



NEW TERMS AND CONDITIONS EFFECTIVE FROM 15 JUNE 2020 - 28 FEBRUARY 2021 LINKED TO COVID-19 TRAVEL RESTRICTIONS

We will continue to review and amend our COVID-19 cancellation and postponement, including new bookings policy. From 1 March 2021, considering travel may have somewhat normalised, we will revert to our normal Terms and Conditions. We will endeavour to keep all our travel partners updated on any future changes.

POSTPONEMENT POLICY DUE TO COVID-19 TRAVEL RESTRICTIONS

Any existing bookings for travel during the period 27 March to 20 December, 2020 can be postponed up until 20 December 2021, subject to availability.

Rates will remain the same in 2021, however, any increases in gate and conservation fees will be applicable.

Third party rate increases, booked by Rora Private Retreats on behalf of a client, will apply.

For all postponed bookings, our standard cancellation policy applies for the new chosen dates of travel.

EU TRADE PARTNER CONCESSION ON CANCELLATIONS

For bookings that originate from the United Kingdom or a European Agency, currently governed by the 1992 Package Travel Regulations, the following applies:

- All bookings to be postponed as per the above.
- It is the responsibility of the travel operator to ensure parallel Terms and Conditions between relevant parties.
- If a booking has already been paid for, we will hold this credit towards the future travel of that client, or any other client from the company. It is an open credit to the company.

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NEW BOOKINGS COVID-19 PAYMENT & CANCELLATION POLICY

- New bookings for travel dates up until 1 March 2021 will be taken without a deposit.
- Full payment is to be made 30 days prior to check-in date.
- A cancellation fee of 50% will be required if a confirmed written booking is cancelled within 14 days of arrival and 100% cancellation fee will be applicable 7 days prior to arrival.
- Reservations shall not be binding until written acceptance and confirmation has been received from the property.
- Flight cancellations and road transfer cancellations are subject to the policy of the respective third-party suppliers.

TRAVEL INSURANCE

- We strongly recommend insurance coverage in the event of unforeseen cancellation, delay or interruption, lost or delayed baggage, emergency accident, sickness and evacuation, accidental death, common carrier, 24 hour medical assistance, traveller's assistance, and emergency cash transfer. Please contact us for advice on travel insurance.

PAYMENT PROCEDURE

- All credit card payments are subject to 3.5% administration fee. AMEX credit cards are subject to 5% administration fee.
- EFT payments should be settled in the currency indicated on the invoice by bank transfer, net of any bank charges. Please email or fax proof of payment as the confirmation of deposit to reservations@molorisafari.com