

three tree hill

history • nature • culture

01 January 2021

CORONA VIRUS CANCELLATION TERMS

We are sensitive to the uncertainties, fears and financial concerns experienced by guests currently planning their holidays. And we completely understand that guests may feel uncomfortable or nervous when travelling, and we have therefore amended our terms, conditions and cancellation policy for Three Tree Hill lodge. We do not penalise you for cancelling your stay with us & will offer you a full refund should you be unable to postpone your visit.

We hope this gives our guests the confidence to plan and book an incredible journey to visit us in South Africa, safe in the knowledge that an amendment can be made to their booking without penalties. However, we do strongly recommend that all guests take out comprehensive personal travel insurance with pandemic cover.

At Three Tree Hill lodge, all our staff follow a strict hygiene protocol and all recommended health practices. We all understand the importance of regular, consistent hand washing, social distancing, and sanitizing. As an extra precaution, find additional hand sanitizers in the public areas and our staff all adhere to mandatory mask-wearing. Regular deep sanitising of all hard surfaces are carried out & Covid health questionnaires for our travelling guests are all done online to minimise social contact.

We hope you decide to come to visit our little piece of paradise, and should you do so, look forward to welcoming you here.

Regards, Simon & Cheryl Blackburn (Three Tree Hill owners)

Three Tree Hill CC Reg No 2007/216695/23 Vat No 4120184421
Rhenosterfontein Farm, Bergville, 3350. PO Box 3534, Ladysmith, 3370 South Africa
Directors CM Blackburn, TR Braithwaite
reservations@threetreehill.co.za www.threetreehill.co.za