

# COVID-19

## HOLIDAY COLLECTION

### TERMS & CONDITIONS



In light of the current impact COVID-19 has caused globally and the progress of the pandemic, it is vital that we continue to take appropriate actions to ensure the continued safety of our client's bookings and our business. This policy only applies to bookings affected by a legitimate COVID-19 related condition, and will remain in place until no further COVID-19 related conditions apply.

When making a new booking, either a 50% deposit is requested or full payment in order to secure the booking. Part of this payment is for our services provided and remaining funds gets paid over to the property to secure the booking. All deposits made are non-refundable. In the event that the reservation is cancelled, a cancellation fee will be levied equal to the required deposit payments.

Depending on the property at which a client is booked, a booking which is cancelled due to a **COVID-19 qualifying condition** will either be held for a future booking at the property, or a refund may be offered which will exclude our agent fee.

#### **WHAT IS DEEMED A COVID-19 RELATED QUALIFYING CONDITION?**

This COVID-19 policy will apply if any of the conditions listed below come into effect within a period of 2 months of a guest's intended arrival:

#### **Qualifying COVID-19 conditions:**

1. The government restricts travel, which has a direct causal impact on the guest's travel plans.
2. If the guest has contracted COVID-19 and is in quarantine or under medical treatment up to 48 hours prior to travel. In such a case, supportive documentation will be required

#### **PLEASE NOTE:**

1. Cancellations due to fear of contracting COVID-19 or the prevalence of comorbidities will not constitute legitimate grounds for waiver of cancellation fees.
2. Should the qualifying criteria listed above not be present, Holiday Collection's standard Cancellation Terms and Conditions will apply

For our local clients living in South Africa, we would like to request that you help us to preserve the tourism industry by postponing your travels to a later stage, when travelled is allowed again. In the event that a postponement is absolutely impossible, we would have to contact the property on your behalf to enquire what the respective terms and conditions are applicable to your booking. Where a property is able to offer a refund on your booking, The Holiday Collection will assist you with this refund process.

With regards to Holiday Collection's booking services, our service provided is utilised at the time of making a booking and during the booking process. Our clients have access to a detailed, user-friendly website, including our specially negotiated rates. We provide suggestions, advice and on the most suitable options for your needs and requirements and personalised assistance within the process. In addition, we manage checking availability with the property on your behalf, the booking process in-between and the necessary finance process to secure your booking. This personalised service takes quality time and resources for which The Holiday Collection have a service fee. Given that these services have already been utilised The Holiday Collection will apply a processing fee for cancelled bookings.

#### **Payments**

All prices quoted on the Holiday Collection website are 'cash discounted'. Payment is required by EFT, (bank transfer).

#### **Liability of Holiday Collection**

The client / passenger accepts any and all risks associated with his or her intended excursion / travel plans to the venue in question, and whilst at such venue as a guest of the principal.

As agent – Holiday Collection act only as booking agents for the principals and accordingly accept no liability for any loss or damage which any client or passenger may suffer, as a result of the failure of such principals to fulfil their obligations, whether in relation to travel arrangements, medical care, accommodation, facilities, package features or otherwise. For damages - neither Holiday Collection, nor any person acting for, through or on behalf of Holiday Collection, shall be liable for any loss, damages, accidents, delay, death or inconvenience to any person or his or her luggage or other property, howsoever caused or which may arise as a result of the negligence or any act or omission on the part of Holiday Collection or its principals.