

Updated & Extended Terms and Conditions

Updated October 2020

Thank You for your continued support and patience as we navigate these uncertain times together. At Matetsi Victoria Falls we are committed to offering you, our valued guest, 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.

NEW BOOKINGS	PAYMENT	CANCELLATION
Standard	20% non-refundable deposit due on confirmation to move booking to a guaranteed status 100% is due 45 days prior to arrival	> 120 days US\$ 100 per person conservation contribution < 120 days > 45 days out 20% cancellation fee < 45 days out 100% cancellation fee
Festive Season Bookings (20 December – 7 January)	100% is due by 90 days prior to arrival	> 120 days US\$ 100 per person conservation contribution < 120 days > 90 days out 20% cancellation fee < 90 days out 100% cancellation fee
COVID-19 Related Reasons		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

- 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 will be charged.
- 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 advise clients 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. We remain passionate about promoting travel to Africa and Zimbabwe in the long-term, and we appreciate your continued support.

Key Contacts:

Hayley Walls – Director of Sales & Marketing
hayley@matetsivictoriafalls.com

Lynwin Reid – Sales & Marketing Co-ordinator
lynwin@matetsivictoriafalls.com

Yvonne Ramakoe – Reservations Manager
reservations@matetsivictoriafalls.com