



**UPDATED TEMPORARY POLICY TO OUR CANCELLATION AND DEFERMENTS TERMS DUE TO
CORONA VIRUS (COVID -19)**

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

The following updated exception to our standard T&Cs will apply:

POSTPONEMENTS:

The following postponement rules shall apply to year 2020 bookings and bookings for travel dates between 1st Jan to 31st May 2021.

- Confirmed bookings will be eligible to postpone within one year from the original travel date.
- Postponement can be done up to 14 days prior to arrival date. 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. We will require the country of origin of all guests that have confirmed bookings to be provided at the time of confirmation. Any rate increases due to a change in season or third-party costs, will be to client's account.
- All bookings postponed will need to be secured with a 30% deposit.
- Should a postponed booking subsequently cancel the original normal cancellation policy will apply as at the time of the original request to postpone. Please refer to cancellation policy as per year 2020 and 2021 normal terms and conditions/contract where applicable.
- Confirmed bookings cancelled more than 60 days before arrival date do not incur penalties.
- Confirmed bookings cancelled between 60 days to 30 days before arrival date and do not wish to re-book, 30% of total accommodation cost will be forfeited or charged as cancellation fees.
- Confirmed bookings cancelled less than 30 days of arrival and do not wish to rebook will be subject to normal cancellation policy as per year 2020 & 2021 terms and conditions where applicable.

NEW BOOKINGS:

This refer to any booking done from 1st July 2020 to 31st May 2021 for travel period of October 2020 to 31st May 2021.

- New bookings will not be required to pay a deposit to confirm but full payment is due strictly 30 days prior to arrival date.



- New Provisional bookings may now be held for 20 days, with the option to extend for an additional 20 days - If Sirikoi receives a confirmed request for the dates/rooms being held on provisional basis, we will require you to either confirm your booking with a 30% deposit within 72 hours or to release those rooms to the waitlisted booking.
- Postponement can be done up to 14 days prior to arrival date. 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. We will require the country of origin of all guests that have confirmed bookings to be provided at the time of confirmation. Any rate increases due to a change in season or third-party costs, will be to client's account.

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

- Between Confirmation and 30 days prior to arrival, 100% Refund of the amount paid, or credit held for future use.
- Cancelled between 29 to 14 days prior to arrival, 30% of the total booking value will be forfeited
- Cancelled less than 14 days total value of the booking will be forfeited.

New and existing booking done for travel period from 1st June 2021 and beyond that were not postponed are governed by normal booking, payment, and cancellation terms. Please refer to your 2021 contract for applicable normal terms and condition.

TRAVEL AND MEDICAL INSURANCE:

All guests are required to have comprehensive travel and medical insurance to cover all cover all eventualities. Third-party accommodation and logistics are subject to their own policies.

We are here to help ease any concerns about your trip and any exceptions can be discussed on a case-by-case basis.

We will continue to monitor the situation closely and update our policies as needed.

Thank you for your support.

Sue and the Sirikoi team