



GrannyMouse

P.O. Box 22, Balgowan, 3275 / R103 Old Main Road, Balgowan, 3275
Tel: 033 234 4071 Fax: 0865 105 122

Form 2

CORONA CANCELLATION POLICY

EFFECTIVE 15th December 2020 level 1

Amendment to FORM 1 dated March 2020 level 5

UNTIL FURTHER NOTICE

Existing bookings:

1. Confirmed bookings for which we have received a deposit or full payment, will be secured should it be deemed and or decide it is unsafe to travel.
2. Bookings can be amended up to 12 (twelve) months from the original arrival date. Please note only one amendment to travel dates may be made and should the season change to a higher rate season, **the new rate will apply.**
1. In the event that you do not travel within 12 (twelve) months of the original arrival date, the **100% deposit would be forfeited** – always assuming the Corona Epidemic has been contained by then.
2. **Any travel changes to bookings within 14 (fourteen) days of the travel period will incur 100% cancellation fees.**
3. The above will only apply if we have received the required deposit or the full payment to confirm your reservation.

New bookings:

1. Any bookings made from 15 December 2020 will be subject to the following Special Conditions.
2. **50% deposit** will be required at the time of booking.
3. **4 (four) weeks prior to arrival** the balance will be required to secure the reservation 100%
4. If a booking is cancelled within 4 (four) weeks of arrival a **100%** cancellation fee will apply.



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Exceptions:

We will have the following exceptions where bookings are cancelled within 14 days of travel, whereby clients will be offered the same deferral policy as above:

1. If the country of the clients' residence prevents the client from leaving (for example, Italy and China's current lockdown situation), we reserve the right to ask for travel information such as airline tickets, and agency travel planned schedules etc.
2. If South Africa issues an inbound travel ban, banning clients from entering, or forcing arriving clients into quarantine.

Refunds:

1. In order for us to ride out this global epidemic storm as a privately owned travel & tourism business, **we are unable to offer any refunds.**
2. We trust that our partners and guests understand our situation; we are doing all we can to work with our guests and partners to find mutually agreeable solutions.
3. This step is necessary to ensure that our business can continue to operate through these difficult times so that we will be here for you when the storm blows over.
4. We reserve the right to make changes to these new terms and conditions at any time and will send out notifications.
5. As soon as the Corona Virus epidemic has been contained we will revert back to our original terms and conditions for bookings.

We thank you for your understanding and co-operation within this difficult time and trust normal structures will be returned soon for all of us.