



## TERMS AND CONDITIONS

It's an understatement to mention that the travel industry is in a crisis that will have consequences for years to come. This has affected each and every one of us, and we share the same challenges and concerns. In the safari context, the incremental conservation gains achieved over the years could be eroded unless we remain focused and committed to our long-term vision of preserving wilderness for the next generation. Every new or returning guest will continue to contribute to the sustainability of our conservation legacy.

To this end we have amended our standard terms and conditions to give our guests the opportunity to reserve their Tswalu experience without the long-term concern of losing their deposit as a result of Covid-19 travel restrictions. All advanced deposits are held in a separate account with a refund guarantee, thereby offering complete security of funds.

For any new bookings whilst restrictions on inbound tourism exist, your booking confirmation is required 14 days from making the provisional reservation. For all bookings a 20% deposit is required within 14 days of making a reservation (reservations must be confirmed or released within 14 days of enquiry).

The balance of the accommodation and all transfers must be paid in advance and in full no later than 30 days prior to the guest's arrival. Tswalu reserves the right to cancel the booking should payment not be received. If a booking is made less than 30 days prior to arrival full payment is required.

### Payment Terms

Confirmation of booking	20% deposit
30 days prior to arrival	balance of payment

### Cancellation Policy

Current - 61 days prior to arrival	No cancellation fee will apply
60 – 31 days prior to arrival	20% cancellation fee will apply
30 – 0 days prior to arrival	100% cancellation fee will apply

Our reservations team are on hand to assist with all enquiries on a 'case by case' basis, and we look forward to assisting you in planning your Tswalu experience.

Our cancellation policy is applicable regardless of whether payments have or have not been received by Tswalu, and applies to all reservations. The deposit and payment policy excludes trade partners with pre-approved credit facilities.

NOTE: Flight bookings are included in the definition of 'booking', for the purposes of this agreement and Tswalu's cancellation policy. Spa reservations cancelled on the day of the scheduled treatment will incur 100% cancellation fee.

Tswalu reserves the right to change these terms and conditions at any time. In the event that any changes are made, the revised terms and conditions will be communicated to you and shared on our website.