



IMPORTANT INFORMATION – COVID 19

Cancellation and Refund Policy

We are closely monitoring announcements from the World Health Organisation (WHO), as well as the health departments of the various countries we operate in, and are closely following the guidelines set out by these institutions.

Our cancellation policy, applicable to individual, meeting and group reservations;

- 1.) We allow free modifications or free cancellations up to 24 hours prior to arrival, to guests with existing and new reservations, up until 1 May 2020.
- 2.) Please note that guests who do not show, without any prior arrangements made, will be liable for a 100% cancellation fee.
- 3.) The above policy referred to in point 1, excludes all existing reservations in which a pre-payment was included. We suggests that all pre-payments be used as a credit towards future bookings, which should be made within a 12-month period of the original reservation date.
- 4.) Our standard cancellation policy, will apply for reservations made, after 1 May 2020.
- 5.) Guests who made a reservation by means of a travel agent or third-party travel professional, are advised to contact their booking provider for information on their policies.

Please note that any modification to existing reservations will be subject to availability and a rate variance may be applicable.

Hygiene in our hotels

At BON Hotels, nothing is more important than the safety and wellbeing of our staff and guests.

We have implemented the below practices at all our properties to prioritise the cleanliness of our hotels:

- Hand sanitisers in all public areas and at check-in.
- Hand sanitisers in all guest rooms and staff areas.
- One employee per shift dedicated to sanitising the property.
- Increased cleaning of the restrooms and public areas.
- Housekeeping service will only be provided upon request or at checkout.
- We are switching from reusable to single-use glassware and silverware in guest rooms.
- All amenities like fitness centres and pools will be closed until further notice.
- We are controlling the access and number of people allowed in the smoking area at each hotel and ensure it stays clean.
- All visitors are informed to sanitise, upon arrival and departure of the property.

Our Staff

We are committed to providing our staff with the most updated information at all times, and are ensuring that:

- All our internal systems are kept up to date, with accurate guest registration details.
- All guests' details are correctly completed and inputted into all databases.
- Staff rosters and serving plans are kept up to date.
- Regular guest in-house audits actioned.

For the most updated information, please refer to the [World Health Organisation \(WHO\)](#) and your local health authority. To reach the health authorities in our operating regions, see below:

- [South Africa Department of Health](#)
- [Nigeria](#)
- [Ethiopia](#)
- [Namibia](#)

Helpful answers

Are any countries banned from booking at BON Hotels?

- Not at this point in time.
- We are working with FEDHASA, the national hospitality association and the Department of Tourism and we are satisfied that the authorities are doing sufficient checks.

How are BON Hotels properties ensuring the safety of staff and guests?

- We have implemented various points where hand sanitiser can be used, including all the public areas and check-ins at our hotels.
- Staff have increased the cleaning of the properties as a whole, with emphasis on bathrooms, door handles, elevator buttons and touch screens.
- For those making use of our food and beverage services, we have switched from reusable to single-use glassware and silverware in guest rooms. We will also be using disposable cutlery in staff areas (mugs, dishes, spoons).
- The safety and wellbeing of our staff and guests will always remain our top priority.

What happens if someone in the hotel falls ill and is suspected of having the virus?

- Each property has identified a room or section that has been cornered off with a separate entrance. The suspected guest or staff member will be isolated here until they can be tested and authorities have been notified.
- If a staff member falls ill, we adopt the same practice of isolation as we do for guests. They will then follow the guidelines provided by the Department of Health, be it quarantine, or staying in hospital for treatment.