

What about all the cancellations that I am receiving from my customers?

Many of the queries that we have received relate to loss due to your customers cancelling bookings as a result of the pandemic. In order to minimize your losses, we advise you to review your own cancellation conditions in your contracts with your customers in order to establish if you required to refund. If your cancellation conditions do not require you to refund then you could consider allowing customers to re-book for a later date and/or establish if their loss could be recovered in terms of their travel insurance policy.

Does my insurance cover Force Majeure?

A “force majeure” clause (French for “superior force”) is a contract provision that relieves the parties from performing their contractual obligations when certain circumstances beyond their control arise, making performance inadvisable, commercially impracticable, illegal, or impossible.

This clause may well be in your contracts with agents / buyers and if they activate it would typically mean you are obliged to refund deposits / payments in full. This is a contractual matter and not an insurance matter. There is no cover and you should consult your legal advisor in this regard.

The firstEquity Group have Advocate Stefan De Beer on standby should you need assistance on legal matters relating to this crisis and you are welcome to contact him independently on stefan@mdbinc.co.za