



21 March 2022

UPDATE: Terms and Conditions

Dear Partner,

With the continuous release of COVID-19 measurements worldwide, we are reverting to our original terms and conditions whilst having simplified a few aspects.

The terms and conditions that applied at the time of booking will be honoured for all existing bookings. From 21 March 2022, the following terms and conditions apply for all **new** bookings:

- **Payment Policy:**

A 20% deposit is required to confirm any booking, payable within 21 calendar days from date of booking. Full pre-payment is due 60 days prior to arrival. Pelican Point Lodge reserves the right to cancel a booking if the deposit has not been received within 21 days and if full payment has not been received 60 days prior to arrival, resulting in the deposit being forfeited.

- **Cancellation Policy:**

Any confirmed booking that is being cancelled is subject to the following cancellation fees:

Cancellations 60 days prior to arrival date incur a 20% administration fee.

60 - 31 days prior to arrival date: 50%

30 - 8 days prior to arrival date: 75%

7 – 0 days prior to arrival date, no shows and early departure: 100%

The cancellation fee is calculated on the entire length of the stay and the total booking value, including extra's such as pilot/guide accommodation, activities, etc.

COVID-19 related cancellation

In the event of the traveller(s) testing positive for COVID-19 prior to their stay at Pelican Point Lodge, we offer the traveller(s) to re-book within 12 months from original travel date of arrival at the same rate, given that the respective PCR test showing the result will be provided.

We highly recommend for travellers to take out adequate travel insurance.

For booking inquiries, please email us on reservations@pelicanpointlodge.com

Best wishes,

Dirk Maes
Owner