



CORONAVIRUS STATEMENT - TSWALU CLOSURE

20 MARCH 2020

Tswalu offers a vision of hope and everything we do is centred around our creed: to leave our world better than how we found it. Being responsible and caring are core values and certainly primary to every decision we make. As South Africa begins border closures in effort to delay the spread of COVID-19, we at Tswalu Kalahari Reserve are taking all necessary precautions to do our part in helping our community stay safe. Due to the uncertain progression of the virus, Tswalu Kalahari Reserve will be closing its doors on the 1st April to assure a protected environment for all of our guests, residents and staff on the property.

At Tswalu, we pride ourselves on providing guests with a unique experience to enjoy the wilderness of South Africa and educate them on our conservation and research efforts – to do so, we need to ensure that a safe environment is provided, without compromise.

We will continue to closely monitor information from the Centres for Disease Control and Prevention (CDC) and World Health Organization's regarding updates to COVID-19 cases. Tswalu Kalahari Reserve will aim to re-open its doors 1st May 2020 or once we feel there is no imminent threat to staff and future guests.

Tswalu is known for its flexibility and tailored approach to every safari experience. This caring approach is carried through to our COVID-19 reservation policy – revisited and adaptable to all booking enquiries during this period of absolute uncertainty. Given this, and the absolute benefit of the current exchange rates for international travellers to South Africa, now is the time to think ahead and provisionally secure your accommodation booking for later in the year. For details on our revised terms and conditions please refer below:

The President of the Republic of South Africa addressed the nation on 15 March 2020 on the latest developments on the Coronavirus and declared a national state of disaster in terms of the Disaster Management Act.

The repercussions of the Coronavirus have had far reaching consequences on the travel industry and will continue to do so until it has been contained. Pending this, support and collaboration is key in getting through this time together.

As a rule - first and foremost - we recommend you retain your booking, and happy to defer to a later stage of travel - ideally in 2020. If guests are unable to travel this year, we will offer the postponement into 2021 for 12 months from the implementation of the travel ban (15th March 2020) and will honour 2020 rates. Changing dates is possibly the kindest thing you can do as the effort and cost we invest in eco-tourism is only sustainable through you or your guest travelling.

At present, for all bookings in the system that would like to cancel between now and end April 2020 (specifically for guests travelling during this period, and provided the travel ban is in effect), we will offer a full refund should the agent/client decide not to postpone the trip.

We will then assess mid-April as to the way forward based on the WHO / government stance on the global position of the Coronavirus. For bookings later in the year, our advice to travellers/agents is to wait and see and not overreact.

For new bookings (whilst the travel ban is in effect), we have applied "coronavirus terms and conditions" - which will mean the client only needs to confirm 30 days prior to arrival. This takes pressure off the operator and client and gives some breathing space.

We're all in this together and fully understand the short-term implication of the travel ban but need to ensure our guests and trade partners know that we're here for the long game.

Tel +27 53 781 9211 | Fax +27 53 781 9238

Farm Korannaberg 296, Van Zylsrus, 8467, South Africa | P.O. Box 1081, Kuruman, 8460, South Africa