



Tuli Safari Lodge, Northern Tuli Game Reserve, Tuli Block, Botswana
VAT no: C00479101112 | Co. Reg. no: UIN BW00000788892
Tel: (+267) 77 402 388 (BW) or (+27) (0)73 3036 295 (SA)
Email: info@tulilodge.com | Website: www.tulilodge.com

Tuli Safari Lodges' position statement on the COVID-19 pandemic – V1 March 2020

To date no cases of coronavirus are suspected or have occurred at Tuli Safari Lodge, located in the Northern Tuli Game Reserve, in the Tuli Block of Botswana.

We are informed and are taking the necessary steps to stay current with any new advances through our association with the Park Doctor Organisation and the relevant Government Departments in Botswana. We are placing the safeguarding of human life and well-being as our highest priority, for both our guests and staff.

We have a policy guiding our response to the threat of COVID-19 that is based on sound medical science and facts, led by informed medical experts. The advice of the WHO, Botswana Government, the Park Doctor Organisation and relevant disease-control centres are being heeded. Following this advice we continue to accept guests, and take the necessary steps at booking level to screen for guests travelling from high-risk areas.








At Tuli Safari Lodge our staff are following the Park Doctor Organisations' recommendations and best practice procedures to limit the risk of spread from person to person within the property. This addresses both hygiene measures aimed against aerosol spread, as well as cleaning of surfaces and fomites. Training has been conducted with staff to ensure they understand the procedure and can carry out cleaning to the required standards. The lodge is equipped with relevant cleaning supplies and personal protective equipment to support those wishing to take personal measures.

Tuli Safari Lodge has an incident reporting system in place, and our senior staff are actively on the look-out for suspected cases and will report any cases to a medical support team. A medical risk assessment will occur on a case-by-case basis and any individuals meeting the criteria for testing will be flagged. Containment in rooms on the property of Tuli Safari Lodge is feasible and the necessary procedures are in place. Transport can be conducted for testing and for further care with medical practitioners.

As noted within this document our "Standard Booking T&C's" are still applicable, however, we have introduced the "Tuli Concession Policy as at March 2020" for reservations that require change or cancellation, due to issues relating to the Coronavirus.

Tuli Safari Lodge is a "low risk" safari tourism experience in Africa

At Tuli Safari Lodge we ...

-  are situated within the Northern Tuli Game Reserve, in the Tuli Block of Botswana, which remains untouched as a destination, with no COVID-19 cases suspected/occurred;
-  have low people densities and are far away from major cities in both South Africa and Botswana;
-  offer private luxury tented and classic suite accommodation, which are widely spaced within the 4ha grounds of the lodge;
-  are well known for our "moving tables" which offer a variety of open air dining venues, a highlight for many of our guests;
-  offer activities which include game drives (morning, afternoon and evening) on open game viewers and walking safaris within the Tuli Game Reserve bringing one closer to nature;
-  have a high staff:guest ratio, with 32 staff accommodating a maximum of 20 guests when the lodge is full, which means greater than average ability to clean fomites;
-  have an active incident reporting systems in place and back-up from our medical support team – we are affiliated to and work closely with Park Doctor (www.park.doctor).

Our Standard Booking T&C's:

A 50% deposit is required, upon receipt of our proforma invoice, to confirm a reservation. A guest registration form is to be completed, signed and returned to our reservations department prior to arrival. Please advise any special dietary requirements at the time of booking.

Payment for accommodation is required in full 30 days prior to arrival. Should the deposit/pre-payment not be received within the time-frame specified, we reserve the right to cancel the reservation. In certain instances we reserve the right to increase the amount of pre-payment required and to increase the time span relating to deposit due dates, which will be advised in writing if applicable. Payment for extras, as well as the Conservation Contribution of P100 per person per night, can be made at the lodge on departure with cash or by Visa/MasterCard.

Cancellation fees are levied as follows: 25% of fee if cancelled less than 30 days prior to arrival; 50% of fee if cancelled less than 14 days prior to arrival; 100% of fee if cancelled less than 48 hours prior to arrival / no show.

Tuli Concession Policy as at March 2020:

The below concession is granted for reservations that require change, or cancellation, due to issues relating to COVID-19 (the coronavirus). This concession is only applicable to reservations confirmed by or after the 1st March 2020 for the period to 31st May 2021.

Please note that this policy is applicable should Tuli Safari Lodge, our contracted travel trade partners and/or our guests have to change or cancel a reservation so as to comply with travel (or other) restrictions implemented by the Botswana Government or World Health Authorities.

Reservations at Tuli Safari Lodge may be cancelled free of cancellation fees if:

1. Tuli Safari Lodge is impacted by containment measures, travel restrictions or travel warnings, affecting the Northern Tuli Game Reserve, Tuli Block, Botswana.
2. Guests are unable to travel due to ...
 - i. cancellation of international / domestics flights, charters or road transfers;
 - ii. travelling from a high risk affected area; or
 - iii. medically suspected of being infected / diagnosed with COVID-19.

NB: All refunds are subject to bank commission and / charges, payable in Botswana Pula (the operating currency of the company) and therefore subject to change in exchange rates, where applicable.

Reservations at Tuli Safari Lodge may be changed and rescheduled free of charge, with the following conditions being applicable:

1. The rescheduled reservation is subject to availability.
2. The reservation must be taken up within a period of 15 months from the date originally booked.

Please note that all cancellations and changed/rescheduled reservations are only effective once confirmed in writing by our reservations office. Documents supporting the cancellation or change requested will be required by our reservations department. We maintain the right to amend the "Tuli Concession Policy as at March 2020" in line with best practice policies in the interest of the company, our guests and travel trade partners.

Contact Details & Quick Links

For further information, assistance with a quotation or reservation, kindly contact us. We look forward to being of service and welcoming you to Tuli Safari Lodge in the near future.

Reservations	Debbie Byrne	reservations@tulilodge.com	+27 (0)73 303 6295
Director	Wendy du Toit	wendy@tulilodge.com	+27 (0)71 852 3082

