



# THANDA ISLAND

PRIVATE MARINE RESERVE

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## Thanda Island Cancellation Policy

(updated on 01 June 2020)

At Thanda Island, the safety and wellbeing of our staff and guests is an absolute priority. We are constantly monitoring the latest developments regarding COVID-19, and we are following government health advice on how best to assure the safety of our staff and guests in the current circumstances.

We take hygiene and cleanliness very seriously and regularly review and enhance our cleaning and hygiene protocols. The reserve's health and safety measures are designed to address a broad spectrum of bacteria and viruses, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning.

### HEALTH AND SAFETY

Our staff's knowledge of health and safety is essential to an effective cleaning programme. Ways in which staff are supported include:

**Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses and bacteria. In our daily meetings, our teams are reminded that cleanliness starts with this simple act.

**Ongoing Training:** Thanda Island staff receive ongoing training on health and safety so that they are best able to implement proper hygiene and cleaning procedures to curb the spread of viruses and bacteria.

### CLEANING PRODUCTS AND PROTOCOLS

We work closely with our partners and suppliers to ensure we procure and use environmentally friendly, anti-bacterial products. Our cleaning protocols include:

**Guest Rooms:** Cleaning and disinfecting procedures to clean rooms in between guests' stays, focusing on high-touch items. Rooms are also cleaned and disinfected during guests' stays as part of our standard operating procedures.

**Public Areas:** Public areas are regularly cleaned and disinfected during the course of the day, with a focus on the high-touch items in public areas, including door handles and light switches. Hand sanitizers are made readily available to all guests as well as Thanda Island staff members, including on all transfers.

**Back of House:** Cleaning and disinfecting of areas where staff work "behind the scenes" is very important to us. Particular attention is paid to areas like staff entrances, dressing rooms, laundry rooms and staff offices.



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## TRADING TERMS & CONDITIONS

### Postponement and Cancellations

Whilst there is a huge amount of uncertainty with regards to the worldwide impact of COVID-19, Thanda Island is mindful that guests' impending travel plans may need to change. We are fully committed to supporting our guests and trade partners through this time and assure you of more flexible booking and payment terms and conditions.

### Existing Reservations

- Guests with existing bookings for travel after the 1st of June 2020 will be allowed to postpone their travel dates until the 20th of December 2021.
- The deposits paid to secure these bookings will be held by Thanda Island for the new dates. In cases where guests cannot confirm their new travel dates, Thanda Island will consider issuing a credit note.
- Previously quoted rates will be honored for deferred travel outside of peak season.
- Should guests need to postpone again due to newly implemented travel restrictions, this would only be possible if the revised travel dates fall within the period of aforementioned travel restrictions.
- All bookings will revert to Thanda Island's original terms along with payment and cancellation policies, once the reservation has been moved to the new dates.

Should guests wish to cancel their existing trip, Thanda's regular cancellation policy will apply:

- Less than 90 days prior to confirmed arrival date = 100% cancellation fee
- 90+ days prior to confirmed arrival date = 25% cancellation fee

### New Reservations

For all new bookings made for travel in 2020, the below policies will apply:

- No deposit payment is required at the time of booking.
- Full payment is required 60 days prior to the arrival date.
- Cancellations will be permitted up to 30 days prior to travel with no penalty. Following this, full cancellation penalties apply.

Should the same global conditions (i.e. varying worldwide travel restrictions) be in place from the 1st of June 2020, guests may consider postponing their bookings for stays in 2020 by up to a year after the original travel date and carrying forward 100% of the booking's value to the future booking.



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For all new bookings made for travel in 2021, Thanda's regular booking and cancellation policies apply – as per below:

- Within 21 days of confirmation = 25% of total reservation value (refundable on terms of cancellation)
- 60 days or less prior to arrival = 100% of total reservation value

Should guests wish to cancel their existing trip, our regular cancellation policy will apply:

- Less than 90 days prior to confirmed arrival date = 100% cancellation fee
- 90+ days prior to confirmed arrival date = 25% cancellation fee

These Terms and Conditions are subject to change.