



Terms & Conditions / Covid – 19 Addendum

Due to the uncertain times we currently live in because of the Covid-19 pandemic, we have adjusted our payment and cancellation policies so that travelling with us offers a greater peace of mind.

Payment policy

For all future bookings we have reduced the commitment payment to 20% (twenty percent) of total reservation value. This payment must be received within 14 days of the issuance of the deposit invoice. The balance of the booking value is required in full 30 (thirty) days prior to travel.

Cancellation policy

Standard cancellation policies apply unless a confirmed booking is unable to travel due to Covid-19 travel restrictions or medical conditions caused by the Corona virus.

Please see below the refund policies on Covid-19 related cancellations:

- 45 days or more prior to travel – refund on all monies paid (with exceptions*)
- 44 - 31 days – 90 % refund on all monies paid (with exceptions*)
- 30 - 15 days – 75% refund on all monies paid (with exceptions*)
- 14 - 8 days – 50% refund on all monies paid (with exceptions*)
- 7 - 3 days - 25% refund on all monies paid (with exceptions*)
- 2 - 0 days – 0% refund on all monies paid (with exceptions*)

NB: *The administration fee for a Covid-19 related cancellation is USD 100 per person travelling which is an additional charge that we implement to cover our time that we spend working on the booking and to cover bank charges.

Deferment policy

A booking may reschedule to a future date within 12 (twelve) months from original travel date of travel.

- 45 days or more prior to travel – Deferment is free of charge whether the booking is C-19 related or not
- 14 days or more prior to travel – Deferment is free of charge whereby the booking is C-19 related
- 13 - 3 days or less prior to travel – Deferment will attract a 10 % charge on the total value of the booking
- 2 – 0 days – Deferment will attract a 20 % charge on the total value of the booking

When a booking needs to be postponed or changed, it will however be subject to annual, seasonal rate changes where applicable. If rescheduling is not possible, due to availability or being unable to travel within the stipulated time frame due to Covid-19, we will issue a Credit Note for 30% of the value received. The balance paid will be refunded. The Vayeni Credit Note will be valid for 24 (twenty-four) months from the original date of travel or future travel to Africa.

Thank you for travelling with us and together we make it work!

This document has come into effect from 1st October 2020 and is valid till December 2021