



TIMBAVATI – GREATER KRUGER | SEDGEFIELD – GARDEN ROUTE

Dear Travel Partner,

We find ourselves in yet another year facing unknowns and multiple changes to bookings. So in and continued effort to minimize confusion, maximize the potential of keeping bookings in the system, and providing peace of minds for our collective guests here are our flexible cancellation policies pertain to COVID related cancellation of bookings.

FLEXIBLE CANCELLATIONS PERTAINING TO COVID-19

Applicable only for a resurgence of pandemic, travel borders closed, or flights cancelled.

14 days prior to arrival – 100% fully refundable.

13 - 0 days – a credit note will be issued to the company / guest

During stay – a pro rata credit note will be issued to the company / guest

- As per the normal Ts & Cs, the 10% payment is required to confirm the booking. The booking will be held provisionally until the deposit is received.
- Should a second booking enquiry come in over the same dates which is willing to pay the deposit, the first booking consultant will be contacted for first refusal, however then the deposit will be payable immediately to confirm the space.
- Full payment is due 30 days prior to arrival.
- Kambaku Reservations will keep in contact on a regular basis for updates on client bookings.

2021 BOOKINGS DEFERRED TO 2022 POLICY

Fully paid up bookings at time of deferral: travel may be moved up until 31 December 2022 at no extra charge

Deposit paid bookings at time of deferral: travel may be moved up until 31 March 2022 at no extra charge. Thereafter 2022 rates will apply.



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Our **normal** Ts & Cs are as follows:

TERMS & CONDITIONS

LODGES

- Rate charged per person per night
- **10% payment to confirm the booking**
- Single Supplement only from the 3rd single booked – charged at 50% of rack
- Minimum of 2 nights stay

No two specials may be booked concurrently
10% Payment needed on confirmation of booking
Full payment 30 days prior to arrival

AT SEA

- Rate charged per person per night
- **10% payment to confirm the booking**
- Single supplement charged from first single booked – at 30% of rack
- Regrettably no pets

No two specials may be booked concurrently
10% Payment needed on confirmation of booking
Full payment 30 days prior to arrival

CANCELLATION POLICY

Lodges

29 days prior to arrival – 50%
20 days prior to arrival – 75%
10 days prior to arrival – 100%

At Sea

29 days prior to arrival – 50%
21 days prior to arrival – 70%
14 days prior to arrival – 80%
7 days prior to arrival – 100%

GROUP BOOKINGS AND CANCELLATION POLICY

Any booking of **8 or more people** constitutes a group booking and will be subject to the below cancellation policy and includes all properties in the portfolio:

- A 10% deposit is required to confirm the booking
- Two further deposits are required at 150 days prior to arrival and 90 days prior to arrival of 25% each
- The balance is payable 45 days prior to arrival

Cancellation policy for groups

10% if cancelled more than 150 days prior to arrival
25% if cancelled 149 – 91 days prior to arrival
50% if cancelled 90 – 45 days prior to arrival
100% if cancelled less than 45 days prior to arrival