



CORONAVIRUS STATEMENT - TSWALU CLOSURE

29 April 2020 UPDATED

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. With South Africa's borders closed in an effort to delay the spread of Covid-19, we at Tswalu Kalahari Reserve continue to take all necessary precautions to do our part in helping our community stay safe. Due to the uncertain progression of the virus, Tswalu Kalahari Reserve had to close its doors on 1 April 2020 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 to educate them on our conservation and research efforts – to do so, we need to ensure that a safe environment is provided, without compromise. We remain closed until further notice, but the conservation work continues.

We will continue to closely monitor information from the Centres for Disease Control and Prevention (CDC) and the World Health Organization regarding updates to Covid-19 cases. Tswalu Kalahari Reserve will only reopen its doors 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 obvious benefit of the current exchange rates for international travellers to South Africa, we encourage you to plan ahead and provisionally secure a booking for a later date. 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 Covid-19 and declared a national state of disaster in terms of the Disaster Management Act. South Africa remains in lockdown until midnight on 30 April 2020.

The repercussions of Covid-19 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 we are happy to defer to a later stage of travel. If guests are unable to travel this year, we will offer the postponement into 2021 and will honour 2020 rates for all bookings arriving prior to 30 June 2021. Changing dates is possibly the

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kindest thing you can do, as the effort and cost we invest in eco-tourism is only sustainable with your continued support.

At present, for all bookings in the system up until the end of May 2020, we offer a full refund should the agent/client decide not to postpone the trip.

For bookings later in the year, our advice to agents/clients is to wait and see.

For new bookings (while the travel ban is in effect), we have applied 'Covid-19 terms and conditions' - which means the client only needs to confirm 30 days prior to arrival. This takes the pressure off the operator and client and allows some breathing space.

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