

## Pandemic Disclaimer

Valid for all new bookings with travel between 1 August 2021 to 31 December 2022. Wolwedans supports a 'Book with Confidence' policy during these uncertain times.

### SPECIAL TERMS & CONDITIONS FOR COVID-19 AFFECTED BOOKINGS

- All **new bookings** will be held on a provisional basis for extended periods with no need for early confirmation.
- If a confirmed request is received for another booking that needs to use the same rooms that are being held on a provisional basis, those holding the provisional reservations will be asked either to confirm or cancel their booking within three working days. If the guests want to keep and confirm the resources involved, they will be required to pay a *20% non-refundable deposit* in order to do so.
- Full payment due 30 days prior to arrival.

#### CANCELLATION POLICY IF PREVENTED FROM TRAVELLING SPECIFICALLY BY COVID-19 RELATED ISSUES

Between Confirmation and 48 hours prior to arrival	100% credit to the value of monies paid for future travel or full refund of monies paid (this is the choice of the guest)
Between 48 hours and arrival	90% Credit to the value of monies paid for future travel (no option for full refund)

The above terms:

- Exclude groups (3 or more rooms) and series bookings unless otherwise negotiated.

These terms only apply to COVID-19 related reasons for cancellations, and these include:

- The World Health Organisation has not revised and relaxed the Global Pandemic status.
- The Government in the guest's country of residence does not allow non-essential travel.
- The Government in the guest's country of residence imposes Level 3 or higher travel restrictions on Namibia.
- Namibia is under official Government imposed lock-down that prohibits guests from travelling.
- Namibia has no formal lock-down but the borders are closed to all international travellers or to travellers from the guest's specific country of residence.
- International flights are cancelled with no alternative routing available for guests to use to reach Namibia.
- Guests are prevented from boarding a flight or entering Namibia on account of health screening.
- Guests have contracted COVID-19 and are under medical treatment or are in quarantine up to 48 hours prior to travel. In this case NamibRand Safaris reserves the right to ask for reasonable evidence, written statements and or documents to support the reasons given for cancellation of the booking. Any other reason for cancellation will be subject to our STANDARD TERMS AND CONDITIONS.
- EXISTING BOOKINGS Electing to cancel a booking based on the current level of uncertainty is understandable, but our advice to guests is not to rush to do so.

#### RESERVATIONS CONTACT:

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