



NEW AFRICAN TERRITORIES

Updated SPECIAL COVID POLICY Terms and Conditions

New African Territories works with a group of small stand alone, non-franchised private Camps and Lodges through Kenya and Tanzania. All of the properties support the community and conservation areas around them, and therefore have a responsibility to uphold. So bearing this in mind, below are the Booking Terms and Conditions.

1. We do require a commitment for any NEW confirmed bookings, any forward bookings and any postponements in the form of a 20% Non refundable deposit.
2. We will be as flexible as possible with postponements and balance of payments
3. **We will not require any balances to be paid whilst there are travel restrictions in place.**

20% non refundable deposit secures the booking. The balance of your reservation is payable in full no later than **30 days prior to arrival date, unless there is a travel restriction in place .**

CANCELLATION & POSTPONEMENTS DUE TO COVID RELATED REASONS

The definition of covid related is as follows;

1. Contracting Covid 19 between booking date and prior to the departure Safari date.
2. Travel bans, border closures, insurance restrictions, including mandatory Government quarantine,
3. Should guests need to postpone their travel or are unable to travel prior to 30 days of original travel dates, purely due to COVID-19 restrictions, there will be NO charge to postpone the booking.
4. Third-party reservations may be governed by separate terms and these will be communicated at the time of postponement.
5. **If the client contracts Covid 19 and wishes to cancel, they can do so up to 24 hours prior to departure and they will be fully refunded the cost of their safari less the 20% deposit.**
6. If the tour operator or booking agent wishes to, they may apply or utilise the "20% deposit " towards payment for another booking within the next 12 months of original booking dates.

****Being nervous about COVID 19 , does not constitute a valid reason for a cancellation or complete refund , in this case the standard cancellation policy applies.****

- We will honour the rate quoted at the time of booking , for any postponements .

- We are happy to accommodate postponements for a **period of up to 12 months from the original date of travel**, at no extra cost providing that the 20% deposit is actually paid at time of postponement.
 - Any 20% deposit paid will be carried forward in full to the new booking date.
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STANDARD TERMS AND CONDITIONS

CANCELLATION SCHEDULE

- More than 61 days prior to arrival, your deposit will be retained.
- 60 to 45 days prior to arrival - 50% of the reservation will be withheld
- Less than 30 days prior to arrival and No Shows - 100% of the full value of the reservation is forfeited.
- Should a guest fail to join a safari, join after a set departure or leave it prior to its completion, no refund can be made, and full cancellation fees apply.
- For any change in the itinerary by guests whilst on safari, there will be no refund for any services not utilised, and all-new arrangements will be for the guest's account.

PAYMENT

- Payment terms: the balance is payable in full 60 days prior to date of arrival. If the final payment is not received at this point, then New African Territories is entitled to release the rooms.
- Bookings are accepted on the condition that guests have their own comprehensive medical and travel insurance cover

RESERVATIONS

- Provisional reservation enquiries are held for 14 days from date of enquiry. Should we not be advised to confirm the reservation, we reserve the right to automatically release the provisionally held space without prior notice. If another booking is waitlisted against the original enquiry being held provisionally, we reserve the right to request that the original provisionally held reservation is either confirmed or released within 48 hours.
- Reservations are only confirmed with the payment of a deposit of 20% of the total reservation costs. On receipt of your confirmed reservation notification and deposit, we will confirm your request as per your enquiry in writing to you. Upon issue of our confirmation invoice, your booking is confirmed, accepted by us and subject to the governing terms and conditions. The balance of your reservation is payable in full no later than 60 days prior to arrival date.
- Deposits are held in a dedicated account, separate from our operational funding requirements.
- Cancellations are only effective on receipt of written notification and applicable to the scale of cancellations above. The above cancellation schedule is specific to those New African Territories arrangements.
- Third-party reservations may be governed by separate terms and these will be communicated at the time of cancellation. Specifically, flight costs are subject to change with fuel surcharges.
- Please ensure that the relevant reservation number is quoted on any correspondence pertaining to booking, or payment to ensure that the Payments Department can allocate the money correctly.

LIABILITY

- In the event that New African Territories books third party properties on behalf of the guest these bookings are accepted on the specific condition

that New African Territories acts only as the reservations office for the third party properties, and assumes no liability whatsoever for an injury, damage, loss, accident or delay to person or property. All reservations for third-party properties and suppliers fall under their own respective cancellation policies, terms and conditions, copies of which are available at the time of reservation.

These terms & conditions apply to
Speke's Camp, Maasai Trails, Kitich Forest Camp, Sabuk Lodge & Camel Safaris,
Nkwichi Lodge. Lake Malawi .

Serian and Alex Walker Safaris have their own terms and conditions,
as laid out below...

ALEX WALKER'S SERIAN – REVISED POLICY for all New Bookings



Cancellation / Postponement Policy - As of 1st Jan 2021

We have a standing covid window policy that is in place for covid issues within 45 days of safari start date. Anything outside of that and our normal cancellation policy remains in place. Should the clients wish to postpone that is possible. However their deposit will be forfeit and move to the operational account. It will remain as a credit again this particular safari. Safaris Postponed within the 45 day Covid Window for new safari travel dates within the calendar year, we will honour the current rates invoiced.

Safaris postponed outside of the 45 Covid Window, will be charged the prevailing rates at the new dates of travel. N.B Children's ages may change and park fees will change with that. We can retain kids fees for accommodation in this case. relatively simple and clear but really important that agents acknowledge the deposit will be moved to an operational account.