



Natural Selection COVID-19 Terms and Conditions

Originally issued 23 June 2020

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Bookings made after 23 June 2020

- 1.** Provisional bookings can be held for a two-week period and are automatically extended by four-weeks if not confirmed subject to:
 - Provisional bookings in the extended four-week period would need to confirm in cases where a second confirmed request is received and where the guests cannot be accommodated due to lack of capacity in camp.
 - These bookings need to be confirmed within 3 working days of notification. If not confirmed the space will be released.
- 2.** For these bookings we have relaxed our Standard Terms and Conditions from requiring balance of payment 60 days prior to date of travel to 30 days.
- 3.** If a confirmed booking cannot travel within the **Rolling 60-day Period** due to the **Force Majeure Event** the following applies (definitions tabled below):
 - Booking may reschedule to a future date however will be subject to annual and seasonal rate changes where applicable. Rescheduling can take place up to date of arrival in camp.
 - If not able to reschedule, cancellation fees will be waived up to date of arrival in camp. Please refer to our Standard Terms and Conditions relating to the forfeiture of the Conservation Contribution and the Conservation, Community and Reserve fee.
- 4.** If a confirmed booking cancels for a reason other than the Force Majeure Event our standard cancellation policies apply.

Pre-existing bookings i.e., Bookings confirmed prior to 23 June 2020

Our current policy applicable to pre-existing bookings affected by the Force Majeure Event has been amended to:

- 1.** We continue to encourage guests to defer their booking: -
 - Guests can defer travel until 31 December 2022, subject to annual and seasonal rate changes where applicable.
- 2.** Should guests however decide to cancel outright:
 - For travel in the next Rolling 60-day Period - cancellation fees will be handled on a case-by-case basis. Please refer to our Standard Terms and Conditions relating to the forfeiture of the Conservation Contribution and the Conservation, Community and Reserve fee where applicable.

- For travel after the next Rolling 60-day Period (on a rolling basis) - our standard terms and conditions will apply.
3. For these bookings we have relaxed our Standard Terms and Conditions from requiring balance of payment 60 days prior to date of travel to 30 days.

Definitions:

Rolling 60-day Period: Travelling within and after the 60-day period is applied on a rolling basis. As such the above policies must be applied relative to the date at the time of application and the date of travel. This will allow us to deal with all bookings appropriately.

Force Majeure Event: COVID -19 related reasons (travel bans and border closures) either in the countries in which we operate (destination country) or the country of guest departure (originating country) existing within a Rolling 60-day Period.

Summary of cancellation policies:

For ease of reference, we provide the summary below:

<u>Booking status:</u>	Force Majeure Event based on the Rolling 60-day Period		No Force Majeure Event:
	within 60 days	beyond 60 days	anytime
New bookings	Booking may be rescheduled subject to annual and seasonal rate adjustment.	If not rescheduled, no cancellation fees* applicable up to date of arrival in camp.	Standard T&C's
	within 60 days	beyond 60 days	anytime
Existing bookings	Handled case-by-case		Standard T&C's

** Please note the Conservation Contribution and the Conservation, Community and Reserve Fee are non-refundable per our standard T&C's.*

Deposits held

Natural Selection maintains Reserve Bank approved US\$ Customer Foreign Currency (CFC) accounts and “Natural Selection Future Cash” accounts for all local currencies. Funds are released from these accounts for the payment of booking services contractually due. At any point in time, funds held in these accounts fully cover all booking amounts due to our lodges and suppliers.

We have engaged an auditing firm to provide quarterly reports verifying adherence to this policy with quarterly reports available from the quarter ending February 2021.

Please note these updated COVID-19 Terms and Conditions apply to Natural Selection properties only and to bookings affected by the Force Majeure Event. These terms and conditions are applicable until further notice. Please note that all third-party services including flying are subject to their own booking terms and conditions.