



## FANCOURT SPECIAL COVID-19 INTERNATIONAL TERMS AND SPECIAL OFFERS

### I. Existing bookings

- a. International bookings – can be moved till 31 October 2021 at same rates and no additional costs will apply\*.
  - i. No reductions in moving from high to low season though
  - ii. \* A rate increase will apply if moved from low season to high season
  - iii. A 100% refund or postponement due to travel bans will be allowed

### 2. Covid-19 Terms till 31 October 2021 - New bookings

- a. Provisional Bookings
  - i. No Deposits are required to confirm bookings
  - ii. There is no time limit for how long a booking can be held subject to point iii. below
  - iii. If a guest / client wishes to confirm a booking i.e. willing to pay in full immediately and Fancourt is unable to assist due to provisional bookings being held in the system an existing provisional booking determined by Fancourt will be identified based on the requirements at the time and have 72 hours to either release or confirm the provisional booking with full payment.
  - iv. This new paid for booking referred to in iii. above will then become a non-refundable confirmed booking.
  - v. The same terms above will apply to The Links and other golf bookings.
- b. Full payment
  - i. FIT's - 30 days prior to arrival
  - ii. Groups - 60 days prior to arrival
- c. No penalty fees due to travel bans / travel restrictions out of their control will apply and all bookings will be 100% refundable
- d. Bookings will be deferred should guests, for example, display a fever at the airport or be medically unfit to travel due to Covid-19 related issues and only within 14 days of arrival;
  - i. FIT's - < 14 days prior - can be deferred for 12 months
  - ii. Groups - < 14 days prior - can be deferred for 12 months
- e. Penalty fees for cancelling a booking for other reasons i.e. non Covid-19 related;
  - i. FIT's - < 30 days prior - 90% penalty
  - ii. Groups - < 60 days prior - 90% penalty

Please note that Fancourt reserves the right at any point in time to amend or withdraw these terms and revert to our original contracted trading terms

### 3. Special Offers

- a. Early bird low season rates offer - book and confirm by 31 October 2020 for travel till 31 March 2021 and qualify for 2020 rates.
- b. \* Early bird waiver single supplement - book and confirm by 31 October 2020 and we will waiver the single supplement for all bookings subject to availability till 31 March 2021. Max 20 single rooms per day.
- c. Kids Under 16 stay free till 31 October 2021 in the same room sharing with parents in luxury and one-bedroom suites only.
- d. Stay 7 / Pay 5 - Valid till 31 October 2021 for both B & B and VAP packages. This could be part of a great drop and flop itinerary.
- e. Stay 4 / Pay 3 - valid April & May 2021 on B & B only
- f. T & C's for special offers
  - i. Special offers cannot be combined with any others
  - ii. \* Limited to Max 20 singles per day