Rate Sheet
01.11.2025 – 31.10.2026
Rack Rates

Lodge Direct eMail:	info@bagatelle-lodge.com	Reservation Enquiries:	bagatelle@resdest.com
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Facebook:	https://goo.gl/yeK0HV	Reservations & A/H Hotline:	+264-61-250725/224712
Tripadvisor:	https://goo.gl/wTVGgg	Emergency &WhatsApp:	+264-81-2427375
Realtime Availability:	https://goo.gl/IRBIE	Website:	www.resdest.com

(*1) No Single Supplement from 01 December - 30 June	RACK	RATE			
	Incl. VAT	VAT	Excl. VAT	T - Levy	Excl. VAT
	Incl. T-Levy		Incl. T-Levy		& T-LEVY
All Values in N$		15%		1%	
Dune Exclusive [2] Dinner, Bed & Breakfast (Max 2 pax)					
1 Night DBB per room	**15,360.00**	1,986.21	13,373.79	132.41	13,241.38
Dune Chalet [4] Dinner, Bed & Breakfast					
1 Night DBB per Person Sharing	**5,850.00**	756.47	5,093.53	50.43	5,043.10
1 Night DBB Single Supplement (*1)	**1,940.00**	250.86	1,689.14	16.72	1,672.41
Savannah Chalet [8] Dinner, Bed & Breakfast					
Child rate does not apply to the 1st 2 guests sharing a room					
1 Night DBB per Person Sharing	**4,500.00**	581.90	3,918.10	38.79	3,879.31
1 Night DBB Single Supplement (*1)	**1,485.00**	192.03	1,292.97	12.80	1,280.17
1 Night DBB per Child 0-5 Years / Sharing with parents	**0.00**	0.00	0.00	0.00	0.00
1 Night DBB per Child 6-12 Years / Sharing with parents	**2,250.00**	290.95	1,959.05	19.40	1,939.66
Garden Rooms [6] Dinner, Bed & Breakfast					
Child rate does not apply to the 1st 2 guests sharing a room					
1 Night DBB per Person Sharing	**3,840.00**	496.55	3,343.45	33.10	3,310.34
1 Night DBB Single Supplement (*1)	**1,270.00**	164.22	1,105.78	10.95	1,094.83
1 Night DBB per Child 0-5 Years / Sharing with parents	**0.00**	0.00	0.00	0.00	0.00
1 Night DBB per Child 6-12 Years / Sharing with parents	**1,920.00**	248.28	1,671.72	16.55	1,655.17
Campsite [6]: Self Catering					
1 Night SC per Person	**730.00**	95.22	634.78	0.00	634.78
Guide Rooms [4]: Dinner, Bed & Breakfast					
Per Night - Guide	**1,250.00**	161.64	1,088.36	10.78	1,077.59

All Values in N$		15%		1%	
Extras <u>per Person</u> (Child Policy does NOT apply to Extra's)					
Horseback Safari	**1,250.00**	163.04	0.00	0.00	1,086.96
Combination: Afternoon Nature Drive + Cheetah Excursion + Sundowner	**1,350.00**	176.09	0.00	0.00	1,173.91
Afternoon Nature Drive + Sundowner	**1,100.00**	143.48	0.00	0.00	956.52
Cheetah Excursion + Sundowner	**550.00**	71.74	0.00	0.00	478.26
Night Drive	**650.00**	84.78	0.00	0.00	565.22
Morning Bushman Walk	**650.00**	84.78	0.00	0.00	565.22
Morning Scenic Drive	**850.00**	110.87	0.00	0.00	739.13
Star Safari From Observatory	**500.00**	65.22	0.00	0.00	434.78
Transfer to and from Mariental airport per vehicle (Max 4 pax) one way	**1,960.00**	255.65	0.00	0.00	1,704.35
Transfer to and from Windhoek airport per vehicle (Max 4 pax) one way	**8,450.00**	1,102.17	0.00	0.00	7,347.83
Breakfast	**400.00**	52.17	0.00	0.00	347.83
Breakfast for children aged 12 years old and younger	**205.00**	26.74	0.00	0.00	178.26
Bush Breakfast	**On Request**				
Light Lunch - a la carte	**A La Carte**				
Lunch pack	**210.00**	27.39	0.00	0.00	182.61
Dinner	**685.00**	89.35	0.00	0.00	595.65
Dinner for children aged 12 years old and younger	**345.00**	45.00	0.00	0.00	300.00

