

## OUR COVID-19 CANCELLATION POLICY 2020

THIS POLICY APPLICABLE TO COVID-19 PANDEMIC AND TOTAL LOCKDOWN SINCE MARCH 2020.

#DreamNowVisitLater

Dear Guest

It's been a number of weeks since the Covid-19 total lockdown of our beautiful country.

Since then, our world and our lives have been subjected to unprecedented change and uncertainty. The past almost seem to pale into insignificance in the face of the new realities of today's world. The global Covid-19 pandemic has forced us to take further, decisive action in many areas.

For our valued guests that have booked and paid deposits and or paid in full, we would like to accommodate as far as possible, by

Issuing a voucher for the accommodation booked, but as an extra bonus for those paid in full - add on another day should the booking be for a weekend, or add two days or more depending on your booked length of stay. This voucher will be valid for 18 months from date of initial stay. Assist you in moving your booking to another available date within the following 1 year from date of existing booking, free of charge. Should you not be able to use the voucher, the voucher can be sold and or transferred but with the prior consent of our bookings department. No Refunds.

We believe that we will one day look back at this crisis as a catalyst for positive change in areas such as sanitation and hygiene, screening processes and definitions of personal space.

The effect of the virus, on both our private lives and our economy, remain very dynamic and unpredictable, but most important is your health and personal wellbeing, and that of your loved ones.

Our Covid-19 Cancellation Policy as set out above, replaces all other agreements and or expectations by staff.

Exceptional times require exceptional measures.

We hope to welcome you soon!

Yours sincerely,

Rondeberg Resort