



THE ROYAL PORTFOLIO

## COVID19 Cancellation Policy

Any reservation that needs to cancel due to COVID19 related reasons, may do so up to 48 hours prior to arrival with no penalty.

- Full funds, less bank fees, will be refunded or alternatively held towards a future reservation for up to 24 months from the original travel date.

These terms apply to bookings affected by COVID19 in the following ways:

- The government in the guests' country restricts travel
- The government in South Africa restricts incoming travel
- International flights are cancelled and no alternative routings available for guests to travel in and out of South Africa
- The guest has contracted COVID19 and is receiving treatment or is in quarantine up to 48 hours prior to their arrival in South Africa. The Royal Portfolio may request proof of a positive test result.
- Any reason not listed above will be referred to the standard terms and conditions.

Please note the COVID19 Terms & Conditions do not apply to The Private Residences. Should you have a cancellation due to any of the above reasons at a Private Residence, please contact the Reservations Team.