



## **Natural Selection COVID-19 Terms and Conditions – Update 23<sup>rd</sup> June 2020**

### **New bookings**

- 1.** Provisional bookings can be held for a two-week period and are automatically extended by four-weeks if not confirmed subject to:
  - Provisional bookings in the extended four-week period would need to confirm in cases where a second confirmed request is received and where the guests cannot be accommodated due to lack of capacity in camp.
  - These bookings need to be confirmed within 3 working days of notification. If not confirmed the space will be released.
- 2.** Our standard terms and conditions have been relaxed with the balance of payment required 30 days (previously 60 days) prior to date of travel.
- 3.** If a confirmed booking cannot travel within the **Rolling 60-day Period** due to the **Force Majeure Event** the following applies (definitions tabled below):
  - Booking may reschedule to a future date however will be subject to annual and seasonal rate changes where applicable. Rescheduling can take place up to date of arrival in camp.
  - If not able to reschedule, cancellation fees will be waived up to date of arrival in camp.
- 4.** If a confirmed booking cancels for a reason other than the Force Majeure Event our standard cancellation policies apply.

### **Existing Bookings**

Our current policy applicable to existing bookings affected by the Force Majeure Event has been replaced by:

- 1.** We continue to encourage guests to defer their booking: -
  - Should guests rebook to travel on or before 30 April 2021 and wish to make further changes to travel dates, this would be accommodated at no additional costs.
  - Should guests not wish to travel on or before 30 April 2021 we will extend deferment onto 31 December 2021, subject to annual and seasonal rate changes where applicable.
- 2.** Should guests however decide to cancel outright:
  - For travel in the next Rolling 60-day Period - cancellation fees will be handled on a case-by-case basis
  - For travel after the next Rolling 60-day Period (on a rolling basis) - our standard terms and conditions will apply.
- 3.** Our standard terms and conditions have been relaxed with the balance of payment required 30 days (previously 60 days) prior to date of travel.

**Definitions:**

**Rolling 60-day Period:** Travelling within and after the 60-day period is applied on a rolling basis. As such the above policies must be applied relative to the date at the time of application and the date of travel. This will allow us to deal with all bookings appropriately.

**Force Majeure Event:** COVID -19 related reasons (travel bans and border closures) either in the countries in which we operate (destination country) or the country of guest departure (originating country) existing within a Rolling 60-day Period.

**Summary of cancellation policies:**

For ease of reference we provide the summary below:

<b><u>Booking status:</u></b>	<b>Force Majeure Event based on the Rolling 60-day Period</b>		<b>No Force Majeure Event:</b>
	<b>within 60 days</b>	<b>beyond 60 days</b>	<b>anytime</b>
New bookings	Booking may be rescheduled subject to annual and seasonal rate adjustment	If not rescheduled, no cancellation fees applicable up to date of arrival in camp	Standard T&C's
	<b>within 60 days</b>	<b>beyond 60 days</b>	<b>anytime</b>
Existing bookings	Handled case-by-case		Standard T&C's

**Rates applicable to 2021**

Our 2021 rates will be published in June this year. Our Botswana rates will remain unchanged and there will be minimal rate increases in our Namibia and South Africa properties. We are holding our 2020 rates for all new 2021 enquiries until our rates are published.

**Deposits held**

Natural Selection maintains Reserve Bank approved US\$ Customer Foreign Currency (CFC) accounts and “Natural Selection Future Cash” accounts for all local currencies. Funds are released from these accounts for the payment of booking services contractually due. At any point in time, funds held in these accounts fully cover all booking amounts due to our lodges and suppliers.

We have engaged an auditing firm to provide quarterly reports verifying adherence to this policy with quarterly reports available from the quarter ending June 2020.

Please note these amended terms and conditions apply only to the Force Majeure Event and are applicable until further notice.