



## THANDA SAFARI

PRIVATE GAME RESERVE

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### Thanda Safari Cancellation Policy

#### TRADING TERMS & CONDITIONS

##### Postponement and Cancellations

Whilst there is a huge amount of uncertainty with regards to the worldwide impact of COVID-19, Thanda Safari is mindful that guests' impending travel plans may need to change. We are fully committed to supporting our guests and trade partners through this time and assure you of more flexible booking and payment terms and conditions.

In case of any last-minute cancellation given the below two COVID restrictions that do not allow guests to travel as desired, Thanda Safari will keep a credit of the amount paid for guests to use when they are able to travel.

- PCR test coming positive for the guest/s travelling.
- Border closed not allowing travel out of the country or banned in South Africa.

##### Payment: FIT Bookings

- No deposit payment is required at the time of booking.
- Full payment is required 14 days prior to the arrival date.
- Cancellations will be permitted up to 15 days prior to travel with no penalty. Following this, full cancellation penalties apply.

##### Payments: Group Bookings

- Within 21 days of confirmation = 20% of total reservation value (refundable on terms of cancellation)
- 90 days prior to arrival = 50% of total reservation value
- 31 days prior to arrival = 100% of total reservation value

Should guests wish to cancel their existing trip, our normal cancellation policy will apply:

- less than 14 days prior to confirmed arrival date = 100% cancellation fee
- 15 to 44 days prior to confirmed arrival date = 50% cancellation fee
- 45 days and more to confirmed arrival date = loss of deposit (which is 20% of the total booking cost)

These Terms and Conditions are subject to change.