



Update and Extension:
CORONAVIRUS (COVID – 19)

GENERAL TERMS

We remain fully committed to supporting our guests and trade partners during the pandemic, by periodically updating our COVID -19 terms, applicable for existing and future bookings. This policy only applies to FIT bookings, affected by a legitimate COVID-19 related condition, and will remain in place until no further COVID-19 related conditions apply.

Kindly refer to point 1 below for clarification as to what constitutes a COVID-19 qualifying condition.

1. COVID -19 RELATED CONDITIONS INCLUDE:

- If all Mantis Collection properties in the region that the guest was due to visit are temporarily closed.
- If the government of the country within which the Mantis Collection property is located has closed its borders to international travellers.
- If the government of the country within which the Mantis Collection property is located has declared that no visas will be issued to travellers from the country of origin of the guest.
- If the government of the guest's country of residence has closed its borders to all but essential travel.
- If the government of the country within which the Mantis Collection property is located has imposed a mandatory quarantine period upon entering the country.
- International flights are cancelled, with no alternative routing available to reach respective destination.
- If the guest has contracted COVID-19 and is in quarantine, or under medical treatment. In such a case, supportive documentation will be required.
- Refunds will be honoured on condition as outlined above in the respective property's published currency.

Please note:

- Cancellations due to fear of contracting COVID-19, or the prevalence of comorbidities will not constitute legitimate grounds for waiver of cancellation charges.
- Should the qualifying criteria listed above not be present, Mantis Collection's standard Cancellation Terms and Conditions apply.

2. EXISTING AND NEW BOOKINGS (POSTPONED & CANCELLED)

- We invite our guests to postpone their reservation to any date up until **30 April 2022**, without penalty.
- Rates will be honoured based on same seasonality booked.
 - Where 2020 bookings are postponed to the same season in 2021, 2020 rates will be honoured.
 - When new travel dates fall into different season – whether 2020 or 2021, the new season rate applies.
- All bookings will revert to original Mantis Collection payment terms for new bookings, unless as stipulated above Refer to point 1.
- Mantis Collection cancellation terms have been amended to accommodate our guests and trade partners, not related to COVID-19 as follows:

Lodges and Eco Escapes:

- Written cancellation confirmation required in return acknowledging confirmation thereof.
- 50% of total stay if cancelled - less than 45 days prior to arrival.
- 100% of total stay if cancelled - less than 30 days prior to arrival.

City Hotels:

- Written cancellation confirmation required in return acknowledging confirmation thereof.
 - 50% of total stay if cancelled - less than 15 days prior to arrival.
 - 100% of total stay if cancelled - less than 7 days prior to arrival.
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