

COVID-19

TERMS & CONDITIONS



In order to give our guests and trade partners greater comfort, the Ghost Mountain Inn will offer the following revised terms and conditions until the World Health Organisation declares the COVID-19 pandemic over. When the pandemic is declared over, any reservations made under these terms and conditions will be replaced by Ghost Mountain Inn's standard terms and conditions.

Please note, these terms relate to FIT bookings only (any reservation consisting of 10 guests or less shall be considered an FIT reservation) For groups or events bookings, please contact our Reservations team.



EXISTING CONFIRMED RESERVATIONS

- ~ Existing reservations may be moved until 31 October 2022 at the same rates and without any amendment fees.
- ~ Existing reservations wishing to postpone beyond 31 October 2022 may do so without any amendment fee, however any rate increases will be applied.
- ~ Any cancellation fees will be waived if cancellation is due to COVID-19 related reasons for cancellation, listed below.



NEW RESERVATIONS

- ~ Room reservations may be held provisionally for up to 7 days without a deposit.
- ~ To secure and confirm a reservation, a 10% deposit is required. Deposits are calculated for the full duration of the stay.
- ~ Failure to pay deposits in the required period will result in reservation being released.
- ~ Full payment must be received 30 days prior to arrival date to secure the reservation, failing which Ghost Mountain Inn may cancel the reservation and the reservation will be released.
- ~ All extra costs are to be settled directly by the guests on departure.



COVID-19 CANCELLATION POLICY

| | |
|--|--|
| Between Confirmation and 48 hours prior to arrival | 100% refund of monies paid or credit to the value of monies paid for future reservations |
| Between 48 hours and arrival | 100% credit to the value of monies paid for future reservations |
| Cancellation during stay | 50% credit for unused nights for future reservations |



COVID-19 RELATED REASONS FOR CANCELLATION

These revised cancellation terms only apply to COVID-19 related reasons for cancellation, these include:

- 1) The South African Government imposes a travel ban and guests are unable to travel.
- 2) The Government in the guest's country of origin (or transit country) imposes a travel ban and guests are unable to travel.
- 3) The South African Government or the Government in the guest's country of origin imposes a mandatory quarantine and therefore guests are unable or unwilling to travel.
- 4) Guest is prevented from boarding a flight on account of health screening.
- 5) Guest has contracted COVID-19 and is under treatment or is in quarantine or under medical treatments and therefore cannot travel. The Ghost Mountain Inn reserves the right to request any reasonable evidence to support reasons for cancellation that are given.
- 6) The Ghost Mountain Inn has to close due to COVID-19 reasons and is unable to fulfil their obligation for client's travel.

Ghost Mountain Inn's standard cancellation terms and conditions apply for any reason for cancellation not listed above.



STANDARD DEPOSIT & CANCELLATION POLICY

- ~ Any reservation consisting of 10 guests or less shall be considered an FIT reservation.
- ~ No FIT reservation shall be confirmed until a 10% non-refundable deposit is received. This deposit must be received by Ghost Mountain Inn within 14 days of reservation being made, failing which Ghost Mountain Inn may cancel the reservation and the reservation will be released. Deposits are calculated for the full duration of the stay.
- ~ Full payment must be received 30 days prior to arrival date to secure the reservation failing which Ghost Mountain Inn may cancel the reservation and the reservation will be released.
- ~ All extra costs are to be settled directly by the guests on departure.

Cancellations:

The following amounts are payable if an FIT reservation is cancelled:

| |
|--|
| 10% of the quoted rate where cancellation is received less than 60 days prior to arrival date. |
| 45% of the quoted rate where cancellation is received less than 30 days prior to arrival date. |
| 90% of the quoted rate where cancellation is received less than 14 days prior to arrival date. |
| 100% of the quoted rate for a no-show booking. |



TRAVEL INSURANCE

- ~ We highly recommend that guests take out comprehensive travel insurance to ensure that any funds lost can be recovered.



GENERAL

Please note that the Ghost Mountain Inn reserves the right at any point in time to amend or withdraw these terms and revert to our original contracted trading terms without prior notice.

For further enquiries please contact reservations on gmi@ghostmountaininn.co.za

We have made every effort, and will continue to apply safety and hygiene practices, to ensure all guests have access to the care they need during their stay at Ghost Mountain Inn. If you have any questions or require additional information, please don't hesitate to contact us.

These are challenging times that we are facing as a nation and as a community. Together we will make a difference.

Ghost Mountain Inn & Safaris | Zululand's Finest Country Inn

+27 (0)35 573 1025 +27 (0)64 664 6495 gmi@ghostmountaininn.co.za

Fish Eagle Road, PO Box 18, Mkuze 3965, KwaZulu-Natal, South Africa

