

Chibuli Guides and Tours – Trading as Flatdogs Camp.  
PO Box 125, Plot 8755A, Mfuwe, Eastern Province, Zambia.  
Company Registration No. 20642 VAT Registration No. 10157044-13

### COVID-19 Policy – amended 14 April 2020

As the global pandemic continues to move around the world, Flatdogs Camp has amended its cancellation policy in order to try to be as flexible and fair as possible to guests who are still not allowed to travel on safari or else cannot travel because of airline groundings and lack of international flights. We hope that all of you are safe and well, as are your nearest and dearest. This policy is applicable for all new and existing bookings until further notice. We are trying our best to keep up with all new information as it is released, so this may change as world policy changes. Please do contact us directly if you are unsure and we will try to help you on a case by case basis, we are aiming to get you here on safari as soon as humanly possible!

We are trying our best to protect our wonderful staff and their jobs, but with zero revenue moving into the second month, this is becoming harder and harder to do. With these people in mind, we entreat you please to consider postponing your safari to 2021 rather than cancelling it entirely and asking for a refund of your deposit payment. If we can use the deposit amount you paid to continue paying our staff and our conservation and community obligations, this would keep families in food, children in education and the wonderful animals found here in the South Luangwa in safety for that much longer.

Bookings can be postponed up to 10 days before travel. Postponements will be valid for travel up until 15 months from your original travel date. 2020 rates will be honoured for all postponements of previously confirmed bookings into 2021, however seasonal and third party price differences will apply. Please check with us for individual third party policies if your booking with Flatdogs Camp includes a stay at another safari camp or hotel.

If guests prefer to cancel their arrangements entirely, then cancellations for Flatdogs Camp may be made up to 30 days before travel with loss of the deposit payment. If guests have made bookings at other properties through Flatdogs Camp, please check with us what their terms and conditions are as they may differ from ours.

We hope that as the number of cases starts to plateau, together we can work on getting through these sometimes frightening times and back out into the African sun as soon as it is safe to do so! Please take care of yourselves and contact us at Flatdogs Camp if you are unsure about any of the above.

Best wishes to all of you and stay safe!

Jess, Ade, Paolo, Harold and the amazing Flatdogs team