

**COVID-19 CANCELLATION POLICY FROM 1 June 2020
UNTIL FURTHER NOTICE:**

Existing bookings:

1. Confirmed bookings for which we have received a deposit or full payment, will be secured should your guests decide it unsafe to travel. Bookings can be amended up to 12 months at the same 2020 rates.

2. In the event that your guests do not have future travel dates as yet and are not sure when they will travel a voucher will be issued for future use (no expiry date). Should they decide to travel after December 2021 the applicable year's rates will apply.

3. Cancellation Fees will be as follows throughout 2020 as well as 2021 or until such a date when Covid-19 is no longer a limitation to international travel:

- Should a client not be able to arrive in Namibia due to Covid-19 related instances (e.g. being suspected of carrying the Corona Virus and not being allowed to board the plane to Namibia, border closures, either in Namibia or abroad, inclusive of neighbouring borders if it is a cross border itinerary, quarantine advice, fresh lockdown or the like) and where this inability to travel is beyond the control of the guest, such booking can be cancelled up to 24 hours prior to arrival without incurring any cancellation fees. This includes the tour operator, the accommodation establishment and / or any other service provider requested and booked by the client in good faith. The guest(s) in question need to provide reasonable support for the failure to travel.

4. The above will only apply if we have received the required deposit or the full payment to confirm your reservation.

New bookings:

1. Any bookings made from 01st June 2020 and for which you wish to apply the new Covid-19 Policy, we would require the standard deposit to be paid. The same level of protection will then apply.

2. This offer applies to all bookings, and is not dependent on the World Health

Organization (WHO) issuing travel restrictions.

3. Any outright cancellations of bookings will carry standard cancellation fees.

A booking which is deferred to a later date, and then cancelled later will be liable for full cancellation fees.

Onguma reserves the right to make changes to the new terms and conditions at any time and will send out notifications. Once this blows over, we will revert to the status quo and our normal booking/cancellation conditions would apply.

We will continue to work tirelessly with you, our tourism partners against the challenges that await us. Together, we feel that Namibia's low population density and vast, open wilderness areas continue to offer a safe and phenomenal safari experience. So, **#KeepCalmTravelOn**