

# Updated & Extended Terms and Conditions

Updated August 2020

Thank you for your continued support and patience as we navigate these uncertain times together. At Matetsi Victoria Falls we are committed to working closely with our partners to ensure ease during the booking process and minimise barriers to entry as much as possible. We therefore bring you our amended Terms and Conditions (T&C's), which will be in place until further notice and replace all prior T&C's issued.

We understand that it is a difficult time to make decisions regarding future travel dates, and we therefore continue to offer our future guests much greater flexibility around both the postponement of existing bookings as well as new booking enquiries for the balance of 2020 and beyond.

## Existing Confirmed Bookings

EXISTING BOOKINGS	PAYMENT	CANCELLATION
Standard	20% due on confirmation	> 45 days out 20% cancellation fee
	100% due by 45 days before travel	< 45 days out 100% cancellation fee
Festive Season Bookings	20% due on confirmation	> 90 days out 20% cancellation fee
	100% due by 90 days before travel	< 90 days out 100% cancellation fee
Cancellation for COVID-19 Related Reasons	Postponement at no penalty.	Cancellation fees are waived.
	Or held as credit for future booking.	Booking charged US\$ 100 per person conservation contribution.

- Bookings due to travel between 1 July - 20 December 2020 may be postponed to a travel date any time up to and including 20 December 2021 at the 2020 rates, without penalties, subject to season of travel.
- Bookings may be amended free of charge up to 14 calendar days prior to arrival.
- Bookings may be amended a maximum of twice within the allocated time mentioned above.
- Should your client not be in a position to commit to new dates, their funds may be held as a credit towards their future booking, and this would guarantee them 2020 rates for travel in 2021 (up to 20 December 2021).
- If funds were received to secure the booking, no further payments would be due until 45 days prior to the new arrival date.
- Standard cancellation fees (as per the above table) apply for general cancellations.
- Cancellation fees will be waived for cancellations made with specific reference to the COVID-19 related reasons (see below). For these bookings, a US\$ 100 per person per stay conservation contribution will be retained by Matetsi Victoria Falls and go towards the on-going conservation efforts on Matetsi Private Game Reserve. No further cancellation fees will be charged.

## New Bookings

NEW BOOKINGS	PAYMENT	CANCELLATION
Standard	100% due by 45 days before travel	> 120 days US\$ 100 per person conversation contribution > 45 days out 20% cancellation fee < 45 days out 100% cancellation fee
Festive Season Bookings	100% due by 90 days before travel	> 120 days US\$ 100 per person conversation contribution > 90 days out 20% cancellation fee < 90 days out 100% cancellation fee
COVID-19 Related Reasons	Postponement at no penalty. Or held as credit for future booking.	Cancellation fees are waived. Booking charged US\$ 100 per person conservation contribution.

- Provisional bookings will be held as per below:
  - Bookings made 61+ days prior to travel = 21 Days;
  - within 60 - 31 Days = 14 Days;
  - < 30 days = 48 hours
- Written confirmation and a guarantee will be required in order to move the booking status to confirmed. No funds will be requested at this time; however, our cancellation policy will come into effect.
- If cancelled >120 days prior to arrival, no cancellation fees shall be raised. A \$ 100 per person per stay conservation contribution will be charged and retained by Matetsi Victoria Falls to go towards the on-going conservation efforts on Matetsi Private Game Reserve.

- If cancelled for non-COVID-19 related reasons <120 days prior to arrival, standard cancellation terms will come into effect (as per the above table).
- Should a new booking need to postpone with specific reference to COVID-19 related reasons, we shall allow an 18-month window period for postponement from the original arrival date. Postponements can be made without penalties, subject to season of travel.
- Should a booking need to cancel with specific reference to COVID-19 related reasons (see below) a US\$ 100 per person per stay conservation contribution.
- Full prepayment will be required to guarantee bookings 45 days prior to arrival (except for Festive Season bookings, see below). The date indicated on the confirmation invoice is the due date of payment and should payment not be received on date indicated; the booking will be released.
- For bookings due to travel in the peak festive season period (20 December – 7 January), full prepayment will be required 90 days prior to arrival, and similarly if cancelled within 90 days of arrival, 100% cancellation will be charged.

## COVID-19 Related Reasons

- If Zimbabwe closes their borders and institutes travel bans to international travellers and/or enforces a quarantine period.
- If the government of the guest's country of residence has closed its borders to all but essential travel or has issued a travel advisory warning to Zimbabwe.
- If a member of the travelling party is diagnosed with COVID-19 within 14 days of expected arrival date.
- Postponements and cancellations due to COVID-19 related reasons will only be handled within 90 days of travel.

Please note that the terms and conditions set out above are applicable only to bookings with Matetsi Victoria Falls and not with any third parties. Matetsi Victoria Falls reserves the right to make changes to the above policy and will endeavour to notify industry partners of such changes in a timely fashion.

We would like to give you our assurance of our flexibility and willingness to discuss each booking on a case-by-case basis where necessary. Together with our partners, we remain passionate about promoting travel to Africa and Zimbabwe in the long-term, and we appreciate your continued support.

### Key Contacts:

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