

In response to the recent updates around COVID-19, aha Kathu Hotel will be temporarily closed from **Thursday 26 March - 30 April 2020.**

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.

This is a sad time for all of us and we are doing our very best to take care of our team during this challenging time.

Kindly note the following,

#### **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](mailto:cro@aha.co.za) or Cell: +27-(0)-84 600 9147 | Cell: +27-(0)-81 258 5945

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.

#### **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.

In the meantime, please continue to share your special #ahamoments from aha Kathu Hotel, we would love to hear from you, our guests and partners and look forward to staying in touch during this time.

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

On behalf of the aha Kathu Hotel team and aha Hotels & Lodges we send our love and best wishes to each and every one and wish you and your loved ones the best of health.