

## **CANCELLATION POLICY.**

### **Cancellation Policy**

Should you need to cancel or postpone your booking due to Coronavirus (\* see clarification [a] below), the following cancellation policy will apply:

- Cancellation or postponement 49 days or more prior to departure:  
NO CANCELLATION FEE (\*\* see clarification [b] below).
- Cancellation or postponement 48 to 31 days prior to departure:  
30% of the full price should you cancel (subject to supplier cancellation fees);  
5% of the full price should you postpone to a future date (subject to supplier postponement fees).
- Cancellation or postponement 30 days to 15 days prior to departure:  
50% of the full price should you cancel (subject to supplier cancellation fees);  
10% of the full price should you postpone to a future date (subject to supplier postponement fees).
- Cancellation 14 days or less prior to departure:  
100% of the full price

Should you need to cancel your booking or any part of it for any other reason not related to Coronavirus (\* see clarification [a] below), the following cancellation fees will apply, regardless of the reason for cancellation:

- Cancellation 49 days or more prior to departure – no cancellation fee (subject to supplier cancellation fees which may be higher)
- Cancellation 48 days to 31 days prior to departure – 50% of the full price (subject to supplier cancellation fees which may be higher)
- Cancellation 30 days to 15 days prior to departure - 75% of the full price (subject to supplier cancellation fees which may be higher)
- Cancellation 14 days or less prior to departure - 100% of the full price

\* [a] Valid reasons for a cancellation or postponement due to Coronavirus include if you or a member of your family or group have tested positive for Coronavirus, have been quarantined, or have been advised by your doctor not to travel due to Coronavirus. Another valid reason is if official travel restrictions have been imposed which make it impossible for you to travel. Lastly, a valid reason would be if the spread of Coronavirus is still a significant threat and official recommendations by government or by the WHO include limiting or postponing non-essential travel for the dates that you are due to travel.

\*\* [b] Third parties that we have paid already (any lodge, hotel or other supplier) may have higher cancellation penalties, in which case the third party's cancellation policy will apply. Many suppliers have waived or relaxed their cancellation fees in view of Coronavirus, or at least waived any penalties for postponing the booking to a future date, but some suppliers have not made any concessions.

If third party suppliers' cancellation policies are more strict than our own, the supplier's cancellation and refund policy will supersede our own cancellation policy.

The above relaxed cancellation policy will be reviewed monthly while the Coronavirus outbreak remains a global concern. We reserve the right to update our terms and conditions as the global situation changes, but will first discuss and communicate any updates with you in writing. We will honour the terms and conditions that were in place at the time you made your booking, or any amendments that were subsequently agreed to in writing.

Your travel plans are made entirely at your own risk and **Nhongo Safaris** will not accept responsibility for any missed flights, problems with visas or travel documents, flight cancellations, delays, lost baggage, transport or traffic delays, bad weather, illness or medical problems, family matters or bereavement, or any other circumstances that may necessitate cancellation or amendments to your travel plans. Please ensure you purchase comprehensive travel insurance with adequate cancellation and curtailment cover for any eventuality. We advise that you specifically ask about cover for Coronavirus and purchase "Cancel for any reason" cover, and ensure that global pandemics are not excluded in the small print.