



Temporary T's & C's – 28 January 2021 to 31 December 2021

1. Payment Terms:

- Full payment (Accommodation, levies, transfers etc) to be in the Garonga Safari Co. account, 7 (seven) days before arrival date.
- No deposits required.

2. Cancellation Policy:

- If payment is made and booking is cancelled within 7 (seven) days prior to arrival then no refund of payment and 100% cancellation charge will apply.
- If a payment is not received 7 (seven) days prior to arrival, then the booking will be immediately cancelled and no rebooking allowed.

3. COVID-19:

- The terms above are excluded if cancellation is as a DIRECT result of COVID-19 (Guest/s test positive for COVID-19 72 hours or less before arrival date; travel bans imposed to South Africa from originating country; or SA imposes a lock down with border closures; flight cancellation by international carriers etc.) and they are **NOT** covered by Travel Insurance then they will be refunded.
- IF it is not as a DIRECT result of COVID then no refund.

4. Duration of these temporary T's & C's:

- From 28 January 2021 to 31 December 2021.
- The owner of Garonga reserves the right to amend these terms and conditions back in line with "normal times bookings, cancellations and T's & C's" should the markets return to some semblance of normality within 2021. In this case all bookings in the system will be honoured with the T's & C's in place at the time of the booking and the amendment if and when made will apply to any new bookings made.

5. Summary:

- The aim of these COVID-19 times related T's & C's are to offer all operators and guests great flexibility and to encourage travel.
- They are not indefinite, but merely a temporary concession to allow confidence to book.

Regards

Bernie Smith