

## KICHECHE POLICY ON BOOKINGS AFFECTED BY CORONA-VIRUS RESTRICTIONS

Updated 16 July 2020

Travelers booked to stay at our properties, up to April 2021, will benefit from increased flexibility on our terms as follows:

- Up to 14 days prior to arrival, clients may postpone their reservations to any date, within 12 months of their original booking dates, without charge.
- Final payment to be paid no later than 14 days prior to arrival.
- Cancellations within 14 days of arrival will result in 100% cancellation charges, unless the traveler is tested positive for COVID-19 or government restrictions make it impossible to travel.
- Changes to a travel season (e.g. from low to high) will be chargeable.

Travelers booked to stay at our properties, from May 2021, normal terms & conditions apply, i.e:

- 20% non refundable deposit to confirm a booking
- Full payment is required a minimum of 45 days prior to clients' arrival. Kicheche reserves the right to release the booking if the full payment is not received.
- Cancellation policy -  
45 days or more: Loss of deposit; 45-31 days: 50% cancellation charges; 30 days or less: 100% cancellation charge

Let's work together to overcome this. #natureneverstops

