

Chibuli Guides and Tours – Trading as Flatdogs Camp.  
PO Box 125, Plot 8755A, Mfuwe, Eastern Province, Zambia.  
Company Registration No. 20642 VAT Registration No. 10157044-13

17<sup>th</sup> March 2020

### COVID-19 Policy

In the face of this global pandemic, Flatdogs Camp has amended our cancellation policy in order to be as flexible and fair as possible to guests who are now not allowed or have been recommended not to travel on safari. This policy is applicable for all new and existing bookings until further notice. We are trying our best to keep up with all new information as it is released, so this may change as world policy changes. Please do contact us directly if you are unsure and we will try to help you on a case by case basis, aiming to get you here on safari as soon as humanly possible!

Bookings can be totally cancelled up to 30 days before travel with loss of 25% deposit. Bookings can be postponed up to 10 days before travel, subject to official Government-imposed travel restrictions. Postponements will be valid up until 15 months from original travel date. 2020 rates will be honoured for postponements of previously confirmed bookings but seasonal and third party rate changes will have to be passed onto clients.

#### Voluntary postponement or cancellation

For guests who are uncertain whether to travel but have not been officially prevented from travel by Government-imposed restrictions, guests are welcome to postpone to later in the year, subject to availability. These postponements can be made up to 30 days before travel. Seasonal price differences will apply. If guests prefer to cancel their arrangements, then cancellations may be made up to 30 days before travel with loss of the deposit payment.

If guests have made bookings at other properties through Flatdogs Camp, please check with us what their terms and conditions are as they may differ from ours.

We hope all our guests remain safe and healthy through these trying times, together we can work on getting through these uncertain times and back out into the African sun! Please take care of yourselves and contact us at Flatdogs Camp if you are unsure about any of the above.

Best wishes and stay safe!

Jess, Ade, Paolo, Harold and the amazing Flatdogs team