



COVID-19 POLICY TERMS & CONDITIONS

24 MARCH 2020
 UPDATED POLICY

Rovos Rail Tours (Pty) Ltd. includes Rovos Rail and Shongololo Express and herein is collectively referred to as 'Rovos Rail'.

These terms replace any previous release on COVID-19 and are applicable from **24 March 2020**. They remain in place until such time as the World Health Organisation declares the pandemic over and restrictions impacting outbound travel (in particular countries or advisories in place in Rovos Rail's countries of operation) are lifted. Rovos Rail reserves the right to make changes to this policy given the fluidity of COVID-19. Once this pandemic is declared over, we will revert back to our normal T&C.

Please note that these terms are ONLY valid for INDIVIDUAL travellers. Any changes to **GROUP bookings need to be handled separately by your Account Manager and on a case-by-case basis. Please note that our **DAR ES SALAAM and LOBITO** journeys are NOT included in these terms – please contact alicia@rovos.co.za regarding these journeys.**

Hello Guest and Travel Partner

We hope this finds you and your loved ones healthy. Our thoughts are with everyone affected through this unprecedented time.

The President of South Africa has declared a nationwide shutdown for 21 days from 26 March 00:00 (Thursday night) to 16 April 00:00 (Thursday night). All non-essential businesses will close. His full speech can be found [here](#).

Rovos Rail is closely monitoring the situation, which is evolving on a moment by moment basis. We have cancelled all journeys running from now until 29 April 2020. At this time we are still operating as per our schedule from 30 April 2020 onwards. As we work towards that date, we will be approaching each journey as it comes to establish the risk while also adhering to government requirements and listening to the wishes of our passengers.

In order to accommodate the varying worldwide travel restrictions, we have introduced special COVID-19 Policy Terms (detailed below) that will take effect **60 days** prior to each departure. Should Rovos Rail cancel a journey, a full refund will be offered or clients will have the option to postpone their booking to a future date. Given the unpredictability of global events, we recommend clients wait until 31 days prior to their departure date to make a decision to postpone or cancel. Should clients elect to postpone or cancel bookings that are **61 days or more** away from the departure date, Rovos Rail's standard terms and conditions apply.

COVID-19 POLICY TERMS

SHORT JOURNEYS

Cape Town, Victoria Falls and Durban Safari.

For bookings less than 30 days before departure date only

Please advise us **7 days** before your departure date if you wish to **cancel** your journey or **postpone** to a future date, e.g. if your journey is departing on 8 May 2020, you need to advise us by 30 April 2020.

Confirmed Bookings

- Rovos Rail agrees to a 100% refund as long as you advise us 7 days before your departure date.
- If you would prefer to postpone instead of cancel, Rovos Rail agrees to transfer any 100% paid booking to a future travel date if required (subject to availability);
- Please note that we will **not** charge you the variation in price for the next season, i.e. 1 October 2020-30 September 2021 (this rate freeze **only** extends to the applicable 2021 season);
- In the event that you did not travel within 365 days from the original departure date, your deposit/credit will be forfeited;
- Final payment for the balance of the arrangement will be held by the agent until 7 days prior to the passenger's departure date when full payment will be remitted to Rovos Rail.
- Any cancellations after final payment has been sent and within 7 days of your departure date will be subject to a 100% cancellation fee.

Postponement Conditions

- Please note that you have **180 days** from date of "**postponement confirmation**" to decide on your new date of travel (e.g. if you request to postpone on 30 April 2020, you have until 27 October 2020 to confirm the new date).
- Please note that once the new date has been decided, our standard cancellation T&C apply to the booking.
- Please note that should this crisis continue and travel bans are still in place when the new travel date is 30 days out from departure date, we will offer to postpone this journey again.
- Due to the amount of postponements and cancellations we have received, we cannot reassign funds (or future credit) to other passengers as then we are defeating the whole point of offering the postponement. We will in essence be losing the booking we had with you.

