



COVID-19 BOOKING TERMS & CONDITIONS

Dear Valued Clients/Travel Partners,

At Apex Photo Safaris there is no higher priority than the safety of our guests and staff.

We are therefore closely monitoring the COVID-19 outbreak through the World Health Organization (WHO), Centers for Disease Control (CDC), Medical Professionals as well as the Government Agencies to stay updated on this evolving situation. COVID-19 is definitely of concern globally and we are taking every precaution towards safe guarding the health and safety of our guests and staff and to ensure we provide all our clients with continued confidence in our services. As such, we are aware of the concerns raised by travelers who are looking forward to booking with us, more so who intend to change their travel plans due to these concerns.

Until further notice, we are revising our booking policy in order to restore confidence in our clients to continue booking with us.

Below are our revised cancellation terms & conditions to reassure our guests/clients:

The policy will apply to both new and existing bookings (as long as the pandemic status is still active)

For Existing Bookings: We will allow clients to postpone their travel plans without any penalties provided travel is within the next 12 months from the original date of arrival and amendment made 30 days prior to arrival. Any deposits paid may be utilized for the amended/postponed booking. If the new dates fall in a different season (high/peak season), the booking will attract a rate increase for the difference in costs associated with the new dates/amended booking. Please note that deposits/payments already made remain non-refundable and can be offset against any new/amended bookings.

Kindly be advised that any rate increase due to a change in season or 3rd party fees for example increase in park entrance fees or taxes will be charged onto the guests' account.

For New Bookings: Normal Terms & Conditions will apply. Any cancellations/amendments will be evaluated on a case to case basis as all properties have varying Terms & Conditions. Please note that we will only be in a position to offer you a refund on your deposit/full payment, if we receive the payments from the respective suppliers. In the case that they do not offer a refund, the terms & conditions for **existing bookings** shall apply.

Rest assured, we are monitoring the developing situation closely, staying in regular contact with the relevant authorities, health organizations and medical experts.

It is our fervent hope, that this situation ends soon and the above exceptional terms are no longer necessary. We shall be happy to inform you once this becomes the case.

Thank you for your continued support, understanding and trust in us!

THE APEX PHOTO SAFARIS TEAM
