



LEEU COLLECTION SOUTH AFRICA
For Leeu Estates, Leeu House, Le Quartier Français
INTERIM PANDEMIC CONDITIONS – UPDATED 27 Jan 2022

Standard terms & conditions as per the STO agreement apply for stay dates from 1 November 2021 onwards.

Penalties will not be raised under the following circumstances – valid until 30 June 2022:

1. In the event of COVID-19 related **travel bans** or **border closures** in the guests' country of origin, transit country or destination. Where applicable, credit will be retained for a future booking to be used within 12 months of the original stay dates. The applicable rate will apply for new stay dates.
2. Where **international flights are cancelled**, and guests are unable to travel.
3. **Proof** of the above is required and to be included when communicating cancellation / postponement to Leeu Collection Reservations.

The above flexibility excludes cancellations received due to a "disinclination to travel", which will attract full penalties where due.

For **postponements received within cancellation period, for stay dates up to and including 30 June 2022**, the following will apply:

1. Rebooking will be at the applicable rate for the new dates and season.
2. No refunds will be granted, nor revenue reduction allowed. I.e., if a guest reduces a 4 night stay to a 3 night stay for a future booking, the original 4 nights' revenue will still be charged, even if the new dates are lesser in value.
3. Full prepayment is due at time of postponement and will be used as credit against the new dates. Where an agent is on credit, prepayment is not required.
4. Postponements are valid for 12 months of the original confirmed stay dates and the terms and conditions for the new dates **will not apply**. Cancellation **for any reason** will incur **full penalties**.

Comprehensive travel insurance is highly recommended including "Cancel for any Reason" cover. Where penalties are due, cancellations and the accompanying circumstances will be considered on an ad hoc basis.