



COVID-19 TERMS & CONDITIONS

Delaire Graff Lodges & Spa

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Delaire Graff Lodges & Spa is committed to monitoring and amending our approach to travel, providing guests with 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 by 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 within 31 days prior to travel. Excludes reservations which fall within peak season (15 Dec-15 Jan) within which the deposit will be non-refundable.
- 30 days to 15 days prior to arrival – 50% cancellation charge for all reservations including peak season reservations.
- Within 14 days prior to 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 one year after the original travel date and carry forward 100% of the reservation's value to a future reservation. Should guests elect to cancel the booking, our standard cancellation policy applies. We do, however, look at each cancellation on a case by 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.



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