



## 2021 COVID-19 RESERVATION POLICY

WE ARE OPEN AND READY TO WELCOME GUESTS BACK TO OUR PARADISE ON THE ZAMBEZI RIVER!

Dear Industry Partners and Guests,

Due to the rapidly changing situation world-wide, The River Club has been forced to adjust its policy on the COVID-19 situation. Therefore, previous notices in regard to The River Club's COVID-19 policy are now superseded by this notice.

At The River Club we are confident we are able to provide a safe and healthy environment in which to take care of our staff and guests in a relaxed atmosphere without relinquishing any of our famous flexibility. Our COVID PROTOCOLS are based on recommendations by the Zambia Ministry of Health and the Zambia Tourism Agency in combination with supplementary measures recommended by various other local and international industry stakeholders. Please request our COVID PROTOCOLS document from [reservations@theriverclubzambia.com](mailto:reservations@theriverclubzambia.com) if you would like to acquaint yourself with our COVID standards at the lodge.

The River Club supports the local community from which our staff and their dependants come, whose income, food and general well-being relies solely on sustained employment. During this difficult time we are doing all we can to preserve the livelihood of our staff. We trust you will appreciate our efforts as a responsible tourism operator to achieve this goal.

Please note these terms are applicable to bookings confirmed for arrival up to 31<sup>st</sup> December 2021:

- **Subject to availability:** accommodation bookings may be postponed by up to 15 months from the original date of the booking, on the following basis;
  - **If funds have already been received:** postponement will be permitted with no increase to the accommodation rate or additional services provided in-house by The River Club. Rates on external services will be charged at operator rates at the time of the amended date.
  - **If no funds have been received on a confirmed booking:** postponements may be charged accommodation rates applicable to the amended date of travel. This includes rates on additional services. However if a minimum payment of 25% is made on the postponed booking within 21-days of confirmation of the postponement, the original rate will be honoured.
- **All bookings** may postpone, subject to the terms above, without penalty up to 14-days prior to the date of travel.
- In cases where funds have been received and outright cancellation is requested before the applicable cancellation policy takes effect, we are truly sorry but refunds will need to be delayed until the situation has stabilised.
- In all other cases outside the period above, whether funds have been received or not, our normal cancellation policies will apply.
- If our cancellation policy takes effect, and you forfeit funds as a result, we will send confirmation of payment and cancellation which you can use to claim from your travel insurance.
- With regards to pre-booked third party activities, individual operator cancellation policies will apply.

The River Club reserves the right to make changes to the above policy at any time. Industry Partners will be notified of any such changes.

Yours sincerely

The River Club Team

## CANCELLATION POLICY

Group Bookings – 5 rooms or more % of Full Package Total	Independent (FIT) Travelers – % of Full Package Total	
	<u>High Season</u>	<u>Low Season</u>
Cancellation 90 – 61 days prior to arrival: 25%	60 – 31 days prior to arrival: 50%	31 – 15 days prior to arrival: 50%
Cancellation 60 – 31 days prior to arrival: 50%	30 days or less prior to arrival: 100%	14 days or less prior to arrival: 100%
Cancellation 30 days or less prior to arrival: 100%		

## RESERVATIONS CONTACT DETAILS

E | [reservations@theriverclubzambia.com](mailto:reservations@theriverclubzambia.com)

T | +27 72 517 4880

W | [www.theriverclub.africa](http://www.theriverclub.africa)