



## COVID-19 CANCELLATION POLICY

Garden Route Game Lodge recognises and acknowledges the impact of COVID-19 and the world-wide disruption to travel this has caused to the traveller and the industry.

### EXISTING AND NEW RESERVATIONS

Amendments of existing and new reservations the following will apply:

A guest may move their reservation to the following year (12-month period) to a later date within the same season. The rate will be honoured. Should it be a different season, the season's rate will apply.

You could also request a voucher to the value of your reservation and this may be used towards your next reservation at the Garden Route Game Lodge, with no expiration date.

Should you wish to cancel the reservation due to COVID-19, a 15% administration fee will be charged.

### DEPOSIT AND CANCELLATION POLICY – COVID-19 RELATED

No verbal cancellations will be accepted. All refunds are subject to a 15% admin fee.

Garden route Game Lodge reserves the right to charge:

- no cancellation fee / admin will be charged should you cancel 45 days prior to arrival
- full payment is required 15 days prior to arrival date – valid for our foreign guests
- full payment is required for our local guest 30 days prior arrival (school holidays, peak season & public holidays)

### CANCELLATIONS NOT COVID-19 RELATED

No verbal cancellations will be accepted. All refunds are subject to a 15% admin fee. Garden Route Game Lodge reserves the right to charge:

- 30% cancellation fee on the total booking if cancelled 44 days to 30 days prior to arrival.
- 50% cancellation fee on the total booking if cancelled 30 days to 22 days prior to arrival.
- 100% cancellation fee on the total booking if cancelled 21 days or less prior to arrival.

The above cancellation penalties will also apply should there be a reduction in room/chalet numbers.

### TERMS AND CONDITIONS

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

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 or full payment will be required within 7 days of reservation being made, depending on the arrival date.

We require full pre-payment 1 month prior to your arrival date in order to secure your reservation.

Garden Route Game Lodge reserves the right to amend these terms and conditions in the event of any official changes or updates to the Global Health Situation