

08 August 2021

AMENDED NWR CANCELLATION / REFUND POLICY FROM JULY 2021 UNTIL FURTHER NOTICE

This notice follows the revised cancellation policy titled "Corona cancellation policy from May 2020 until further notice" dated 15 July 2020.

Effective 15 July, 2021, we have implemented the following amendments to our cancellation policy, including some clarification and further explanation of existing procedures, which will remain in force while dealing with COVID-19 and all its ramifications till further notice.

Individual and FIT Tour Operator bookings:

For **existing** and **new** reservations until 31 October 2022, NWR will allow:

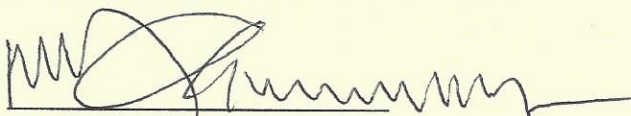
- Free amendments up to **48 hours** before the arrival date. Any amendments are subject to availability and / or any rate differences (100% forfeiture for less than 48 hours)
- Free cancellations with the following exception:
 - If a deposit has been paid for an existing reservation, we will credit you the full amount to redeem with your next bookings/reservations at the same or any other NWR resort until 31 October 2023.
 - If you are unable to redeem, we will refund you the balance of the deposit, less **20%** of the booking value as of 01 November 2022.

Tour Operator Groups, Series and MICE bookings:

For **existing** and **new** reservations for groups and/or meetings & events until 31 October 2022 at any NWR resorts, NWR will allow:

- Free amendments subject to availability
- Free cancellations if the group / meeting / event cannot be rebooked to a later date however,
 - If a deposit or full amount has been paid for an existing reservation, we will credit you the full amount to redeem on your next booking/reservation at the same property or any other NWR resort until 31 October 2023.
 - If you are unable to redeem, we will refund you the balance of the deposit paid, less **50%** of the booking value as of 01 November 2022.

NWR reserves the right to make changes to this amended Cancellation Policy terms and conditions at any time and will keep you informed.



Dr. Matthias Ngwangwama
MANAGING DIRECTOR