ACTIVITY TIMES

AFTERNOON ACTIVITY	Autumn/Spring (Apr - May & Aug - Sep)	Winter (June-Jul)	Summer (Oct-Mar)
HORSEBACK SAFARI (suitable for beginners & advanced) Safari + Sundowner Drink	17h30 - 19h00	17h00 - 18h30	18h00 - 19h30
COMBINATION DRIVE Afternoon Nature Drive + Cheetah Excursion + Sundowner Drink	16h00 - 19h00	15h30 - 18h30	16h30 - 19h30
AFTERNOON NATURE DRIVE + SUNDOWNER Drive to explore the beauty of the Kalahari + Sundowner Drink	17h00 - 19h00	16h30 - 18h30	17h30 - 19h30
CHEETAH EXCURSION + SUNDOWNER Short drive to the cheetah enclosure + information about the cheetahs from an expert + feeding session + Sundowner Drink	17h30 - 19h00	17h00 - 18h30	18h00 - 19h30
NIGHT ACTIVITY			
NIGHT DRIVE Drive with spotlight focusing on nocturnal animals + Drink (night cap)	21h00 - 22h30	20h00 - 21h30	21h00 - 22h30
OBSERVATORY STAR SAFARI (Guided) Explore the stars with a guide from a raised platform with a telescope	Before / After Dinner	Before / After Dinner	Before / After Dinner
MORNING ACTIVITY			
MORNING SCENIC DRIVE Including coffee or water (depending on the time of year)	07h00 - 08h30	07h30 - 09h00	06h00 - 07h30
BUSHMAN WALK Exploring the traditional way of life of the San	07h30 - 09h00	08h00 - 09h30	07h00 - 08h30
HORSEBACK SAFARI (suitable for beginners & advanced) Demonstration/Ring + Safari + Soft Drinks	07h30 - 09h00	08h00 - 09h30	07h00 - 08h30
MEALS			
BREAKFAST	07h00 - 10h00	07h00 - 10h00	07h00 - 10h00
LUNCH (A La Carte)	12h00 - 14h00	12h00 - 14h00	12h00 - 14h00
TEATIME *(Home baked Cake, Coffee & Tea)*	15h00 - 17h00	14h30 - 16h00	15h30 - 17h00
DINNER	19h00 - 21h00	18h30 - 20h30	19h30 - 21h30

Note:

Times may vary by 30 min due to weather conditions and time of sunrise/sunset.

Bookings are recommended to avoid disappointment as seats are limited

FOR SPA TREATMENT PLEASE SEE SEPARATE MENU

General Terms & Conditions

Rates are per person sharing per night unless otherwise specified in the description (Dune exclusive Chalet). All amounts are in Namibian Dollar (N$, NAD) and are equivalent to the South African Rand (ZAR). Rates are subject to change should there be any changes to the % of VAT or NTB Levy, except for fully confirmed reservations and/or prepaid reservations. In severe (and very rare) situations it may be necessary to increase prices due to an extreme increase in the cost of living, should such a rare situation occur, irrespective of brochure exposure or existing agreements, the right to amend the rates is reserved, the only exception will be for fully confirmed and prepaid reservations. The "Property" shall not be liable and shall not be deemed to be in default for any failure to perform hereunder for any reasons beyond its control. Such cases shall be deemed to include without limitation, war, warlike operations, armed aggression, insurrection, riots, fires, explosions, terrorism, government acts or omissions, floods, tsunamis, regulations or order, acts of God, acts of public enemy, epidemics, quarantine, restrictions, external labor troubles. "Bookers" that are bound by international privacy laws who are unable to furnish ResDest with the required information to enhance the client experience. Failure on the part of the "Booker" to comply with any of the terms and conditions set out herein shall entitle the "Property" at its sole discretion and regardless of booking requirements and payments already received to cancel or refuse to accept the "Booker's" bookings.

Reservations

Real-time Availability and Online Booking Service are provided via www.bagatelle-lodge.com as well as www.resdest.com / www.the-portfolio.co. Online inventory check and online booking is the preferred method of booking. All other reservations are to be made in writing by eMail specifying estimated time of arrival or where clients are arriving from. Please supply the first and last names of the clients, their nationality or the country where the client booking originated from, the client cell phone number in case of emergencies, as well as any dietary and/or allergies, medical requirements. All reservations are confirmed in writing. Please check that the reservation has been confirmed correctly as requested. Any errors arising from confirmations not checked will NOT be the responsibility of the "Property" or ResDest.

Provisional Reservation: The room is booked, deposit payment has not been received to secure the room, ResDest reserves the right to cancel the room should no deposit payment be made or proof of payment received within 7 days of making the reservation.

Confirmed Reservation: Room is booked, the deposit payment has been received, while the remainder payment is due 30 days prior to arrival date. ResDest endeavors to send a reminder email 30 days prior to arrival, however, should the remainder payment or proof of payment (EFT) not be received at this time, ResDest reserve the right to cancel the room.

Amended Reservation: Room is booked, but dates or meal basis or rooms allocated need to be changed, kindly send ResDest the details on the existing email, so that ResDest has access to the original reservation & reference number.

Online Reservation: made for 1 or 2 people, who then arrive with more guests than booked will automatically be billed the rates above for immediate settlement should the "Property" have availability at the time of arrival.

