



Dear Valued Guest and Tourism Partner

The aha Hotels and Lodges office will be closing from the 25th of March and will remain closed until the 16th of April, in line with the national lockdown in South Africa. During this period, we have taken measures to ensure that our business functions are able to continue to operate as efficiently as is possible.

CENTRAL RESERVATIONS OFFICE

Our central reservations office will remain open during the lockdown period to ensure that we can continue to service your future travel needs. Our reservation consultants will be working from home, so we will have limited connectivity via our telephone system. Our emails, however, will be manned by the full team, which should ensure that we are able to respond to all requests timeously. We ask that you please make use of emails instead of telephone calls, so we are able to alleviate congestion on the telephone line.

Primary Central Reservation contact:

aha Hotels and Lodges: cro@aha.co.za

Echo Lodges: cro@echoafrica.co.za

Operating hours:

Monday to Friday from 08h00 to 17h00 (Closed on weekends and public holidays)
Our telephone system will be diverted to a single cellular number. This will be used solely for emergency requirements, to ensure that it is contactable when required and not overburdened with general enquiries to a single line. Please only make use of the telephone line in the case of an emergency.

HOTELS AND LODGES CLOSURE

All of our hotels and lodges will be closing from check out on the 26th of March until the 17th of April. The closure may be extended depending on the state of the region and will be reassessed and communicated as and when it is required. All bookings in place during this period can be postponed to a later date at no additional charge or refunded.

SALES AND MARKETING TEAM

The team is fully equipped to work remotely and will continue to operate in the normal manner. Please contact your regular aha sales or marketing contact for any of these needs. If you are unsure of who to contact, please refer to the below list:

For **Corporate, Government or MICE** queries,
Celeste: celeste.schroder@aha.co.za

For **Inbound Operator** assistance,
Deidre: deidre.ward@aha.co.za

For **Domestic Operator or rates** assistance,
Arenda: arenda.diedericks@aha.co.za

For **marketing related queries**, please contact
Ruzandri: ruzandri.stoltz@aha.co.za

We appreciate your understanding during this time and our entire aha team is fully committed to assisting you with all your travel needs.

Kind regards
aha Hotels & Lodges