

March 2022

COVID Cancellation Policy Update

We would like to encourage all agents & guests to postpone rather than to cancel completely however, we do understand that guests are more likely to make new bookings should they be "risk free" in terms of cancellations and refunds.

Postponements

Bookings can be postponed without penalty however, standard rates will be applicable to new travel dates.

Cancellations

Herewith confirmation that Oliver's will offer free cancellation in the event that guests are unable to travel due to COVID-19 related travel restrictions and COVID-19 related illness. Documentation must be made available to us in order to certify the claim.

COVID-19 related travel restrictions and illness refer to

- Travel restrictions imposed for any duration of the travel dates in the country of origin, transit or destination.
- Being prevented from boarding a flight or entering South Africa on account of health screening results.
- A guest testing positive for COVID-19 up to 30 days prior to travel.
- Enforced quarantine periods on arrival in the country of origin or destination
- A guest coming into contact with a person who tested positive for Coronavirus 7 days before travel.

We thank you for your understanding and should you require any further information or assistance, please do not hesitate to contact us.

Kind regards
Tanja Ruf
Owner

Oliver's Restaurant & Lodge CC

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