

COVID - 19 PANDEMIC TERMS & CONDITIONS

CapeNature is committed to all its visitors by monitoring and reviewing all confirmed travel arrangements, providing visitors with both flexibility and security.

These set of terms are applicable from 27 March 2020. They remain in place at the discretion of CapeNature to be reviewed on a monthly basis until the World Health Organisation declares the pandemic over, or South African government national and provincial restrictions are lifted for tourism and travel.

Once these conditions are removed, any booking still to travel or made under the auspices of these terms and conditions would be replaced by CapeNature's standard terms and conditions.

Our revised and additional Covid-19 pandemic terms and conditions below apply to the tourism accommodation units, campsites, eco-venues, hiking and outdoor facilities managed by CapeNature. It excludes activities on reserves managed by third parties.

COVID - 19 POSTPONEMENT

In order to accommodate the impact of this pandemic, resulting in an international and national travel ban, we have amended our standard terms and conditions. This will allow visitors to postpone their existing travel **once subject to an extension of the lockdown period** up to 30 November 2020 after the original travel date. The future booking will be at 100% of the original booking's value*but, subject to availability of any new dates. Should a guest elect to postpone the booking a second time or cancel a booking after the initial postponement, then our standard cancellation policy applies.

COVID - 19 CANCELLATION

Electing to cancel a booking based on the current level of uncertainty is understandable. CapeNature has therefore elected to offer our visitors a zero-rate cancellation fee up to 30 November 2020 to postpone or cancel your existing booking. This date is subject to change and at the discretion of CapeNature.

All visitors has an option to either reschedule to a different date, which is the preferred option or apply for a full refund.

COVID - 19 CREDITS

Where a full refund is not requested, but rather a credit, this will be at 100% of the value of the original booking. All credits must be used within 12 months from date of cancellation. Failure to utilise the credit amounts to forfeiture. Credit is non-refundable as cash and may only be used towards an alternative future booking with CapeNature. Future bookings are subject to availability.

COVID - 19 REFUNDS

All refunds will be processed within 15 business days of the visitor's initial request. Standard terms and conditions will apply to refunds for bookings after 30 November 2020.

TOUR OPERATORS

Confirmed bookings may be cancelled at a zero-rate cancellation fee up to 30 November 2020. This is on condition that the tour operator keeps the money on credit with CapeNature and uses the credit for another booking within 6 months. If the credit is not utilised within the 6-month period it will be forfeited to CapeNature.

Should CapeNature cancel a confirmed booking for any reason, the Tour Operator has the option to either reschedule to a different date or apply for a full refund.

WILD CARDS

Wild Card refunds must be submitted to wildcard.refunds@sanparks.org.

VISITORS

In order to ensure compliance, once provincial restrictions are lifted for tourism and travel, visitors will be required to comply with the following:

- All visitors MUST wear a facemask when in a communal space.
- All visitors MUST maintain a 1.5m distance at all times in communal spaces.

- All visitors MUST adhere to strict hygiene protocols provided by CapeNature.
- All visitors MUST allow their temperature to be taken upon entrance of the Reserve.
- All visitors MUST complete a form of any previous contact and exposure to anyone with COVID-19 in the two weeks prior to their arrival at the reserve.
- All visitors MUST comply with any COVID-19 regulations, directives and guidelines issued in terms of the Disaster Management Act, 57 of 2002.
- Any variations from the above terms and conditions are at CapeNature's discretion and CapeNature reserves the right to amend or withdraw the terms and conditions without prior notice.

*BOOKING VALUE

- The booking value carried forward will be calculated as the full funds received on the booking.
- Should the future booking be for travel outside the prescribed dates, it shall be accompanied by possible additional costs relating to logistics, activities, or accommodation increases, the traveller will be liable for the difference in costs associated with the new trip.
- Applied Special Offers may not be applicable on the new reservation.
- Excluded, unless otherwise specified, are 3rd party partner properties and their services.

For enquiries, please contact the customer call centre at info@capenature.co.za. For urgent enquiries call us on one of the following remote contact numbers; 061 871 2539, 074 936 2139, 062 318 2987 or 061 855 4066.