



COVID-19 CANCELLATION POLICY

15 MAY 2021 UNTIL FURTHER NOTICE

TERMS APPLY TO BOTH EXISTING AND NEW BOOKINGS:

1. Should cancellation occur after a deposit has been paid the following conditions apply with regards to credit and refunds:
 - Between confirmation and 7 days prior to travel: A voucher equivalent to the value of the deposit paid will be issued for future travel to Onguma Collection Lodges/ Campsites or 100% refund of the deposit paid.
 - Between 7 days and arrival: A voucher will be issued equivalent to the value of the deposit paid, for future travel to Onguma Collection Lodges/Campsites.

The above vouchers will have no expiry dates. Should your guests decide to travel after December 2022 the applicable year's rates will apply.

2. The above terms will not be applicable throughout 2021 and 2022 should a client not be able to arrive in Namibia due to the following circumstances:
 - If the government of the guest's country of residence restricts all but essential travel;
 - If Namibian destinations are under official government imposed lock-down prohibiting guests from traveling;
 - If the Namibian Government has declared that no visas will be issued to travelers from the guest's country of residence;
 - If Namibia has no formal lock-down but has closed the borders to international travelers;
 - If international flights are cancelled with no alternative routing available to reach Namibia;
 - If the guest has contracted COVID-19 and is under treatment or is in quarantine for COVID-19 on the scheduled date of travel to Namibia.
3. Please ensure that you are covered by travel insurance.

Onguma reserves the right to make changes to these terms and conditions at any time.

We will continue to work tirelessly with you, our tourism partners as we face the challenges together. We feel that Namibia's low population density and vast, open wilderness areas continue to offer a safe and phenomenal safari experience.