



Dear Valued Msinsi Guest,

Thank you for your continued loyalty to Msinsi Resorts & Game Reserves during these uncertain times characterized by the outbreak of the Corona virus (COVID-19). We remain vigilant and we take precautions to stop the spread of the pandemic within our premises by following the National Health protocol and guidelines.

Our Action Plan

As Msinsi Resorts & Game Reserves, we would like to assure all our guests that your health and safety is our number one priority. We are taking all precautions to ensure you can enjoy your visit to any of our sites in a hygienic space.

Msinsi has since:

-Commenced with awareness training of the employees on the COVID-19. The employee awareness sessions will cover inter alia What is COVID-19, how is it transmitted, what are the signs and symptoms, who is at risk, who should be tested, prevention and protection, Quarantine vs Isolation; contact tracing, COVID-19 in South Africa and the myths around COVID-19.

-Sourcing of the sanitisers to be distributed to all our sites

-Employees with suspected symptoms will be referred to their medical practitioners and follow the National Health protocol and guidelines

-Follow the National Health protocol and guidelines should any of our guests require assistance

In this way we'll be better equipped to stop the spread of COVID-19 to our guests and the staff. We also rely on your support as we all pool our effort to fight the threat of COVID-19

Wellness Through Nature

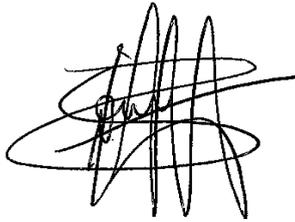


Our Cancellation Policy

A minimum notice period of 14 days is required, should you wish to cancel your reservation, otherwise your deposit will be forfeited. If cancellation is advised prior to 14 days before date of arrival, a cancellation fee of R150.00 will be charged.

Should you decide that it is unsafe to travel, please note that all confirmed bookings, for which we have received a deposit or full payment, will be secured and your deposit / payment held in credit for you. Please note that only one amendment to travel dates may be made and should the season change to a lower season, refunds will not be applicable.

Please be assured that we will continue to conduct business, monitor the situation as it evolves and avoid putting any person at risk.

A handwritten signature in black ink, consisting of several overlapping loops and vertical strokes, positioned above a horizontal line.

Managing Director

Msinsi Resorts and Game Reserves

Wellness Through Nature

