



THE ROYAL MADIKWE

LUXURY SAFARI LODGE

COVID-19 TERMS AND CONDITIONS

(UPDATED 24.07.2020)

EXISTING BOOKINGS

Postponement is favoured over cancellation, however, we will assess each reservation individually and do our best to work with you to find an agreeable solution.

- o Outright cancellations may incur cancellation fees
- o Clients will be allowed to postpone their reservation to a similar time of year as originally booked
- o The amended reservation must fall within a 12 - 18 month period of original date of arrival
- o Accommodation rates will be honoured as per original reservation, however, a surcharge may be applicable to reservations made on a special offer

NEW BOOKINGS

The below adjusted terms and conditions will temporarily override existing payment and cancellation policies for the duration of the Covid-19 Pandemic. Once the World Health Organization declares the Pandemic to be over, the original terms and condition will be reinstated with immediate effect.

- o No deposit required
- o Full payment 60 days prior to arrival
- o 100% Refund provided if South African / International law prevents clients from travelling
- o 90% Refund provided if cancelled within 30 days prior to arrival
- o 80% Refund provided if cancelled within 15 days prior to arrival

Royal Madikwe reserves the right to cancel a reservation if full payment is not received 60 days prior to arrival.

Cancellation fee's relating to outsourced services, including but not limited to, Air / Road Transfers and Additional Specialized Activities., will be determined by the service provider at the time of cancellation and Royal Madikwe will not be held liable for any fee's incurred for the cancellation of outsourced services.

ANGHARA EXPERIENCE (PTY) LTD t/a ROYAL MADIKWE LUXURY SAFARI LODGE

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