



2021/2022 COVID-19 POLICY

Due to the Covid-19 situation, Icon Villas is temporarily adjusting our booking terms and conditions to allow more flexibility and peace of mind when booking our villas and our destinations.

These conditions are applicable only to bookings confirmed for arrival in 2021, up to and including 31st May 2022, and entail the following:

- * This special booking policy is applicable to the current situation only and is offered in good faith
- * The reason for the booking postponement or cancellation is as a result of Covid-19 globally

BOOKING POLICY - NEW BOOKINGS

- * **20% refundable** deposit required within 10 days of confirmation
- * **20% non-refundable deposit required for bookings in Festive Season** (20 December to 15 January)
- * The balance of payment due at 45 days prior to the arrival date
- * The balance of payments for last minute bookings are due immediately within a 45-day arrival date period
- * Refundable deposit and final payments are held in a separate account until 21 days prior to arrivals.
- * Bookings held without a deposit will be considered provisional. In the case of a booking competing for the same dates, or any overlap of dates, the agent/ client will have 48 hours to pay the deposit.

CHANGES, POSTPONEMENTS AND CANCELLATIONS

- * At the discretion of management, bookings that paid a deposit upfront and need to cancel at 45 days or less, prior to arrival, due to a COVID related travel restriction, will be able to postpone for up to 18 months in advance. COVID related issues include further lockdown, no flights, guest not allowed to board a flight, guest falls ill with COVID and unable to travel
- * Cancellations must be received in writing
- * Full refund of deposit if cancelled between confirmation and 46 days prior to arrival (**excluding** bookings for over the Festive Season (20 December to 15 January))
- * Any outright cancellation of bookings due to Coronavirus will carry standard cancellation fees as follow: 46+ days = no fee (except Festive Season) | 45-30 days = 50% | 29 days or fewer = 100%
- * All travellers are advised to take out fully comprehensive travel insurance with CFAR (Cancel For Any Reason). This insurance must be able to fully cover cancellation of travel 45 days or less prior to arrival
- * The cancellation policy also applies to confirmed bookings that reduce their length of stay. The above cancellation fees will apply on the release night/s
- * For pre-booked third-party activities, individual operator/source cancellation policies still apply.

We remain sensitive to the threat from the COVID-19 virus and are here to support our partners globally during this challenging time.