



## Covid-19 Cancellation Policy

Our normal T&C's dictate that:

- Should guests cancel: No refund will be paid if the cancellation occurs within 6 weeks of the departure date.
- Should we be forced to cancel due to factors beyond our control: No liability shall fall on Wild Child Africa.

However, we are of the strong opinion that this is a time when we all need to work together. Everyone is hurting and we all need to act in a manner that reflects empathy, understanding and appreciation of the very unique and difficult circumstances that we are finding ourselves in.

In light of the above, we have adopted the following cancellation policy:

**If Wild Child Africa (or Government sanction) cancel** a trip, guests will be offered the following options:

- Option 1. We will credit the full amount already paid by guests. You can then use this credit for a future trip with us.
- Option 2. We will offer a cash refund of 50% of the total amount that you have already paid.

**If our guests cancel** a trip that we are still intending to run we will offer the following options:

If you cancel **56 days or more** before the start of the trip:

- Option 1. We will credit the full amount already paid by the guests. This credit can then be used for a future trip with us.
- Option 2. We will offer a cash refund of 50% of the total amount that you have already paid.

If you **cancel between 55 and 21 days** before the start of the trip

- No cash refunds.
- We will retain 25% of the full cost of your trip as a cancellation fee. The any remaining money that you have paid will be credited you. This credit can then be used for a future trip with us.

If you **cancel 20 days** or less before the start of the trip

- No cash refunds or credits will be offered.
- In the event that a doctor's note can be provided, we will retain 25% of the amount you have paid as a cancellation fee and the remaining 75% will be credited to you for a future trip with us.

Please also note that for all postponements, the price-per-person of your current trip is based on the number of guests in your particular group and so there could be an additional payment required for annual price increases and/or if your new booking forms part of a smaller group. This trip must take place within 12 months of the cancellation and the new date requested will be subject to availability.

We ask for your understanding during this time and we truly hope that we will be able to host you in Pondoland, either as planned or at some time in the future.

Please also note that the above 'revised' T&C's are only in place to deal with the current Covid-19 crisis and we will revert back to our normal T&C's as soon as the situation changes.