



OUR NEW PROMISE

COVID-19 Flexible Bookings Conditions for New FIT Bookings at Hemingways Collection

NOW APPLICABLE TO RESERVATIONS STAYING UPTO 31st MARCH 2022

Date: 1st June 2020

Dear Valued Partner,

As many countries begin to relax lockdown and people start thinking about where they might travel to, we are delighted to share our extremely flexible conditions for new FIT bookings. Our absolute aim is to give you and your clients confidence in booking with us so we have removed the need for up front deposits and changed our cancellation policies.

HEMINGWAYS NAIROBI AND HEMINGWAYSWATAMU

NO UP FRONT DEPOSIT

Going forward, we will not require an up front deposit to confirm a booking. Reservation requests will now be considered 'confirmed' upon receipt of a valid booking voucher from the Agent.

Reservations will be held on a tentative basis for a maximum of 14 days. If we do not receive a valid booking voucher within 14 days, the reservation will automatically cancel from the hotel reservation system without prior notification.

All reservations, cancellations and/or amendments must be made in writing to the Reservations Department.

PAYMENT

50% of the total booking value is payable 60 days before arrival.

The remaining 50% of the total booking value is payable 30 days before arrival.

If payments are not received on time the reservation will automatically cancel from the hotel reservation system without prior notification. Once rooms are cancelled they will be re-sold on a first come first serve basis, subject to availability.

There is no change to payment terms for Agents with approved credit facilities.

CANCELLATION

Between Confirmation and 48 hours prior to arrival:

100% refund of monies paid or credit note issued against the agent name to be utilized within 12 months from the arrival date. We will process all refund requests as quickly as possible.

Between 48 hours and arrival

100% of the total booking value will be refunded as a credit note against the agent name to be utilized within 12 months from the arrival date.

Cancellation during travel or stay

100% of total booking value will be forfeited

HEMINGWAYS OL SEKI MARA

NO UP FRONT DEPOSIT

Going forward, we will not require an up front deposit to confirm a booking. Reservation requests will now be considered 'confirmed' upon receipt of a valid booking voucher from the Agent.

Reservations will be held on a tentative basis for a maximum of 14 days. If we do not receive a valid booking voucher within 14 days, the reservation will automatically cancel from the hotel reservation system without prior notification.

All reservations, cancellations and/or amendments must be made in writing to the Reservations Department.

PAYMENT

50% of the total booking value is payable 60 days before arrival.

The remaining 50% of the total booking value is payable 30 days before arrival.

If payments are not received on time the reservation will automatically cancel from the hotel reservation system without prior notification. Once rooms are cancelled they will be re-sold on a first come first serve basis, subject to availability.

CANCELLATION

Between Confirmation and 60 days prior to arrival

The booking can be cancelled without penalty.

Between 60 days and 30 days prior to arrival

100% refund of monies paid or credit note issued against the agent name to be utilized within 12 months from the arrival date. We will process all refund requests as quickly as possible.

Between 30 days and arrival date

100% of the total booking value will be refunded as a credit note against the agent name to be utilized within 12 months from the arrival date.

Cancellation during travel or stay

100% of total booking value will be forfeited

NOTE

These revised cancellation terms for Hemingways Collection properties apply **ONLY** to Covid-19 related reasons for cancellation. These reasons are limited to include the following:

- Resurgence of infection rates in the guest country of residence to the extent that the Government restricts all but essential travel.
- The destinations in the guest itinerary are under official Government sanctioned lockdown that prohibits the guest from traveling or the service providers from providing the booked services.
- The destinations in the guest itinerary have closed their border to international travellers.
- The destinations in the guest itinerary will not accept or allow entry for travellers from the guest's country of residence
- International flights are cancelled with no alternative routings available for the guest to use to reach the destinations in the itinerary.

Hemingways Collection reserves the right to ask for any reasonable evidence, written statements and or documents to support the reasons for cancellation that are given. Any other reason for cancellation not listed above will be considered on a case by case basis. For group reservations, kindly reach out so we can also review separately.

In line with Clause 6.3 of our Contract, clients are required to travel with fully comprehensive travel insurance including 'cancel for any reason' cover.



We remain at your disposal for any further assistance and hope these new flexible booking conditions inspire confidence in booking with us. Hemingways Collection will continue to review our booking terms and conditions as this very dynamic situation evolves and we reserve the right to amend these flexible bookings conditions accordingly.

For more info, contact us on: +254 711 032 213/204/205 | 729 147 686
reservations.nairobi@hemingways.co | reservations.watamu@hemingways.co
reservations.olsesi@hemingways.co