

KEEP CALM

GOVERNORS' | *Flex Policy*



Friends of Governors',

The **Governors' Camp Collection** have been pioneering safaris for over 45 years and have 8 wonderful properties in some of the most stunning wildlife locations in Kenya and Rwanda.

With regards to **Coronavirus**, we are watching and monitoring the situation as it evolves. As it is a scenario, which often changes by the hour we are refraining from providing a blanket statement or policy, and we are preferring to treat each booking on a **case by case basis**, being sympathetic to the effect the situation is having on people's desire to travel - we do not want people undertaking what should be a **trip of a lifetime**, under duress. We would like to give our clients the **confidence to book**, later in the year, knowing that if you do, the Governors' Camp Collection will give you the **flexibility to change** your travel dates if necessary and without penalty.

We are happy to discuss with you if needed, regarding any concerns you have, with consideration being given to, amongst other things, current travel advice, airline policies, where you are travelling from, when the booking was confirmed and when you will be travelling. Where a **non-Governors' product** is included in an itinerary, we will approach our 3rd party partners and encourage them to adopt the same policy for each specific booking.

We have SPECIAL OFFERS in place to include family adventure safaris, romantic honeymoons and wildlife enthusiasts.

Let's keep in touch so that we are all at the ready to offer a healing holiday once this World crisis is over!

Please see below for our terms and conditions regarding our **Governors' | Flex Policy**.

Best wishes,

Governors' Camp Collection.

The following is the **Governors' | Flex Policy** for our **Kenya** Properties. We will review this at the 31st May 2020.

- Once a booking is confirmed by way of a deposit payment, clients can amend their booking up to 7 days before the date of service.
- Should you wish to change your travel dates, your deposit and any payments made will be carried forward to the new travel dates.
- All travel arrangements booked or amended under this Flexible policy must be used by 30th June 2021.
- Any cost increases or decreases which arise from the new date of travel will be for the client's account. The deposit already held will be applied against the new cost and any balance will be payable 60 days prior to arrival.
- If at any time up to 7 days prior to travel the client wishes to amend again, then they can do so provided that the services are used by 30th June 2021 and all funds received to date will be applied to that future booking.
- Bookings for Rwanda need to be dealt with on a *case by case basis* due to date change fees and restrictions on Gorilla permits.
- We will be holding our 2020 rates for 2021 bookings.

PLEASE ALSO NOTE THE FOLLOWING:

- We advise all clients to take out comprehensive travel insurance.
If bookings cancel then our normal terms and conditions will apply.
- In the case of an amendment, followed by a cancellation outside of our cancellation terms, we reserve the right to apply the cancellation fees from the early amendment date.
- This policy does not apply to group bookings.
- For bookings or if you have questions, do not hesitate to **CONTACT US**.

