



## Cancellation Protection Policy

In these very uncertain times, do you want to guarantee a little more flexibility in the run-up to your next trip to Kasai Village Dive Resort? If yes, please consider our Exclusive Cancellation Protection Policy (CPP) offering 100% refund; subject to the below Terms and Conditions:

### **Who's Covered:**

Single individual listed in room/reservation.

### **Refund:**

Total amount of money paid; Deposit or Full Invoice – subject to bank transfer fees etc.

### **The Covered Reasons For Cancelled Bookings Are As Follows:**

- Death, injury or illness of main guest, travel companion/s listed in the booking, family member or business partner.
- Epidemics or pandemics. This is to include COVID-19 'forced' restrictions/exclusions currently in place and also new restrictions/exclusions implemented in the future.
- You are called for jury service, attending court as a witness (but not as an expert witness), or redundancy (for you or for any person listed in the booking)
- Political unrest and natural catastrophe
- Military redeployment
- Victim of felonious assault prior to trip.

### **Special Notes:**

#### **Cancellations Due to Epidemics or Pandemics, to include Covid-19.**

1. 'Forced' Travel Cancellations - You are covered if your trip is 'forced' to cancel due to travel restrictions/quarantines etc. Reasons for 'forced' cancellation will include canceled flights, advisories from your outbound country and relevant Philippines advisories. For example the FCO, Embassies, Regional Executive Orders etc.
2. Cancellation Due to Medical Reasons – You are covered if your trips is cancelled due to any medical conditions relating to COVID-19. This will include death, injury or illness of main guest, travel companion/s listed in the booking, family member or business partner.
3. *Fear of contracting the new coronavirus is not a covered reason for cancelling a trip under our policy.*





## When Cover Starts & Ends:

The policy must be purchased at the time of making a confirmation booking payment (whether deposit or full). Cover will end when you check out of the resort.

*If checking out earlier than scheduled for reasons falling under the policy the remaining unconsumed nights and/or services will be refunded.*

## Medical Conditions:

This policy will not cover any pre-existing medical conditions in respect of the main guest and travel companions listed on the booking.

## How To Claim:

Claims are required to be submitted in writing within 7 days of the cancellation. Claims must include a detailed reason for the cancellation and must also include copies of the following documents as evidence:

- **For Medical Reasons:** A signed medical statement of injury, illness or death by a licensed physician.
- **For Forced Travel Cancellations:** All relevant cancelled travel documents, for example; emails from airline etc.
- **For Jury Service:** Provide proof of jury duty summons
- **For Redundancy:** Letter from employer
- **Victim Of Felonious Assault Prior To Trip:** Police report

**Price per person: US\$75.00**