Multi-Type Accommodation Reservation: While **NOT** encouraged due to operational challenges, could be honoured at ResDest discretion, where feasible. Guests must adhere to check-in (14:00) and check-out (10:00) times, as late departures impact arriving guests. "Bookers" must ensure clients understand logistical constraints to prevent disruptions. Down-grades i.e. day 1 Dune Exclusive, day 2 Garden Room will **not** be approved.

Children Policy

Children of all ages are welcome and remain the full responsibility of their parents. Children aged 5 and below are free of charge providing they share with their parents or two adults. Children between the ages of 6 and 12 are charged special reduced rates, providing they share with their parents or two adults. Children requiring their own room will be charged full adult rates. **Adults** refer to guests aged 13 years and older. Date of birth of the child(ren) to be supplied by latest, at the time of confirming the reservation, to qualify for the special child rates. The child policy does NOT apply to extras. Child policy only applies to bookings with 3 or more guests sharing a room of which the 1st two guests are charged per person sharing rates irrespective of their age.

Savannah Chalets: 3 chalets have 1 sleeper couch in room, 2 are set up with 1 double /twin beds plus 2 single beds and can accommodate an extra bed

Garden Rooms: 1 building with 2 rooms next to each other separate entrance (each with ensuite bathroom) situated close to the pool area ideal for a family that want separate bedrooms. 2 rooms can accommodate 2 extra beds or a sleeper couch for 2 smaller children while the remaining 4 rooms can accommodate 1 extra bed or sleeper couch for smaller children, thereafter space becomes limited and may affect the comfort we wish to offer.

None of the rooms are **wheelchair** friendly.

Guide Policy

Tour Guide bookings are only accepted when booked by a NTB registered Tour Operator, Facilitator or Travel Agent. Should you wish to book a Tour Guide, kindly supply your NTB registration number at the time of making your reservation. If you have employed a Namibian / have a friend / family member in Namibia, to guide the tour, the single room rates above apply.

Activity Policy

Activities offered are subject to availability and pre-booking is always advised to secure the seat (place) on the excursion. Weather conditions may result in activities prebooked not being available at the time of stay. If activities have been prepaid, a refund will be issued or an alternative activity to the same value may be offered.

Payments

Reservations made via the online booking portal will automatically deduct the 25% deposit from the credit card information submitted, but will not provide a tax invoice, should a tax invoice be required please send an email request for one. The remainder is due 30 days prior to arrival and a friendly reminder with a payment link will be sent at this time. The original credit card information submitted for the deposit payment is not accessible or kept on record.

Reservations made via email or other; A ProForma Invoice will be sent by eMail with a provisional confirmation of the reservation. A 25% deposit is required to confirm the reservation, while the remainder is due 30 days prior to arrival. Should the reservation be made within 30 days of arrival, full payment is necessary to fully confirm & guarantee the reservation. Paybridge/DPO/Paygate/ are online and secure credit card facilities offered by First National Bank which require a signature and a copy of the passport, this will be requested at the "Property" on arrival/ check in. Should EFT / Electronic Funds Transfer be preferred the banking details at the bottom of the confirmation page sent. Please send proof of payment by email to bagatelle@resdest.com, any short payments because of international bank charges are for the "Bookers" own account and will be charged directly at the "Property".

Cancellation Policy

Comprehensive Travel Insurance is recommended, the "Property" cannot be expected to waive cancellation fees due to circumstances beyond their control.

For Groups with 7 people and more (including children& guides)

61 days + prior to arrival: 15% of the deposit amount paid (only applies where refunds need to be issued)
60 to 22 days prior to arrival: 25% of the invoiced *accommodation amount,
21 to 16 days prior to arrival: 50% of the invoiced *accommodation amount,
15 to 8 days prior to arrival: 75% of the invoiced *accommodation amount,
7 to 0 days prior to arrival: 100% of the invoiced amount,

For individual bookings & small groups with 6 people and below(including children& guides)

31 days + prior to arrival: 15% of the deposit amount paid (only applies where refunds need to be issued)
30 to 22 days prior to arrival: 25% of the invoiced *accommodation amount,
21 to 16 days prior to arrival: 50% of the invoiced *accommodation amount,
15 to 8 days prior to arrival: 75% of the invoiced *accommodation amount,
7 to 0 days prior to arrival: 100% of the invoiced amount

Exclusion: 3rd party contractors for activities & transfers and/or other services – will be billed for according to their cancellation policy*

Confirmed reservations made and cancelled within the cancellation period will be charged according to the cancellation policy. Please ensure that the cancellation has been processed and that you have received written confirmation thereof.

* "Booker" refers to the company or person making the reservation whether for themselves or a 3rd party
* ResDest refers to the Property that is represented
* "Property" refers to the Accommodation Establishment.

The "Booker" hereby confirms acceptance of the rates as well as the terms and conditions. Pub:2025/04/10