

## **GO2AFRICA TERMS AND CONDITIONS FOR BOOKINGS MADE DURING COVID-19**

For all new bookings made with Go2Africa between 1 January 2022 and 31 March 2022 the following cancellation, refund and deferral policy will apply:

### **1) 100% Go2Africa Travel Credit if cancelled 65 days prior to travel**

If COVID-19 travel restrictions are in place in your country of residence or destination and/or other clear restrictions on your ability to travel due to possible complications associated with COVID-19, you are able to cancel your Go2Africa itinerary without cancellation fees and receive a Go2Africa travel credit. This cancellation is required 65 days prior to the commencement of your itinerary.

\*This is applicable to all trips booked for travel before 31 December 2022.

You are able to claim your travel credit for your Go2Africa itinerary prior to travel if:

- Borders are closed in your country of residence 65 days prior to travel.
- Borders are closed in the destination country 65 days prior to travel.
- Your international flights have been cancelled 65 days or more before travel and no alternative flight options are available.

\*Should you decide to make any amendments to the underlying services when rebooking your itinerary, any additional costs or surcharges (e.g. season changes, hotel/lodge changes, additional activities or room upgrades) will be for your account.

Cancellation is not valid for any other reason than the above listed. For example, a hesitation to travel due to concerns of contracting COVID-19 whilst travelling, or cancellation of flights within 65 days of your trip (in this case we will of course assist you in rebooking new flights and ensuring your safari can be fulfilled). To cover you for any other cancellation reasons, we recommend you take out Cancel For Any Reason insurance. See further below.

### **2) Ability to defer your Go2Africa trip 65 days prior to travel**

If COVID-19 travel restrictions are in place in your country of residence or destination and/or other clear restrictions on your ability to travel due to possible complications associated with COVID-19, you are able to defer your Go2Africa itinerary with no fees 65 days prior to travel \*\*. This is applicable to all trips booked for travel before 31 December 2022.

You are able to defer your Go2Africa itinerary with no fees 65 days prior to travel if:

- Borders are closed in your country of residence 65 days prior to travel.
- Borders are closed in the destination country 65 days prior to travel.
- Your international flights have been cancelled 65 days or more before travel and no alternative flight options are available.

### **3) Bookings made within 65 days to travel date**

If COVID-19 travel restrictions are imposed in your country of residence or destination and/or other clear restrictions on your ability to travel due to possible complications associated with COVID-19, bookings made with Go2Africa within 65 days to travel will be subject to cancellation fees. Should Go2Africa be able to obtain partial refunds or receive a deferral credit from the underlying suppliers to the booking, these refunds/deferral credits will be passed onto yourself.

#### **4) Flight purchases through Go2Africa**

Go2Africa will provide both flexible flight offerings and competitive pricing with non-flexible fares to ensure that you can choose the applicable ticket type to offer you peace of mind.

In the event of a deferral Airline tickets purchased with Go2Africa will be rebooked, should there be any additional costs, this will be for your account.

#### **5) Travel Insurance**

We recommend that all customers purchase fully comprehensive travel insurance to cover the investment in your African itinerary. While Go2Africa are not allowed to advise clients on which insurance product will meet your individual needs, Go2Africa partners with a highly reputable and recommended Travel Insurance broker, namely 1EarthTravelProtection. Go2Africa cannot be held liable to losses sustained due to medical expenses or cancellation penalties agreed to by you in booking your African itinerary.

#### **Our financial guarantee to you**

Go2Africa has always been scrupulous in ensuring protection of client funds received upfront to travel, be it the client's deposit paid or the remaining balances to enjoy their African vacation.

These client funds received have always been - and continue to be - ringfenced monies that the business does not / has not interact(ed) with.

To assuage you further, our monthly financial reporting to our Board specifically highlights all client funds received and is closely observed for compliance.

\* This is applicable to land based services within our flexible partner list booked before 31 March 2022. Should you wish to travel with partners that do not fall within the above mentioned list, our African Safari Experts will clarify the exact terms and conditions of the underlying offering.

\*\* Subject to supplier annual and seasonal increases