

Special Cancellation Terms & Conditions 2021 for Covid-19 affected bookings at Flatdogs Camp

These new terms (November 2020) relate to all new and existing bookings at Flatdogs Camp for 2021. Please note that any Third Party bookings made by Flatdogs camp on your behalf (internal flights, other camps, lodges or transfers) might be subject to different terms and conditions, please check with us on booking what other properties/operators' differing terms might be.

Flatdogs camp will charge **zero** cancellation fees if guests are prevented from travelling specifically by covid-19 (excluding personal choice or disinclination to travel).

If guests have to cancel their safari, they will be given 100% credit to the value of money paid to Flatdogs camp against future travel, or, we will refund any payment made to Flatdogs camp in full if guests prefer. *Refunds will be nett of any bank charges incurred by Flatdogs Camp for receiving and/or sending the money back to you.*

The above special Terms & Conditions only apply for Covid-19-related reasons for cancellation and these include:

The Government of the guests' country of residence does not allow non-essential travel.

The Government in the guests' country of residence imposes Level 3 or higher travel restrictions to Zambia.

Zambia is under official Government-imposed lockdown that prohibits guests from travelling, or Zambia has closed its borders officially to all international travellers or to travellers from the guests' country of Residence.

International flights are cancelled and guests are unable to reach Zambia.

Guests are prevented from boarding a flight or entering Zambia because of health screening or a positive Covid test result, or guests have contracted Covid-19 and are in quarantine, isolation or are having hospital treatment within 48 hours of travel. In these last cases, Flatdogs Camp reserves the right to ask for any reasonable evidence or documentation in order to confirm this.

If guests need to cancel their safari once it has been confirmed for any non-Covid-related reason, then our standard Terms & Conditions will apply. Please contact us on info@flatdogscamp.com for more information.