



THORNICROFT LODGE - SOUTH LUANGWA  
P.O. Box 35 Mfuwe - Zambia  
Cell: +260 960 993 269 | Tel: +260 960 757319  
Email: thornicroft.reservation@gmail.com  
reservations@thornicroft-lodge.com  
Web: www.thornicroft-lodge.com

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## **Special Cancellation Terms & Conditions 2022 for Covid-19 affected bookings at Thornicroft Lodge**

These new terms (Jan 2022) relate to all new and existing bookings at Thornicroft Lodge for 2022. Please note that any Third Party bookings made by Thornicroft Lodge on your behalf (internal flights, other camps, lodges or transfers) might be subject to different terms and conditions, please check with us on booking what other properties/operators' differing terms might be.

Thornicroft Lodge will charge **zero** cancellation fees if guests are prevented from travelling specifically by covid-19 (excluding personal choice or disinclination to travel).

If guests do have to cancel their safari a Covid-19 related reason, they will be given 100% credit to the value of money paid to Thornicroft Lodge against future travel, or, we will refund any payment made to Thornicroft Lodge in full if guests prefer. *Refunds will be nett of any bank charges incurred by Thornicroft Lodge in receiving and sending the money back to you.*

The above special Terms & Conditions only apply for Covid-19-related reasons for cancellation and these include:

The Government of the guests' country of residence does not allow non-essential travel.

The Government in the guests' country of residence imposes Level 3 or higher travel restrictions to Zambia.

Zambia is under official Government-imposed lockdown that prohibits guests from travelling, or Zambia has closed its borders officially to all international travellers or to travellers from the guests' country of Residence.

International flights are cancelled and guests are unable to reach Zambia.

Guests are prevented from boarding a flight or entering Zambia because of a positive PCR Covid-19 test result, or if guests have contracted Covid-19 within the previous 14 days. In these last cases, Thornicroft Lodge reserves the right to ask for proof and documentation of the positive result in order to refund their payment.

If guests need to cancel their safari once it has been confirmed for any non-Covid-related reason, then our standard Terms & Conditions will apply. Please contact us on [info@thornicroft-lodge.com](mailto:info@thornicroft-lodge.com) for more information.