



24 July 2020

Temporary Changes to our Terms and Conditions due to Covid 19

Due to the ongoing crisis with travel restrictions in many countries including Kenya, we are sympathetic to everyone who is unable to come on holiday as planned. We have therefore temporarily changed our booking terms and conditions.

New Bookings

- A 20% deposit is required for the total cost of accommodation to hold the booking. However, if the pandemic or travel restriction affects confirmed travel, the deposit is refundable less bank charges.
- The remaining balance is due 45 days prior to the arrival date.
- We advise any travelers heading to East Africa or those booking a future trip to the region to secure comprehensive travel insurance (including all matters related to Covid 19 including any additional expenses or accommodation incurred should a quarantine period be required and any last-minute cancellations.)

Postponements

- For confirmed bookings by way of a deposit payment or full payment, clients can amend bookings up to 14 days before the date of travel.
- Deposits of full payments will be carried forward to the new travel dates.
- Any changes in seasonal pricing will be communicated and adjusted accordingly.
- All amendments to travel or postponements must be used by end of 2021.

Cancellations

- Any bookings cancelled up to 14 days before arrival will be reimbursed less bank charges
- Cancelled bookings within 14 days of arrival will be subject to normal cancellation policy. (100% cancellation fee applies)
- Any third party who does not offer flexible terms will be handled on an individual basis in order to reach the best solution possible.

Thank you for your support.

The updated terms and conditions will remain in place until the World Health Organisation declares the pandemic over, or restrictions impacting travel to Kenya are lifted.

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