

## **AFRICAN SAFARI GROUP** **COVID-19 Terms & Conditions**

Since the release of the original revised terms and conditions on COVID-19, AFRICAN SAFARI GROUP is committed to monitoring and amending our approach to travel, providing guests both flexibility and security.

These C-19 terms are applicable from **1 June 2020** for **New Bookings**.

### **CANCELLATION POLICY ON NEW BOOKINGS:**

<b>Time Frame</b>	<b>Policy</b>
<b>Between Confirmation and 50 Days of Travel</b>	90% Refund of Monies Paid,
<b>Between 50 Days and 14 Days Arrival</b>	Credit Note for Future Dates, or Postponement

- Excludes:
  - All Group (15 or more clients) bookings, unless otherwise agreed between such Group and AFRICAN SAFARI GROUP in writing.
  - Any Special Offers, in which case the aforesaid lenient cancellation policy may not be applicable.
  - Flight Bookings that have been booked on the "Saver" option. Flight bookings will be handled on a case to case basis.
  
- Reasons for cancellation, related to COVID-19, amongst others, will include:
  - The World Health Organisation's pronouncement on the status of the Covid-19 Pandemic, whether applicable to the world, or to the applicable region/destination.
  - Lockdown prohibits clients from traveling to the destination due to official government orders.
  - Travel restrictions imposed on the client's country of residence or the destination country or any travel destination interposed between the departure and destination, including international flight cancellations by airlines due to Covid-19.
  
- In the above cases the full refund will be subject to the following deductions:
  - A service fee of 3.5% where a credit card or PayPal was used for payment. This is to cover the initial transaction fees.
  - A \$200 admin and facilitation fee (or R4,000) will be levied for each cancelled Booking. This fee will not be applied to Postponed or Credit Note Bookings.
  - Any government mandated or regulatory imposed charges, if any.
  - The above Covid-19 terms and conditions apply to most of the products in our portfolio. However, some lodges in our portfolio may have more stringent requirements and/or additional fees involved. Please see a comprehensive list [here](#).

**GENERAL:**

- AFRICAN SAFARI GROUP'S standard cancellation [terms and conditions](#) will apply for cancellations for any other reasons (non-Covid-19 related), bookings made before 1 June 2020, or where we have indicated that the Covid-19 terms and conditions will no longer apply to New Bookings.
- Any future non-Covid-19 cancellation will be subject to the cancellation policy set out in our [standard terms and conditions](#).
- In the case of a Credit Note being used to make a New Booking, the booking is subject to the terms of our standard Credit Notes.
- AFRICAN SAFARI GROUP offers the aforesaid Cancellation Policy, as a concession, and reserves the right to amend or withdraw the aforesaid terms and conditions, without prior notice.

**TRAVEL INSURANCE:**

- Despite the aforesaid flexibility in booking through AFRICAN SAFARI GROUP, where this option is available, we still advise all our clients that taking out comprehensive travel insurance against "cancel for any reason".

We will continue to work with our Suppliers to secure the most flexible terms possible for our clients, and to provide our clients with continued flexibility and safety in transacting with AFRICAN SAFARI GROUP.