



## **FANCOURT SPECIAL COVID-19 INTERNATIONAL TERMS**

1. **Existing** International bookings can be moved till 31 October 2021 at the same rates and no additional costs will apply\*.
  - a. \* No reductions in moving from high to low season though
  - b. \* A rate increase will apply if moved from low season to high season
  - c. A 100% refund or postponement due to travel bans will be allowed
  
2. **Covid-19 Terms till 31 October 2021 for New bookings**
  - a. **Provisional Bookings**
    - i. No Deposits are required to confirm bookings
    - ii. There is no time limit for how long a booking can be held subject to point iii. below
    - iii. If the hotel inventory is full and a new prospective enquiry arises that is willing to confirm the booking (i.e. pay in full) the provisional bookings in the system will be given the opportunity to pay or contractually commit to a 25% non-refundable deposit to continue holding the said inventory or release the booking to allow Fancourt to accept the new confirmed booking.
  
  - b. **Full payment**
    - i. FIT's - 30 days prior to arrival
    - ii. Groups - 60 days prior to arrival
    - iii. For Events client specific contracts and terms will apply
  
  - c. **No penalty fees** due to travel bans / travel restrictions / cancellations will apply on all FITs and groups as defined in the STO contract and bookings will be 100% refundable up until day of arrival.

Please note that Fancourt reserves the right at any point in time to amend or withdraw these terms and revert to our original contracted trading terms