



COVID-19 DEPOSIT AND CANCELLATION POLICY

We at Kruger Lodge Mjejane understand that the world has recently become one of uncertainty. We further understand that, while travel remains very much longed for, our guest might have some anxiety about making bookings at this time. We have therefor amended our payment and cancellation policies as follow:

PAYMENT POLICY:

- 50% Deposit required within 48 hours of making booking
- If booking date is 1-month or less from arrival date, full payment is required when making the booking.
- If booking date is more than 1-month from arrival date, outstanding amount (50%) is due 1 month prior to arrival date.

CANCELLATION POLICY:

Where the **arrival date falls before 31 January 2021** and where travel arrangements are thwarted due to regulations or travel restrictions imposed as a result of the COVID-19 pandemic all guest's deposits are 100% refundable up to 30 days before arrival date.

Clients cancelling within the 29 days before arrival will be issued a voucher valid for one year from the original arrival date, re-booking dates within the same rate period will be honoured.

Should we be able to resell your original dates we will offer you a refund.

Where the **arrival date falls after 31 January 2021 the following will apply:**

CANCELLATION

- If cancelling 7 days/1 week before check-in, forfeit 75% of the booking total.
- If cancelling 21 days/ 3 weeks before check-in you forfeit 50% of the deposit.
- If cancelling 30 days/1 month before check-in you forfeit 25% of the deposit.
- If cancelling more than 30 days/1 month before check-in you get a 100% refund.

As a lot of work goes into each booking a 3% admin fee on the total amount quoted for the accommodation will be charged on 100% refunds.