



## OTA'S AND DIRECT BOOKINGS ONLY COVID-19 PAYMENT AND RESERVATION POLICY VALID TO 30<sup>TH</sup> JUNE 2021

We are open and ready to welcome guests back to our paradise on the Zambezi River!

Due to the negative world-wide effects on the tourism industry caused by COVID-19, until 30<sup>th</sup> June 2021, The River Club is willing to adjust its payment and cancellation policies in order to demonstrate our commitment to assist guests who book via an OTA system or direct with the lodge, to plan and book with confidence. The River Club continues to remain flexible under the circumstances.

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 stake-holders. 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 APPLY TO NEW BOOKINGS DUE FOR ARRIVAL UP TO 30<sup>th</sup> June 2021

- All bookings are subject to availability

### PAYMENT POLICY – OTA's and DIRECT BOOKINGS only

- Bookings made 14 days or more prior to arrival
    - No initial payment is required.
    - However, by 14-days prior to arrival, full payment is due either by Master or Visa card or electronic transfer.
    - In the case of Master or Visa card, if payment is declined the booking will be released immediately and the space offered for re-sale.
    - In the case of electronic transfer, arrangements should be made to effect the transfer in sufficient time to ensure the funds reflect in our account by 14-days prior to arrival – bank account information is available on request from [reservations@theriverclubzambia.com](mailto:reservations@theriverclubzambia.com).
    - Prior to payment the reservation will remain as provisional on The River Club's reservation system.
  - Bookings made 14 days or less days prior to arrival
    - 100% payment is due immediately by Master or Visa card.
    - Failing payment the booking will be released and the space offered for re-sale.
  - For those who would like to pay a deposit upon booking
    - For reservations made 14-days prior to arrival, the option to pay a 25% deposit or more is still available.
    - The balance will be due by 14-days prior to arrival.
    - Paying a deposit will result in immediate full confirmation of the space.
    - Failure to pay the full balance due by 14-days before arrival will result in the reservation being cancelled and the cancellation policy taking effect.
- *In both the above scenarios, should another guest wish to reserve the same space before payment is made and confirmation given, The River Club reserves the right to offer first-refusal to confirm the booking by paying a deposit within 24-hours.*
- *This eventuality will only arise if there is no alternative availability.*

### CANCELLATION POLICY – OTA's and DIRECT BOOKINGS only

- Cancellation 14 days or less prior to arrival
    - 100% of total package
    - No-show on day of arrival – 100% of total package
- The River Club reserves the right to withdraw the above Payment and Cancellation Policies at any time.

Yours sincerely

The River Club Team

### RESERVATIONS CONTACT DETAILS

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

T | +27 72 517 4880

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