

Update 1 August 2020

**CORONAVIRUS (COVID-19): AMENDED BOOKING TERMS & CONDITIONS**

As the Coronavirus (COVID-19) continues to spread, Active Africa is sensitive to the threat to travel plans for both our existing travellers and new travellers looking to join us on one of our experiences. While there is little we can do about the impact of the virus, we can assist by reducing the financial risk faced by cancellation of travel plans due to COVID-19 related issues.

As with many other countries around the world, many of the countries in which we offer trips, have been forced to close their borders and still enforce countrywide lockdowns in an attempt to limit the spread of the virus. We remain focused on the re-opening of our target destinations and will provide you with updated information on the countries that affect your trip.

Considering the impact that COVID-19 related restrictions will have on travel in the foreseeable future, we have amended our existing booking terms and conditions. Should your travel plans be affected by either of the two following pre-conditions:

- An official COVID-19 outbreak travel ban is issued for South Africa, Namibia, Botswana, Zimbabwe, Zambia, Mozambique, Rwanda, Uganda, Tanzania, Kenya, Republic of Congo & Madagascar.
- A COVID-19 outbreak travel ban occurs in the travellers' home country and outbound travel is either ill-advised or outright banned.

then the following amendments are applicable:

**For Existing Bookings:**

- Travel bookings already confirmed and secured with a deposit will be eligible to postpone travel arrangements without penalty and pending availability up to and including the 30<sup>th</sup> June 2021 in the case of Active Africa-operated services. Where 3<sup>rd</sup> party services have been booked, postponements are subject to the terms of the suppliers. We will do our best to secure the most favourable terms for each of our travellers .
- If postponement falls in a different season or availability of services means that the cost of logistics, activities or accommodation has increased, then the traveller will be liable for the difference in costs associated with the trip.
- Cancellation within 60 days of either the existing date or the new travel date will be subject to normal cancellation policy.

**For New Bookings:**

- All new bookings will be subject to our standard booking terms and conditions. However, should either of the aforementioned pre-conditions remain in effect or come back into effect, deposits paid to secure a booking will be 100% refundable up to 60 days from date of travel.
- All new, multi-day itineraries will attract a non-refundable trip design fee of \$250 that will only be applied in the event of a COVID-19-related **cancellation**. This fee will not be charged on COVID-19-related postponed bookings.
- Cancellation *within* 60 days of travel will be subject to normal cancellation policy.
- Should the pre-conditions above come into effect after a new booking has been confirmed, then the amended policy as per Existing Bookings above will be applicable.

**\*\*Travellers are urged to secure comprehensive travel insurance that will cover them for any changes or additional costs to their travel arrangements, and in particular to make sure that any policy stipulates cover for any COVID-19 related cost or loss.\*\***

All this scary talk of viruses and financial risk aside, the comfort, safety and security of any new or existing Active Africa traveller will always remain our priority above all else - these amendments to our booking terms and conditions are intended to be our fall-back position in the failure of any other alternatives. Active Africa will always first work with our suppliers to secure the best solution for our travellers on a case by case basis.