



The Company is obliged to release reservations in writing either by e-mail.

All reservations are subject to cancellation policy set out below.

#### **Tour operators / Travel agent policy**

Post the deposit being paid as per stipulated deadlines, the balance of the account is required to be paid in advance, no less than 30 days prior to the scheduled date of arrival, unless the operator enjoys credit facilities with Blue Canyon Vacations, in which event the account will be invoices in accordance with that facility

Blue Canyon vacations cancellation policy is applicable, regardless of whether payments on the account have been made in full or in part.

#### **Cancellation policy**

Upon confirmation of reservation, BCV reserves the right to change a cancellation fee equivalent to

- 30 – 22 days prior to arrival at the lodge – 50% cancellation fees
- 22 – 0 days prior to arrival at the lodge – 100% cancellation fees
- All deposits of 50% received on confirmation are Non-Refundable

The above cancellation penalties will also apply should there be a reduction in room or guest numbers

#### **Blue Canyon Vacations' reserved rights**

In the event that Blue Canyon vacations, at any time, receives another firm enquiry, accompanied by the payment of a 50% deposit, seeking accommodation being held by BCV for the Guest, then BCV reserves the right to request the guest to immediately;

Release the said accommodation; or

Pay a non-refundable deposit to BCV in the sum equivalent to 50% of the full account, so as to secure the reservation

#### **Account holders**

The same rules and regulations for making a reservation and cancellation policies apply to account holders. Deposits for individual bookings will fall away but deposits will be asked for, for group bookings to secure the space. Once invoices have been issued, no adjustments will be made post travel. Please check all confirmation vouchers prior to guests' arrival

#### **Tour leader / guide / pilot policy**

Blue Canyon vacations have 2 pilot rooms available and hence our leaders / guides will be accommodated at a rate of



R720.00p.p.n net subject to use of the Pilots / Guides accommodation available – on a meals and accommodation basis only. All activities and drinks are for their personal account

### **Health Matters**

As the Blue Canyon vacations lodges border endemic Malaria areas we recommend that guests take necessary precautions by consulting their Doctor or Pharmacy prior to visiting any of our Lodge, particularly in the summer periods. Whilst Malaria cases in guests at our lodges are rare, it is the absolute responsibility if all who visit Malaria endemic regions to take recognized precautions. Guests are to be reminded that most of these precautions require ingestion of medication sometimes prior to arrival in the endemic area

**Please adhere to all deadlines stipulated in the reservation to avoid the reservation being automatically cancelled without prior notice.**

- Breakfast times are between 06h00 and 10h00 – Or as per arrangement
- Lunch times are between 12h00 and 14h00 – Or as per arrangement
- Dinner times are between 19h00 – 21h00 – Or as per arrangement
- Spa treatments must be arranged at least 24hrs prior to treatment
- All morning game drives has to be arranged the evening before and afternoon game drives must be arranged before 13h00

### **Rates include – (Unless otherwise stipulated or self catering)**

- Dinner
- Breakfast
- Bar snacks

### **Rates exclude – (Unless otherwise stipulated or self catering)**

- Bar account
- Curious – gift shop
- Laundry
- Game drives
- Excursion



**General deposit policy**

For all FIT (Free and Independent Traveler) bookings, a 25% non-refundable deposit is required within 7 days of making a reservation, unless a booking is made within 30 days prior to the scheduled date of arrival in which case full payment is required to secure the reservation.

The balance of the account must be paid, in advance, no less than 30 days prior to the scheduled date of arrival. All other extras must be settled with the Lodge prior to departure.

Please note that a reservation is not confirmed or secured until this deposit requirement has been paid in full. Blue Canyon vacations reserves the right, without notice to the Company / guest / group / independent traveler (hereinafter referred to as "the guest"), to release any accommodation held where the required deposit has not been paid in full within the stated period.