



MATEYA

S A F A R I L O D G E

COVID-19 TERMS & CONDITIONS

In order to provide our guests and partners with more flexibility and security in these uncertain times, we have revised our terms & conditions for new bookings.

Existing bookings will be handled on a case-by-case basis.

The below Covid-19 terms and conditions will replace previous standard terms and conditions with immediate effect.

These conditions will remain in place at the discretion of Mateya Safari Lodge until the World Health Organisation declares the pandemic over, or restrictions have been lifted in the guests country of origin or in South Africa allowing guests to travel, by which time our standard terms & conditions will be activated again.

Once travel restrictions are lifted, any bookings made under the auspices of these terms and conditions will be replaced by Mateya Safari Lodge's standard terms and conditions.

We highly recommend that guests take out comprehensive travel insurance to ensure any funds lost can be recovered should a guest contract COVID-19 and is under treatment or in quarantine and is unable to travel.

If necessary, this policy will be adjusted as the situation develops.

PAYMENT POLICY / NEW BOOKINGS:

- All reservations or amendments should be made in writing via e-mail please.
- Reservations will be held on a provisional basis for **14 days** from the date the booking was made.
- A **20%** deposit of the total accommodation is required **1-14 days** after making the reservation.
- **For any new bookings travelling between now and 31 December 2020:**
The remainder of the payment will be due **30 days** prior to arrival date.
- **For any new bookings travelling between 01 January 2021 and 31 December 2021:**
The remainder of the payment will be due **45 days** prior to arrival date.
- If the booking is made **30 days or less** of the arrival date, full payment is required within **48 hours** of making the booking.
- Should the deposit/pre-payment not be received within the time-frame specified, we reserve the right to release the reservation.

COVID-19 CANCELLATION POLICY:

- In the event of cancellation due to Covid-19 Border closures or travel restrictions in country of origin or in South Africa, full refund will be provided.
- Cancellation due to disinclination to travel by guest, the below standard cancellation policy applies.

STANDARD CANCELLATION POLICY:

- **61 days** prior to arrival – the deposit will be refunded in full.
- **31-60 days** prior to arrival - **50%** of the total accommodation amount.
- **1-30 days** prior to arrival - **100%** of the total accommodation amount.
- All cancellations should be made in writing via e-mail please.
- Flight cancellations and road transfer cancellations are subject to the policy of the respective suppliers.