



COVID-19 TERMS & CONDITIONS

Delaire Graff Lodges & Spa

~

Delaire Graff Lodges & Spa is committed to monitoring and amending our approach to travel, providing guests flexibility.

Our COVID-19 Terms & Conditions are applicable from Tuesday 6th October 2020. They will remain in place until such time as the World Health Organisation declares the pandemic over.

ALL NEW RESERVATIONS:

In order to give our guests and partners increased comfort, Delaire Graff Estate will offer the following revised terms & conditions:

- Any new bookings made 61+ days prior to arrival may now be held for 31 days.
- Any additional extension requests will be considered on a case to case basis.
- If we do receive a confirmed request for the dates/lodges or villa being held we will require you to either confirm your reservation with a deposit within five working days or to release the lodges or villa to the waitlisted booking.

CANCELLATION POLICY:

On cancellation of a confirmed reservation If guests cannot travel within the Rolling 60-day Period due to Force Majeure Event, the reservation will be postponed to a future date.

- 20% Deposit will be refundable should you cancel the reservation up until 31 days prior to travel. This does not apply to reservations which fall within the period 15 Dec-15 Jan, the deposit payment will be non-refundable for reservations which fall over the peak season (15 Dec-15 Jan).
- 30 days till 15 Days prior to arrival – 50% cancellation charge for all reservations including peak season reservations.
- 14 days till arrival – 100% cancellation charge for all reservations including peak season reservations.

ALL EXISTING RESERVATIONS:

In order to accommodate this recognized Global Force Majeure Event and the resulting varying worldwide travel restrictions, we have amended our standard terms to allow guests to postpone travel up to a year after the original travel date and carry forward 100% of the reservation's value to the future reservation. Should guests elect to cancel the booking then our standard cancellation policy applies. We do however look at each cancellation on a case to case basis.

TRAVEL INSURANCE:

We highly recommend that guests take out comprehensive travel insurance; including “cancel for any reason” to ensure any funds lost can be recovered.



DELAIRE GRAFF ESTATE, Stellenbosch, South Africa

Phone: +27 (0) 21 885 8160 | Email: lodge.reservations@delaire.co.za | www.delaire.co.za