

13 March 2020

### **Namibia Travel Connection in times of Corona: COVID-19**

With the current Covid-19 virus crisis, Namibia Travel Connection would like to inform you of the following amendments to our cancellation policy during this period. COVID-19 cancellation policies are subject to change at any stage as the COVID-19 situation changes during the following weeks/months.

**Please note:** This special cancellation policy is only valid in case the cancellation is directly Covid-19 related, meaning:

- An official travel ban is issued for Namibia or other Southern African Countries booked (e.g. COVID-19 outbreak), and/or
- An official travel ban occurs in guest's home country and outbound travel is banned (e.g. COVID-19 outbreak)

### **CURRENT BOOKINGS: 01 March 2020 – July 2020**

**\*\*\* Changes to existing bookings must be communicated to us in writing a minimum of 15 days prior to original date of travel. Please remember that our Offices are closed on Saturdays and Sundays and ALL Public Holidays.**

- Should clients wish to cancel we will give them the option to re-book their holiday, up to a period of 12 months in advance without cancellation / amendments fees applying. This is subject to availability of services at time of booking.
- If there is a change in pricing / seasonality the clients will have to pay the amended price.
- Should the amended dates cancel at a later stage the original penalties will apply as per original date of travel and penalties that were applicable.
- Should clients wish to cancel their booking outright or amendments are received 14 days or less prior to arrival – normal cancellation policy will apply.
- This will be reviewed at the end of July should the crisis continue.
- Deposit and Full payments will still have to be made.

### **FUTURE BOOKINGS: New bookings for later this year and/or up to 15 March 2021**

- If the World Health Organisation declares a travel ban in the client's country of origin or Namibia and other Southern African Countries booked become "an infected destination with a travel ban" and clients need to cancel due to these 2 reasons they will not be subject to the original cancellation fees if clients cancel the booking 21 days or more prior to travel date.
- Should clients cancel 20 days or less prior to arrival date, the original cancellation fees are applicable.
- **Cancellations from uninfected areas** will not be granted the above special policy. Our normal cancellation / amendment policy will apply.

The usual deposits will be required at time of booking to make the booking, but these will be refundable up until the cancellation period as mentioned above applies.

#### **Take Note:**

**These are the amendments for Namibia Travel Connection only.** We unfortunately cannot guarantee that all our suppliers adhere to the suggested policy. We guarantee you that we will try our best to get all the deposits refunded and cancellation fees waived should any of our suppliers not be part of the suggested strategy. **The client will still be liable for the amount that we can not get refunded or waived. This will be deducted off the payments received before a refund is done.** Bank charges for refunds done are for the clients' account.

**Please check your TRAVEL INSURANCE carefully regarding your relevant cancellation/ change cover and what the implications of cancelling/ postponing your trip is before making any decisions.**