

**SPECIAL CANCELLATION AND
POSTPONEMENT TERMS
APPLICABLE DURING
CORONAVIRUS OUTBREAK**



1. The below conditions are only applicable to bookings confirmed for travel between the 28th February 2020 and up until 31st Dec 2020.
2. Should your client not feel comfortable travelling on the dates already booked to Chilo Gorge Safari Lodge due to the Coronavirus outbreak, you may amend the booking by moving it forward up to 31 December 2021, subject to availability.
3. For confirmed bookings made prior to 27th March 2020, guests who wish to postpone but don't yet know their new travel dates, have until 31st July 2020 to confirm their new travel dates, subject to clause 4 below. No further payments are required prior to the trip dates being amended. Once travel dates have been amended, usual payment terms and timings will apply based on the new travel dates.
4. Bookings may be amended free of charge up to 14 calendar days prior to the date of arrival. If a client wishes to amend a booking less than 14 days prior to the date of arrival, then standard T&C's and cancellation fees shall apply.
5. Each booking may only be amended once.
6. Should the dates of the amended booking fall in a season where higher rates are applicable, your client shall be responsible for payment of the difference between the season rate of the original booking and the season rate of the new booking. Note: 2021 Rates are unchanged from 2020.
7. Any outright cancellations of bookings due to the Coronavirus outbreak will carry standard cancellation fees. Clients are advised to claim a refund from their personal travel insurance.
8. Likewise, in the event that the WHO issues advisories against travelling to a country where a Client has a booking, clients are advised to claim a refund from their personal travel insurance.
9. Please note that the terms set out above apply only to bookings with Chilo Gorge Safari Lodge and not with any Third Parties which Chilo may have contracted on your behalf (for example road transfers, air charters, National Park campsite bookings, etc).
10. Chilo Gorge reserves the right to make changes to the above policy from time to time, and to notify all agents of such changes.
11. Where refunds are available, we respectfully ask our clients to consider forgoing repayment of National Park Fees and Community Levy. These fees and levies are of critical importance to the ongoing welfare of both the local community and the conservation work within Gonarezhou.