

11 January 2021

### **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)

**Bookings may be amended ONCE ONLY thereafter; standard cancellation policies will apply.**

**CURRENT BOOKINGS: All bookings since the end of September 2020 when Namibia opened their borders for all Travellers.**

**\*\*\* Changes to existing bookings must be communicated to us in writing a minimum of 21 days prior to original date of travel. Please remember that our Offices are closed on Saturdays and Sundays and ALL Public Holidays. Any cancellation received between Friday 17:00 and Monday morning 08:00 Namibian time will be dealt with as received on Monday.**

- Should clients not be able to travel this year we give them the option to re-book their holiday, up to a period of 12 months from date of cancellation 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 21 days or less prior to arrival – normal cancellation policy will apply.
- This policy will be reviewed and amended as it becomes necessary
- Deposit and Full payments will still have to be made as per our original terms & conditions.

**NB: Once a booking was cancelled, postponing will not be possible anymore.**

**FUTURE BOOKINGS: New bookings for later this year and/or up to 31 December 2021**

- Deposit and Full payments will still have to be made as per our original terms & conditions.
- Should the current crisis still be on-going at your booked dates, we will grant the above special policy.
- **Cancellations from uninfected areas** will not be granted the above special policy. Our normal cancellation / amendment policy will apply.

**Take Note:**

**These are the amendment Terms and Conditions as per Namibia Travel Connection only.** We unfortunately cannot guarantee that all our suppliers adhere to the suggested policy. Bank charges for refunds done are ALL for the clients' account.

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