



## **FANCOURT SPECIAL COVID-19 DOMESTIC TERMS**

1. **Existing Domestic** bookings can be moved till **10 December 2020** at same rates and no additional costs will apply\*.
  - a. \* No reductions in moving from high to low season though
  - b. A 100% refund or postponement due to travel bans will be allowed
  
2. **Covid-19 Terms till 1 April 2021 for New bookings**
  - a. **Provisional Bookings**
    - i. No Deposits are required to confirm bookings
    - ii. There is no time limit for how long a booking can be held subject to point iii. Below
    - iii. If the hotel inventory is full and a new prospective enquiry arises that is willing to confirm the booking (i.e. pay in full) the provisional bookings in the system will be given the opportunity to pay or contractually commit to a 25% non-refundable deposit to continue holding the said inventory or release the booking to allow Fancourt to accept the new confirmed booking.
  - b. **Full payment**
    - i. FIT's - 14 days prior to arrival
    - ii. Groups - 30 days prior to arrival
    - iii. For Events client specific contracts and terms will apply
  - c. **No penalty fees** due to travel bans / travel restrictions out of their control / cancellations will apply on all FITs and groups and all bookings will be 100% refundable up until the day of arrival.

Please note that Fancourt reserves the right at any point in time to amend or withdraw these terms and revert to our original contracted trading terms