



Hello Fellow Campers

Currently, as you are aware, with the current COVID19 restrictions we are still in lock down for the safety of Kowanyama residents and all other communities across the Cape.

The Board and Management of KowCamp have endorsed the following process to ensure we look after the safety of all.

**Camp Site Management - Bookings Acceptance and Refund Policy - COVID19**

Whilst the COVID19 restrictions are still in place, at the first of each month (example 1 May) the bookings for the following month (example June) will be cancelled and a refund provided. This will continue month by month until Kowanyama is reopened or the camping season ends.

Should a camper decide prior to the month of their booking this is not suitable, a request for immediate cancellation of the reservation needs to be emailed to kowcamp@gmail.com email and a refund will be immediately applied in full.

Once Kowanyama is opened and visitors are allowed to return, campers may book for sites still available for the remainder of the season via the website (normal booking procedures will resume).

Options available for current bookings that need to be cancelled - REFUND ONLY - there will be no opportunity to amend or vary your booking at this time as the future opening date of the community is too uncertain.

Should the situation allow for a different approach in reopening of the Cape (and therefore opportunities to book for camping) a further email will be sent to you and information posted on the website.

Thank you for your patience and we appreciate your continued support of this local community business. Please do not hesitate to contact us by phone or email if you have any queries.

We look forward to the reopening and to catching up with you all as soon as we can.

Kind Regards,

Board of Directors and Management

KowCamp