



Maitland Rd Maitlands Port Elizabeth South Africa • PO Box 50362 Colleen Glen 6018
Tel: +27 (0) 72 597 4710 • +27 (0) 60 577 3327
E-mail: info@thunzi.co.za • Website: www.thunzibushlodge.co.za

Travel Information: COVID-19 Update

We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

The wellbeing of our guests and associates is of paramount importance.

Our Cancellation Policy:

In response to changing marketplace conditions, Thunzi Bush Lodge is committed to ensuring our customers experience flexibility during these challenging times.

We are implementing the following policies:

- For guests with **existing reservations for any future arrival date**, including reservations with pre-paid rates that are typically more restrictive, we will allow full changes or cancellation without a charge up to 48 hours prior to arrival,* as long as the change or cancellation is made by **April 15, 2020**. Please note that any changes to existing reservations will be subject to availability and any rate differences.
- For guests making **new reservations for any future arrival date**, including reservations with pre-paid rates, between today and April 15, 2020, we will allow the reservation to be changed or cancelled at no charge up to 48 hours before your scheduled arrival date.* Please note that changes to the reservation will be subject to availability and any rate differences.

Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies.

*Important Information:

- Some exclusions may apply. May exclude periods with special event restrictions or peak demand weeks. Please refer to individual property rate rules for details.
- Standard cancellation policy will apply from **16 April 2020**, this will be reviewed every two weeks depending on current situations being faced and Government law.

Our Commitment to Cleanliness:

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and associates. On a daily basis, we are working to ensure that they meet the latest guidance on hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Specific steps Thunzi Bush Lodge is taking include:

Cleaning Products and Protocols: Our lodge uses cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** We use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- **Public Spaces:** We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where associates work “behind the scenes,” we are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, storerooms, laundry rooms and staff offices.

For the most updated information, please refer to

<http://www.health.gov.za/index.php/outbreaks/145-corona-virus-outbreak/465-corona-virus-outbreak>

<http://www.health.gov.za/index.php/outbreaks/145-corona-virus-outbreak/465-corona-virus-outbreak>

or your local health authority.

March 18, 2020