



OFFICE OF THE CHIEF EXECUTIVE OFFICER

MEMO

Date:	Tuesday, 17 March 2020
To:	All Ezemvelo KZN Wildlife Guests and Business Associates

SUBJECT: EZEMVELO STATEMENT ON ITS CANCELLATION POLICY RELATING TO CORONAVIRUS (COVID-19)

Dear Guests and Business Associates

There has never been such an infectious and severe viral pandemic to negatively affect the human-kind such as the recent occurrence of the *Coronavirus* (also known as *COVID-19*) since the 1918 *Spanish Influenza* during the World War I (WW1). Although the latter has caused a mortality rate of 3-6% of the total global population then, this does not suggest the World will be seated back to allow the current plague to spread and exterminate its citizens – because we've come to realise that Life is Precious. More so, the lives and wellbeing of our guests and business associates are more important than our bottom line. It is for this reason that as Ezemvelo we have joined the fight by immediately putting necessary precautionary measures across all our resorts and nature reserves as guided by the South African National Department of Health in the interest of both our staff members and the public safety.

Following our President and His Excellency Mr Cyril Ramaphosa's address on the COVID -19 National Disaster on Sunday the 15th March 2020, Ezemvelo has decided to temporarily review its cancellation and amendment policy on booking of its accommodation as follows:

- Should a guest(s) decide to peg and/or wish to amend his/her booking 24 hours before arrival to a later date but within 60 days of the booking date, then such request shall be undertaken at no additional cost to the guest.
- Guest(s) shall be eligible to a full (100%) refund of the amount already paid as a deposit to Ezemvelo, provided a cancellation notice or request is made at least 14 days before arrival date.
- Should the cancellation notice or request be made at any time less than 14 days before arrival date, then the guest shall be eligible to a 50% refund of the amount already paid as a deposit to Ezemvelo.
- Ezemvelo shall reserve the right to amend its tariffs and levies without prior notice, however, any changes in this regard shall be timeously communicated.
- The notice shall apply to all accommodation bookings relating to Ezemvelo KZN Wildlife facilities.
- This notice excludes all entrance fees and/or tariffs chargeable at the gate of Ezemvelo facilities.
- This notice shall be equally applicable to all our domestic and international guests.

The above conditions shall be applicable from the **18th March 2020** until such time Ezemvelo decides to revoke it to revert to the usual cancellation policy at the date to be communicated to all relevant stakeholders.

Please note: Guests who have made their bookings through any of the third party such as Tour Operators and/or Travel Agents are advised to liaise directly with their respective service provider(s).

Kind Regards



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Mr Ntsikelelo Dlulane
Acting Chief Executive Officer

17/03/2020
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Date