

TERMS & CONDITIONS

Temporary T&Cs during COVID-19 pandemic

Staying at Nambiti Hills Private Game Experience

We are working hard to ensure we meet the health and safety recommendations on hygiene and cleaning when it comes to common spaces and guest rooms. These measures are designed to address a broad spectrum of viruses, including COVID-19, and cover everything from hand washing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Guest Rooms

We use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.

Public Spaces

We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on reception, lounge and bar, door handles, public bathrooms and even room keys. Our staff have always followed a strict hygiene code and understand the importance of regular, consistent, hand washing. As an extra precaution, we have added additional hand sanitizers in the public areas of the lodge and we have requested that our staff refrain from physical contact such as shaking hands, and to keep a respectful distance from our guests.

Back of House

In the spaces where staff members work “behind the scenes,” Nambiti Hills Private Game Experience has increased the frequency of cleaning and focusing on high-touch areas like the laundry room and staff office as well as staff accommodation.

Book with confidence

Given the exceptional circumstances we currently face, we are offering extra flexibility and support for all bookings (new and existing) between now and 15 December 2020. These revised cancellation terms only apply to COVID-19 related reasons* for cancellation:

DAYS PRIOR TO ARRIVAL	PENALTY
30 – 15 days	25%
14 – 8 days	50%
7 – 0 days	100%

- Cancellations received 30–8 days prior are eligible for a voucher credit, valid for 12 months after the original travel date, carrying forward 100% of the booking’s value towards a future booking.
- Alternatively, where applicable, a refund can be provided with the penalty applied.
- In order to confirm a booking, our standard payment policy applies:
- All our 2020 rates and offers have been extended into 2021.

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***The COVID-19 period is deemed to be in effect for any of the following reasons:**

- The World Health Organisation COVID-19 pandemic status remains in place.
- South Africa is under official government lockdown that prohibits the guest from travelling.
- The government in the guest's country of residence restricts all but essential travel.

Only once all of the above reasons have been removed and guests can travel as per normal, excluding any quarantine requirements, will our standard booking terms and conditions be reinstated.

Any reason for cancellation not listed above, our standard cancellation terms and conditions apply.

We continue to endeavour to handle all guest enquiries on a case by case basis, so if you do have any questions or require additional information, please don't hesitate to contact us.

We also still strongly recommend that all guests take out comprehensive personal travel insurance and that they check the schedule of included benefits thoroughly.

RESERVATIONS AND MARKETING

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