



## COVID -19 CANCELLATION POLICY

### EXISTING RESERVATIONS

June 2020

Amendments of existing reservations for 2020 the following will apply :

A guest may now move their 2020 bookings to later in the year and the same rate will apply no matter what the season. Furthermore a guest may now move their 2020 booking to 2021 and the rate quoted in 2020 will be honoured for the same season in 2021. This condition will apply until December 2021.

Should you wish to cancel your existing reservation due to Covid – 19, a 15% administration fee will be charged.

No verbal cancellations will be accepted.

### NEW 2020/2021 RESERVATIONS

No deposit required until 15 days prior to arrival when full payment will be due. This applies to all new bookings from now until end April 2021.

You may change your date on your new booking or cancel due to Covid – 19 without any cancellation penalty 15 days or more prior to arrival for any bookings travelling until 30th April 2021.

No verbal cancellations will be accepted

### TERMS AND CONDITIONS

Rate includes breakfast, dinner, one morning and one evening game drive

Rate includes guided tour of Reptile Encounters

Rate includes 15% VAT

Rates are quoted per person sharing

Single supplement 50%

See Family Stays for child rates.

Rates are subject to change without notice

Rates are quoted in South African Rand

### CHILDREN POLICY

Children of all ages are welcome at the Garden Route Game Lodge and are specially catered for.

Children are accommodated in our Luxury Lodge Family Rooms, Luxury Family Suites and Luxury Family suite with heated Plunge Pool only.

Children between 6 and 12 years pay half price for accommodation packages, meals & game drives.

Children between 3 and 6 years pay quarter price for accommodation packages, meals & game drives

Children under 3 are free.

Children are accommodated in two separate beds.

A maximum of 2 children and 1 infant can be accommodated per room with a maximum of 2 adults sharing

All activities forming part of the Kids on Safari including extra game drives are included in your stay.

Mom and dad are welcome to join the kids game drive at 2pm.

Child minders can be arranged during game drive times as well as meal times.

Child minding is done by Lodge staff at an additional cost.

### DEPOSIT POLICY

A 50% deposit will be required within 7 days of reservation being made

You are welcome to make full pre-payment prior to arrival or alternatively you may pay on arrival.

For further information on any of the above kindly contact  
Reservations on (028) 735 1200 or email [reservations@grgame lodge.co.za](mailto:reservations@grgame lodge.co.za)