



MENTAWAIDAZE UPDATED BOOKING / CANCELLATION POLICY DUE TO COVID-19

Dear Clients of Mentawaidaze,

With the many travel restrictions in place and potentially more to come, it is our responsibility to update our Booking/Cancellation policy in the interest of our valued guests.

For those affected by events surrounding the Coronavirus, Mentawaidaze is offering a relaxed rescheduling policy to a later date within 2020, 2021 or 2022 for guests who have charters booked that depart **before 28 August 2020** on either D'Bora or Indo Satu.

You are eligible to re-book your charter with us if:

- Your country of residence issues an Indonesia travel ban restriction.
- You are facing government-enforced self isolation upon returning home from international travel.
- A ban on inbound tourism to Indonesia remains in place

Bookings can be rescheduled to either later in 2020, 2021 or 2022 subject to [availability](#).

If you have made full payment and are unable to select a date at this time you can also keep this credit with us and select a date in 2020 or 2021 when are you are able to confirm, subject to schedule availability.

If you have paid a deposit for a charter that departs before 28 August 2020 and wish to reschedule, your balance of payment will be due before 1 November 2020. If you have paid a deposit and have rescheduled your charter but fail to complete balance of payment before 30 October 2020, you will forfeit your deposit.

If you have paid in full for a charter departing before 28 August 2020 and choose not to take our reschedule option we will refund your payment less deposit.

For charters on either Indo Satu or D'Bora departing after 28 August 2020, we revert to our standard [Terms and Conditions](#). Due to the rapidly changing situation we will revisit our Booking/Cancellation policy at a later date as conditions dictate.

This policy has been updated on 7 July 2020 and will remain in effect until further notice.

Thanks for your understanding. We're trying our best to do what is fair and practical for all of us.

Sincerely,

Tom Plummer

Operations Manager,
PT East West Tour and Travel (Trading as Mentawaidaze Surf Charters)