

Mowani MOUNTAIN CAMP  
Kipwe CAMP

## CHIWANI SAFARI CAMPS' UPDATED TERMS & CONDITIONS - APRIL 2020

Valid until 31<sup>st</sup> July 2020. Subject to change.

Chiwani Safari Camps (Mowani Mountain Camp & Camp Kipwe) continue to monitor the situation and have adapted our terms and conditions accordingly. Our policy is designed to support our travel trade partners and their clients by relaxing our policies and allowing them to continue the planning process with prospective clients.

### POSTPONEMENT TERMS:

- Guests with confirmed bookings for travel before 31<sup>st</sup> July 2020 can postpone their travel, at no financial penalty, for arrival before 31<sup>st</sup> December 2021 at the same rates. Should the season change to a higher season, the new rate will apply. Standard payment terms will be applied to the revised dates.
- Any travel changes to bookings within 14 days of the travel period will be bound by our normal cancellation policy of 100%.
- If guests cannot confirm their required future travel dates at the time of postponement, the reservation will be released and any monies paid, including deposits, will be converted into a Chiwani Credit\*.
- If new dates are not yet set, we will hold the Chiwani Credit towards the future stay up until 31<sup>st</sup> December 2021. If guests do not travel before 31<sup>st</sup> December 2021, 15% administration fee will be charged as per our terms & conditions.

### NEW BOOKINGS:

Our normal terms & Conditions will apply to the new dates selected. A non-refundable administration deposit of 15% is required to be placed towards the reservation, due to limitations around availability.

### CANCELLATION TERMS:

- For arrival from now until 31<sup>st</sup> July 2020 the option to defer is valid immediately.
- Cancellations (or changes) within 14 days of arrival will be charged 100% cancellation fees.
- Cancellations from 1<sup>st</sup> August 2020 will incur our normal cancellation policy fees as follows:
  - Any confirmed booking that cancels is subject to 15% administration fee (i.e. **61 Days or more** prior to arrival – 15%)
  - **46 – 60 Days** prior to arrival – **25%**
  - **31 – 45 Days** prior to arrival – **50%**
  - **0 – 30 Days** prior to arrival – **100%**
- Guests are advised to submit their claim for any potential refund to their relevant travel insurance.

### \* WHAT IS A CHIWANI CREDIT?

- Chiwani Credits are valid for redemption for travel up to 31<sup>st</sup> December 2021.
- Chiwani Credits cannot be refunded, transferred, or converted to cash.
- The Chiwani Credit is the cash value of the actual amount paid to Chiwani Business Trust for the booking at Mowani Mountain Camp or Camp Kipwe.

Chiwani reserves the right to make changes to the new terms and conditions at any time. Once this blows over, we will revert to the status quo and our normal booking and cancellation conditions will apply.

