



UPDATED TEMPORARY POLICY TO OUR CANCELLATION AND DEFERMENTS TERMS DUE TO CORONA VIRUS

We at Sirikoi continue to monitor the situation with the Covid-19 closely and continue to commit to being flexible with our booking terms and conditions until we have greater clarity on the situation.

POSTPONEMENTS:

The following postponement rules shall apply to year 2020 postponed bookings and New bookings for travel dates between 1st March to 31 Oct 2021.

- 2020 bookings that were postponed to 2021 are eligible for another postponement within 12 months from current 2021 date of arrival, deposits paid for these bookings are nonrefundable and shall be rolled over to the new dates.
- New 2021 bookings (not postponed from 2020) are eligible for postponement up to 12 months from original date of arrival and must be secured with a 30% deposit if postponement is requested less than 90 days to arrival date.
- Postponements can be done up to 45 days prior to arrival date for all 2021 bookings (new or postponed). Exceptions will be made if there is an official travel ban by Governments or Pandemic related travel restrictions, either to Kenya, or from the guest's originating country that will necessitate postponement to be requested less than 45 days to arrival.
- Any rate increases due to a change in season/year of travel or third-party costs, will be to client/agent account.
- All 2021 bookings (new or postponed from 2020) will now be governed by 2022 terms and conditions if moved to 2022 and 2022 rates will apply.

Sirikoi will apply the following cancelation policy should they wish not to postpone/rebook:

Bookings postponed from 2020 to 2021 –

- Cancelled more than 90 days to arrival, normal cancelation policy shall apply as per 2020 terms based on original date requested to postpone.
- If cancellation is received between 89 and 30 days before arrival, 50% of the total cost of accommodation shall be charged as cancellation penalties.
- If cancellation is received between 29 days and a 'no show', 100% of the total cost is forfeited, unless guest's country of residence, or Kenya close its borders due to the Covid pandemic, or a guest should become diagnosed with COV19, where we can make a consideration on a case-by-case basis. An official doctor's note, and proof of resident address will be required.

New 2021 bookings (not postponed from 2020) - Normal Cancellation policy shall apply as per normal 2021 booking terms. Please refer to contract/rates

TRAVEL AND MEDICAL INSURANCE: All guests are required to have comprehensive travel and medical insurance to cover all eventualities.

COVID TESTING - We are here to help ease any concerns about your trip and happy to report you can now do your covid tests in Lewa. Please contact us for details.

Third-party accommodation and logistics are subject to their own policies.

Thank you for your support.
Sue and the Sirikoi team