



Flexibility in your Travel

[COVID-19 update]

The safety and wellbeing of our people is a top priority for Akti Retzika. We are monitoring the coronavirus (COVID-19) situation closely, keeping those who are affected in our hearts, while listening carefully to the questions and concerns we receive from guests such as yourself. Guided by our main priority, we would like to share actions Akti Retzika is taking to allow for more flexibility regarding your upcoming travel:

Reservations for upcoming travel until April 30, 2020:

All existing reservations that are for arrivals until April 30, 2020 will be cancelled and refunded. This includes Advance Purchase Rate reservations. If interested, guests holding these pre paid reservations, may opt to use this amount toward a future visit in Akti Retzika.

Advance Purchase Rate non-refundable reservations for travel through June 2020:

As announced earlier, special exceptions are in place for all Advance Purchase Rate nonrefundable reservations made directly with Akti Retzika* on or before March 8, 2020 for arrivals before June 30, 2020. Guests holding these fully prepaid reservations who have decided not to travel may still opt, to use this amount toward future travel.

Even if guests may not be aware of the new dates of their visit, we can leave the booking open for the time being.

**Guests who booked via online travel agents or other third parties are advised to contact their booking provider for information on their policies and for assistance.*

While travel – our shared passion – may temporarily be challenged, we strongly believe in its enduring power to connect us.

We are thankful for your support and your loyalty and are looking forward to welcoming you soon.

