



Dear valued industry partner

Aha Hotels & Lodges are aware of the devastating effect the virus is having on the tourism industry as a whole and we wish to assure both our travel trade partners and guests that we will do our utmost to work with you to secure bookings and reduce risk to all parties involved. As a result of this we believe that we should be doing everything we can in order for our guests to still book and travel. In order to accommodate our guests we have relaxed our cancellation policies to encourage our guests to still be able to travel at a time where they will feel comfortable and safe.

NEW BOOKING POLICY

Any new bookings made in December 2021 and January 2022 for travel up to 28 February 2022 (except for peak travel dates of 16th of December to the 10th of January) will be allowed to be held on a provisional basis until 7 days prior to arrival. Any new bookings made in December 2021 and January 2022 for peak travel dates (16th December to the 10th of January) will be allowed to be held on a provisional basis until 14 days prior to arrival. Thus guests can hold these bookings with certainty that they will not be charged any cancellation until 7 days (14 in peak) before their stay. Any cancellations made more than 7 days (14 in peak) prior to arrival will also have the option to postpone their booking until the 30th of September 2022 at no additional charge.

Should the Government introduce new restrictions or regulations that then makes travel impossible or should a guest contract the COVID virus over their booked travelled dates; we will then allow bookings that fall within the 7 Day cancellation window to be postponed until the 30th of September 2022 at no additional cost.

UPDATED POSTPONEMENT AND CANCELLATION POLICY ON BOOKINGS ALREADY IN PLACE

- Any client with a confirmed booking in place may defer/postpone their booking up to September the 30th 2022 please ensure to liaise with your key account manager or reservations consultant in this regard.
- Should the dates of the amended booking fall in a season where higher rates should be applicable we will not enforce the higher rates and will accept the booking on the original rate booked. Thus the guest will not be charged any surcharge at all.
- Standard terms and conditions will apply to any bookings that are cancelled outright and not postponed, Please see below the standard booking terms and conditions:

CITY HOTELS – CANCELLATION POLICY

	28 - 15 days or more prior to arrival	14 - 1 days prior to arrival	No Show
FIT – City Hotels only	50%	80%	100%

aha | Hotels & Lodges | Company Reg: 2008/003719/07 | VAT No: 4020264224

Johannesburg Head Office: 11 Autumn Street, Rivonia, Postnet Suite #203, Private Bag x43, Sunninghill, 2157
Cape Town: The Estuaries, Building 12, Office 10, Oxbow Crescent, Century City, Cape Town, 7441
Durban: 8th Floor, Strauss Daly Place, 41 Richefond Circle, Ridgeside Office Estate, Umhlanga, 4320, P.O. Box 5478, Durban, 4000

Central Reservations | Tel: +27 10 442 5888 | E-mail: cro@aha.co.za | Website: www.aha.co.za

Management Executives: Graeme Edmond (Chief Executive Officer) | Saleem Khan (Chief Financial Officer)



FIT CANCELLATION POLICY FOR ALL OTHER PROPERTIES INCLUDING LODGES

	45 – 30 days prior to arrival	29 – 15 days prior to arrival	14- 1 days prior to arrival
FIT	25%	80%	100%
Cancellations will only be accepted in writing			

GROUPS AND SERIES

- Greater than 90 days prior to arrival, 100% of the rooms may be cancelled without any penalty.
- 90 – 60 days prior to arrival, 20% of the rooms reserved may be released without penalty. Any additional rooms released by the client, is subject to a penalty equivalent to 10% of the negotiated rate.
- 59 – 46 days prior to arrival, 10% of the rooms reserved (at that point) may be released without any penalty. Any additional rooms released by the client, is subject to a penalty equivalent to 50% of the negotiated rate.
- 45 days or less prior to arrival, all rooms released by the client is subject to a penalty equivalent to 100% of the negotiated rate.

We will continue to work tirelessly with you, our valued industry partners against the challenges that await us.

Kind Regards

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