

**the robertson small**  
HOTEL

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**COVID 19 POLICY**

Dear Partners,

We fully understand your reasons for not being able to travel, as we are all affected by the unprecedented pandemic of COVID-19 unfolding on a global scale.

Up until the worldwide travel bans in place are lifted, you may need to reschedule your/your client's vacation and with that in mind we have amended our terms and conditions.

During this time of reset and reconciliation, our job will change from what we are good at, to ensuring the survival of our hotel so that all members of the team will have the opportunity of returning to their jobs.

By postponing your/your guests' vacation, we will send you a voucher and will allocate your pre-paid funds to a future date within an 18-month booking window.

If you/they are considering cancelling their trip, we urge you to contact their travel insurance for compensation and we will assist with any additional information you require in order to make their claim.

**OUR TERMS AND CONDITIONS**

Accommodation bookings may be amended, subject to availability, by moving the date of travel forward by up to 18 months from the original check in date, at our 2020 Seasonal rates – 2020 rates applicable to the amended date of travel, including rates on additional services.

Accommodation bookings may be amended free of charge up to 30 days prior to the date of travel on all FIT bookings. For notice given less than 30 days prior, standard cancellation fees apply.

Group bookings may be amended free of charge up to 45 days prior to date of travel on all bookings. For notice given less than 45 days prior, standard cancellation fees apply.

Accommodation bookings which wishes to cancel without moving the dates, will fall within our normal cancellation policy.

Please note that refunds will only be processed once our business has recovered and a 5% administration fee will be applied.

If booking cancels outright, any applicable cancellation fees will be invoiced, but the supplier will receive a voucher to the same value, to be applied to future bookings from the agent to be used within 18 months of original check in dates. This allows the agent the opportunity to recover penalties as they are forced to refund the client, and the supplier is no worse off than they would be on postponement of original booking.

Payment terms as per revised travel date apply. However, should clients subsequently cancel, cancellation penalties as per original booking date apply.

#### ANY NEW BOOKINGS RECEIVED FROM 15 APRIL 2020

Provisional bookings will be held on for 14 days. Should the agent require more time to confirm the reservation, they can request an extension and our reservations consultant will confirm if we can extend – depending on the availability of the requested travel dates.

Our normal 2020 + 2021 rates will apply for any new bookings within the applicable travel year. We initiated a 5% increase for our 2021 rates which have already been approved by management and been published.

We will require a 30% deposit for any new confirmed bookings within 7 days of confirmation with the balance due 30 days prior to arrival.

The Robertson Small Hotel reserves the right to make changes to the above policy at any time. Industry Partners and our valued guests will be notified of any such changes.

We trust that you will understand our endeavor as a responsible tourism operator to save the jobs and income of our valued staff who work with us to deliver an outstanding guest experience at The Robertson Small Hotel.

We would also like to thank you for your ongoing support. We value our partnership with all our clients and guests. We look forward welcoming you/your guest to The Robertson Small hotel and we wish you all the best throughout this difficult time.

YOURS SINCERELY,  
THE ROBERTSON SMALL TEAM