



Wilderness Dawning COVID-19 Terms and Conditions – Update 16th June 2020

New bookings

- 1.** Provisional bookings can be held for a two-week period and are automatically extended by four-weeks if not confirmed subject to:
 - Provisional bookings in the extended four-week period would need to confirm in cases where a second confirmed request is received and where the guests cannot be accommodated due to lack of capacity .
 - These bookings need to be confirmed within 3 working days of notification. If not confirmed the space will be released.
- 2.** Our standard terms and conditions have been relaxed with the balance of payment required 30 days (previously 45 days) prior to date of travel.
- 3.** If a confirmed booking cannot travel due to the Force Majeure Event (as defined below) the following applies:
 - Booking may reschedule to a future date however will be subject to annual and seasonal rate changes where applicable. Rescheduling must take place at least 30 days prior to travel date.
 - If not able to reschedule cancellation fees will be waived up to 30 days prior to travel date-(29-14 Days 25% of Booking Fee, 13 Days- 7 Days 50% of Booking Fee, 6 Days-0 Days 75%)
 - If a confirmed booking cancels for a reason other than the Force Majeure Event our standard cancellation policies apply. If a confirmed booking cancels for a reason other than the Force Majeure Event our standard cancellation policies apply. (60 Days-30 Days 25%, 29 Days- 14 Days 50% of Booking Fee, 13 Days-0 Days 100%)

Force Majeure Event: COVID -19 related reasons (travel bans and border closures) either in the Botswana (destination country) or the country of guest departure (originating country).

Please note these terms apply only to the Force Majeure Event and are applicable until further notice.

Existing Bookings

Our current policy applicable to existing bookings affected by the Force Majeure Event (as defined above) has been replaced by:

- 1.** We continue to encourage guests to defer their booking: -
 - Should guests rebook to travel on or before 30 June 2021 and wish to make further changes to travel dates, this would be accommodated at no additional costs.
 - Should guests not wish to travel on or before 30 June 2021 we will extend deferment onto 31 December 2021, subject to annual and seasonal rate changes where applicable.

Wilderness Dawning
PO Box 22277
MAUN
BOTSWANA

reservations@wildernessdawning.com
craig@wildernessdawning.com
Tel: +27848054459



2. Should guests however decide to cancel outright:
 - For travel in the next 60-day period (on a rolling basis) - cancellation fees will be handled on a case-by-case basis
 - For travel after the next 60-day period (on a rolling basis) - our standard terms and conditions will apply.
3. Our standard terms and conditions have been relaxed with the balance of payment required 30 days (previously 45 days) prior to date of travel.

Travelling within and after the 60-day period is applied on a rolling basis. As such the above policies must be applied relative to the date at the time of application and the date of travel. This will allow us to deal with all bookings appropriately and will remain in place until further notice. A Force Majeure Event will only be considered within the rolling 60-day period.

Please note these terms apply only to the Force Majeure Event and are applicable until further notice.

Summary of cancellation policies:

For ease of reference we provide the summary below:

<u>Booking status:</u>	Force Majeure Event:			No Force Majeure Event:
	within 30 days	within 60 days	beyond 60 days	anytime
New bookings	Handled case-by-case	No cancellation fee up to 30 days.	Standard T&C's	Standard T&C's
	within rolling 60-day period		beyond 60 days	anytime
Existing bookings	Handled case-by-case		Standard T&C's	Standard T&C's

Rates applicable to 2021

Our 2021 rates are available on our website. Our Botswana rates have remained unchanged .We are holding our 2020 rates for all new 2021 enquiries

Deposits held

Deposits that have been forwarded to Agents ,Tour Operators &/or DMC’s already, for existing bookings, can be held by Agents , Tour Operators &/or DMC’s on Wilderness Dawning’s behalf-until such time as Wilderness Dawning can guarantee the booked departure.

Bookings for which Wilderness Dawning *itself* holds a deposit will take precedence over the booking for which the Agents , Tour Operators &/or DMC’s are holding such deposit on Wilderness Dawning’s behalf. Wilderness Dawning will notify Agents , Tour Operators &/or DMC’s of such cases to specifically advise that availability is limited and the deposit must be forwrded to secure such space within 3 working days.

Should a booking (deposit which is held by Agents , Tour Operators &/or DMC’s) cancel for non Force Majeure Event related reasons, the deposit held on Wilderness Dawning’s behalf will be forfeited in favour of Wilderness Dawning. This will be decided on a case by case basis as per our standard terms and conditions

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