

Mowani Kipwe <sup>CAMP</sup>  
MOUNTAIN CAMP

## CHIWANI SAFARI CAMPS' UPDATED TERMS & CONDITIONS - JULY 2020

Valid from July 2020 until Further Notice. Subject to change.

**Chiwani Safari Camps continue to monitor the situation and have adapted our terms and conditions accordingly. Our policy is designed to support both our direct clients and our travel trade partners and their clients, by relaxing our policies and allowing them to continue the planning process with existing and prospective clients.**

### NEW BOOKINGS

- All new bookings will be held on a provisional basis for extended periods with no need for early confirmation.
- If a confirmed booking request is received for the same dates as the booking held on a provisional basis, reservations will ask those holding the provisional booking to either confirm or cancel their booking within three working days. If the provisional decides to confirm their booking, they will be required to pay a deposit as per our normal T&C's or cancel.

There will be a **ZERO-FEE CANCELLATION POLICY** if prevented from travelling specifically by Covid-19 related issues.

- Between confirmation and 48 hours prior to arrival, 100% Refund of monies paid or credit to the value of monies paid for future travel (note this is the choice of the guest)
- Between 48 hours and arrival, 100% credit to the value of monies paid for future travel – no option for full refund
- Cancellation during travel or stay, 50% credit for any unused nights for future travel - no option for refund

The above terms exclude group and series bookings, unless otherwise negotiated.

### These terms only apply to COVID-19 related reasons for cancellations, and these include:

- The World Health Organisation has not revised and relaxed the Global Pandemic status.
- The Government in the guest's country of residence does not allow non-essential travel or higher travel restrictions on Namibia.
- Namibia is under official Government imposed lock-down that prohibits guests from travelling.
- Namibia has no formal lock-down, but the borders are closed to all international travellers or to travellers from the guest's specific country of residence.
- International flights are cancelled with no alternative routing available for guests to use to reach Namibia.
- Guests are prevented from boarding a flight or entering Namibia on account of health screening.
- Guests have contracted COVID-19 and are under medical treatment or are in quarantine up to 48 hours prior to travel.

Chiwani Safari Camps reserves the right to request proof of any reasonable evidence, written statements and / or documents to support the reasons given for cancellation. Any other reason for cancellation will be subject to our Standard Terms & Conditions.



### EXISTING BOOKINGS

- Guests with existing confirmed bookings for travel until 30<sup>th</sup> September 2020, can postpone at no financial penalty for arrival before 31<sup>st</sup> December 2021, at the same rates. Should the season change to a higher season, the new rate will apply.
- Postponed confirmed bookings will still require a deposit of 15% as per our standard T&Cs, and the above covid-19 zero-fee cancellation policy above will apply.
- If confirmed bookings new dates are not yet set, the reservation will be released and any monies paid, including deposits, will be held as a Chiwani Credit\* towards their future stay, up until 31<sup>st</sup> December 2021. If guests do not travel before 31<sup>st</sup> December 2021, 15% administration fee will be charged as per our terms & conditions.
- Any confirmed bookings that have paid a deposit or paid in full, and subsequently wish to cancel their travel, will be given a Chiwani Credit.

### \* WHAT IS A CHIWANI CREDIT?

- Chiwani Credits are valid for redemption for travel up to 31<sup>st</sup> December 2021.
- Chiwani Credits cannot be refunded, transferred, or converted to cash.
- The Chiwani Credit is the cash value in Namibian Dollars of the actual amount paid to Chiwani Business Trust for the booking at Mowani Mountain Camp or Camp Kipwe.

Chiwani Safari Camps still require all our guests to take out personal travel insurance and to check the conditions of their travel insurance. It is the responsibility of the guest to take out insurance from the time of payment of the deposit until the conclusion of their travel. Insurance should cover all possible cancellation charges, medical expenses (including medical repatriation should this become necessary), personal belongings, and money. It is important to note that most travel insurance policies will not cover cancellations related to disease epidemics. We therefore suggest that travellers also consider a 'cancel for any reason' policy.

**Note:** *Chiwani reserves the right to make changes to our terms and conditions at any time. Once this blows over, we will revert to the status quo and our normal booking and cancellation conditions will apply.*





# COVID-19 PROTOCOLS

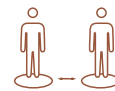
At all Classic Namibia Camps, Guest Houses & Lodges we have implemented Standard Operating Procedures at every guest touch point in line with the Namibian Tourism Board Covid-19 Guest Protocol Toolkit.

We are mindful of the many challenges you currently face and are committed to your health and safety. We are ready for your return.



## 1 PREVENTATIVE MEASURES

- Comprehensive sanitisation is in place, with special care in high contact areas.
- Our teams have been briefed thoroughly on the new procedures.
- Our teams have been equipped with the necessary personal protective gear.
- Rest assured that all back of house operations follow a stringent list of health & safety checks.
- Guest rooms are sterilised prior to guest arrivals.
- Hand sanitisers are available throughout.
- Daily unobtrusive temperature screening will be undertaken with our guests and staff, with high regard for personal space and comfort.
- We recommend that guests follow stringent hygiene practices of regular hand washing and sanitisation, limited hand face contact, social distancing and the wearing of face masks\* (\*optional but subject to government legislation).



## 2 SOCIAL DISTANCING

- Social distancing will be encouraged. We have the luxury of open spaces, sunshine and fresh circulating air.
- No buffets will be served. No communal dining unless travelling in a group.
- Private dining will always be an option at our camps and lodges.
- On arrival and departure we will refrain from shaking hands or offering a warm hug.



## 3 SAFARI DISTANCING

- All our vehicles are extensively sanitised and carry hand sanitisers.
- Maximum of 6 guests per safari vehicle unless party is travelling together.



## 4 MEDICAL EMERGENCY

- A clear and trained procedure is in place in the event of a suspected case of infection.