For bookings 31-60 days before departure date only

Should you wish to cancel/postpone between 31-60 days before departure date, you will be subject to the following T&C:

Confirmed Bookings

- Full refund offered or;
- Postponements are offered to you similarly to that of bookings less than 30 days from departure date.
- We encourage you to keep your booking in place as cancellation fees are only due if you cancel 7 days before your departure date.

LONG JOURNEYS

Namibia Safari, Golf Safari, African Collage and all Shongololo Express journeys

Excludes Dar es Salaam and Lobito journeys – please contact alicia@rovos.co.za regarding these journeys.

Long journeys are booked well in advance and if cancelled at short notice it is unlikely we will be able to resell the space. Therefore we would like to add that if we have a pressing waitlist for any of these journeys, that you either commit 100% with full payment as per our normal T&C or release the space back to us.

For bookings less than 30 days before departure date only

Please advise us **31 days** before your departure date if you wish to **cancel** your journey or **postpone** to a future date, e.g. if your journey is departing on 7 May 2020, you need to advise us by the 6 April 2020.

Confirmed Bookings

- Rovos Rail agrees to a 100% refund as long as you advise us 31 days before your departure date.
- If you would prefer to postpone instead of cancel, Rovos Rail agrees to transfer any fully paid booking to a future travel date if required (subject to availability);
- Please note that we will **not** charge you the variation in price for the next season, i.e. 1 January 2021-31 December 2021 (this rate freeze **only** extends to the applicable 2021 season);
- In the event you did not travel within 365 days from the original departure date, your deposit/credit will be forfeited;
- Final payment for the balance of the arrangement will be held by the agent until 30 days prior to the passenger's departure date when full payment will be remitted to Rovos Rail.
- We reserve the right that within 30 days of a journey's departure date, we will make a decision whether or not it is safe and economically viable to run that particular long journey. If we decide within 30 days of departure date to cancel a journey, we will refund you 100%.
- Unfortunately, due to the costly nature of running these journeys, any travel changes to bookings within 30 days of departure date will incur 100% cancellation fees as per our normal T&C.

Postponements Conditions

- Please note that you have **180 days** from date of "**postponement confirmation**" to decide on your new date of travel (e.g. if you request to postpone on 30 April 2020, you have until 27 October 2020 to confirm the new date).
- Please note that once the new date has been decided, our standard cancellation T&C apply to the booking.
- Please note that should this crisis continue and travel bans are still in place when the new travel date is 30 days out from departure date, we will offer to postpone this journey again.
- Due to the amount of postponements and cancellations we have received, we cannot reassign funds (or future credit) to other passengers as then we are defeating the whole point of offering the postponement. We will in essence be losing the booking we had with you.

For bookings 31-60 days before departure date only

Should you wish to cancel/postpone between 31-60 days before departure date, you will be subject to the following T&C:

Confirmed Bookings

- Full refund offered or;
- Postponements are offered to you similarly to that of bookings less than 30 days from departure date.
- We encourage you to keep your booking in place as cancellation fees are only due if you cancel 30 days before your departure date.

ALL NEW BOOKINGS - SHORT & LONG JOURNEYS (FROM 24 MARCH 2020)

- The agent collects the agreed deposit and this is to be paid to Rovos Rail as per normal;
- The final balance can be held by the agent/client and paid in full 7 days before departure date for Short Journeys or 30 days before departure date for Long Journeys; 30 days before departure date for Dar es Salaam and Lobito;
- These passengers have the right to transfer their full deposit to a future travel date up to 7 days before departure date for Short journeys or 30 days before departure date for Long Journeys (excluding Dar es Salaam and Lobito);
- Once a booking has been made, the relevant T&Cs aforementioned are applicable to that new booking.

Should you have any queries or concerns, please contact your Account Manager or Reservations Consultant. We appreciate your support during this time.



Rohan Vos
Chief Executive Officer
Rovos Rail Tours (Pty) Ltd.