

BushStay

LUXURY LODGES

Cancellation & Amendment Terms Coronavirus (COVID-19) Update

For



Due to increasing concerns regarding travel during the Coronavirus (COVID-19) outbreak, we have amended our terms and conditions as well as our cancellation policy.

This should give our guests the opportunity to plan and book their incredible journey to visit us in South Africa, safe in the knowledge that an amendment can be made to their booking without cancellation penalties.

We still strongly recommend that all guests take out comprehensive personal travel insurance and that they check the schedule of included benefits thoroughly. Most insurance companies have an option to purchase an insurance plan with a "Cancel for Any Reason" clause which should cover any trip cancellations for pandemics. Current insurance plans that offer cancellation insurance may only cover this in the event that the guest is physically quarantined.

Our staff have always followed a strict hygiene code and understand the importance (now more than ever) of regular, consistent, hand washing. As an extra precaution, we have added additional hand sanitizers in the public areas of our properties and we have requested that our staff refrain from physical contact such as shaking hands and to keep a respectful distance from our guests.

New terms and conditions are valid for new and confirmed bookings for travel from 1st March 2020 up until 31 July 2020.

1. Should a guest not wish to travel on the dates booked due to the COVID-19 outbreak, their reservation may be amended and moved by up to 12 months at the same 2020 rates, inclusions, exclusions and conditions. This offer is applicable to all bookings and is not dependent on the World Health Organization (WHO) issuing travel restrictions.
2. No refunds will be given for confirmed bookings, however we do allow date extensions which will be limited to one amendment per booking. The amendment date will be subject to availability.
3. Our standard cancellation policy applies to any cancellations made less than 30 days prior to arrival.
4. Any outright cancellations of bookings, including cancellations due to the World Health Organisation (WHO) issuing an advisory against travelling to South Africa, will result in our standard cancellation policies and guests will be required to claim a refund from their travel insurance.
5. We maintain the right to alter these new terms and conditions at any time and will send out notifications of these changes.