmed request is received for the same dates we will require a deposit payment to keep the reservation within 72 hours, failing which the dates are forfeited. This deposit is non-refundable.
3. Reservations must be paid in full 14 days prior to the arrival date.
4. Confirmed bookings can cancel, without penalty, up to 14 days before the arrival date\*.
5. Cancellations within the 14 days will be allowed to reschedule the reservation for up to 18 months\*.
6. All bookings are subject to governmental regulations\*\*.
7. The booking conditions are subject to change – all changes will be communicated to the person who made the reservation.

*\* Applies when travel to South Africa is restricted/red listed by the guest's country of origin or by South African customs due to the COVID-19 pandemic. It is the responsibility of the person making the reservation to check regulations and contact 21 Nettleton to make the amendments. This does not cover "reluctance to travel" by the guest in the event that there are no travel restrictions for South Africa in place or where the*

*Resources: <https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>*

*\*\*Governmental regulations refer to symptom screening on arrival, health questionnaires, staff and guest safety protocols and others. This changes regularly-we suggest that you check with your local government to any regulations that may affect your stay.*

*Resources: <http://fedhasa.co.za/covid-19/>*

Please reach out if you have any questions or concerns. We are happy to help! Stay safe and we hope to welcome you to 21 Nettleton soon.

Warm Regards,

Dirk & the Nettleton team