



Dear valued industry partner

We are aware that there is still a lot of uncertainty around travel and that even as the world is opening up and travel is becoming easier; some of our guests may still have concerns when booking their accommodation. In order to remove some of this anxiety and to give our guests greater confidence in finalising their bookings we remain committed to offering flexible and fair booking and cancellation policies. We want 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.

NEW BOOKING POLICY

Any new bookings made for individuals (FIT bookings) from March to May 2022 for travel up to 31 March 2023 will be allowed to be held without incurring any cancellations fees up until 14 days prior to arrival. Thus guests can hold these bookings with the certainty that they will not be charged any cancellation fees until 14 days before their stay. Any cancellations made more than 14 days prior to arrival will also have the option to postpone their booking up to 12 months from the original travel date. Normal deposit policies will apply to secure the bookings.

Should the Government introduce new restrictions or regulations that make travel impossible, or should a guest contract the COVID virus (valid PCR test will be required) over their travel dates, those bookings that fall within the 14 day cancellation window will be allowed to postpone up to 12 months from the original travel date.

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 12 months from the original travel date (as long as this is done more than 14 days prior to arrival). 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%



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 BOOKING POLICY

We note that Group bookings come with their own set of unique challenges during these times and we will again endeavour to work with all operators and agents to ensure that we provide a fair solution to all groups affected by changes or cancellations as a result of the current global conditions.

We would like to highlight to you our current reduction and cancellation policy for groups:

GROUP REDUCTION AND CANCELLATION POLICY

(Bookings of 5 rooms or more are considered group bookings)

- 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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