

UPDATE – NUARRO LODGE

16 March 2020



CORONAVIRUS COVID-19 CANCELLATIONS POLICY

In light of the recent Covid-19 developments, we have an update of our cancellation/deferral policy, applicable to guests booking directly as well as to the travel industry.

CORONA CANCELLATION POLICY

FROM 16 MARCH 2020 UNTIL FURTHER NOTICE

Existing bookings:

Confirmed bookings for which we have received a deposit or full payment, will be secured should you (or your clients) decide it unsafe to travel.

Bookings can be amended up to 12 (twelve) months from the original arrival date. 2 (two) amendments to travel dates may be made and should the season change to a higher rate season, the new rate will apply.

In the event that you (or your clients) do not travel within 12 (twelve) months of the original arrival date, the 20% deposit or 35% of the fully-paid booking value will be forfeited - always assuming the Corona pandemic has been contained by then. The 35% rule applies due to expenses and fees incurred for repatriating funds.

Any travel changes to bookings within 14 (fourteen) days of the travel period will incur 100% cancellation fees.

The above will only apply if we have received the required deposit or the full payment to confirm your reservation.

New bookings:

Any bookings made from 16 March 2020 will be subject to the following special conditions.

No deposit will be required at the time of booking.

4 (four) weeks prior to arrival a 50% deposit will be required to confirm the reservation.

The balance of 50% will be required on arrival.

If a booking is cancelled within 4 (four) weeks of arrival a 50% cancellation fee will apply.

Bookings can be amended up to 12 (twelve) months from the original arrival date. 2 (two) amendments to travel dates may be made and should the season change to a higher rate season, the new rate will apply.

In the event that you (or your clients) do not travel within 12 (twelve) months of the original arrival date, the 50% deposit will be forfeited - always assuming the Corona pandemic has been contained by then.

Exceptions:

We will have the following exceptions where bookings are cancelled within 14 days of travel, whereby clients will be offered the same deferral policy as above:

If the country of the clients' residence prevents the client from leaving (for example, Italy and China's current lockdown situation),

If Mozambique issues an inbound travel ban, banning clients from entering, or forcing arriving clients into quarantine.

Nuarro is a small, privately owned business so, in order to survive this unprecedented situation, we are unable to offer any refunds at this time. We hope that our partners and guests understand our situation, and that we are doing all we can to work with our guests and partners to find mutually agreeable solutions, and to ensure that Nuarro can continue to operate through these difficult times.

Nuarro Lodge reserves the right to make changes to the new terms and conditions at any time and will send out notifications.

Once Covid-19 has been contained we will revert back to our original terms and conditions for bookings.

We urge all of our guests who do choose to travel to please follow all possible protective hygienic procedures during their journey to Nuarro to ensure their own safety and the safety of our staff and other guests. All guests are required to disinfect their hands upon arrival at Nuarro. Refusal to do so will mean guests will not be allowed to enter the property, for the safety of our staff and other guests.

We will do all we can to continue providing our guests with unforgettable hospitality during these uncertain times.

These special terms and conditions are also available to view on our website <http://www.nuarro.com>

TERMS & CONDITIONS

If you have any further questions with regards to your current booking, or if you have an enquiry for a future booking, please don't hesitate to get in touch with one of our team directly by responding to this email or using the details below.

Contact

Email: reservations@nuarro.com

Marketing: trienke@nuarro.com

We look forward to welcoming you to Nuarro Lodge soon.