



High Season 01.07.2027 - 31.10.2027 Rack Rates



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	Rack	Rates			
	Incl. VAT	VAT	Excl. VAT	T - Levy	Excl. VAT
	Incl. T-Levy		Incl. T-Levy		& T-LEVY
All Values in N\$		15%		2%	
Bungalow [10] Bed & Breakfast					
1 Night BB per Person Sharing	1,540.00	197.44	1,342.56	26.32	1,316.24
1 Night BB Single Supplement	510.00	65.38	444.62	8.72	435.90
1 Night BB per Child 0-6 Years / Sharing with parents	0.00	0.00	0.00	0.00	0.00
1 Night BB per Child 7-12 Years / Sharing with parents	770.00	98.72	671.28	13.16	658.12
Self-Catering Bungalow [2] Private Kitchen & Ablution Facilities					
1 Night SC per Person Sharing	1,370.00	175.64	1,194.36	23.42	1,170.94
1 Night SC Single Supplement	510.00	65.38	444.62	8.72	435.90
1 Night SC per Child 0-6 Years / Sharing with parents	0.00	0.00	0.00	0.00	0.00
1 Night SC per Child 7-12 Years / Sharing with parents	685.00	87.82	597.18	11.71	585.47
Self-catering Rooms - Stables [2] Communal Kitchen & Ablution Facilities					
1 Night SC per Person Sharing	545.00	69.87	475.13	9.32	465.81
1 Night SC per Child 0-6 Years / Sharing with parents	0.00	0.00	0.00	0.00	0.00
1 Night SC per Child 7-12 Years / Sharing with parents	272.50	34.94	237.56	4.66	232.91
Campsite Accommodation [1] Communal Kitchen & Ablution Facilities shared with Stables					
1 Night SC per Person Sharing	240.00	31.30	208.70	0.00	208.70
1 Night SC per Child 0-6 Years / Sharing with parents	0.00	0.00	0.00	0.00	0.00
1 Night SC per Child 7-12 Years / Sharing with parents	120.00	15.65	104.35	0.00	104.35
Exclusive Campsite Accommodation [1] Private Kitchen & Ablution facilities					
1 Night SC per Person Sharing	400.00	52.17	347.83	0.00	347.83
1 Night SC per Child 0-6 Years / Sharing with parents	0.00	0.00	0.00	0.00	0.00
1 Night SC per Child 7-12 Years / Sharing with parents	200.00	26.09	173.91	0.00	173.91
Extras per Person (Child Policy does NOT Apply)					
2,5h Game Drive	400.00	52.17	0.00	0.00	347.83
1,5h Night Drive	400.00	52.17	0.00	0.00	347.83
1h Guided Morning Walk	140.00	18.26	0.00	0.00	121.74
1,5h Guided Sundowner Walk	200.00	26.09	0.00	0.00	173.91
Lunch	195.00	25.43	0.00	0.00	169.57
Lunch Pack	135.00	17.61	0.00	0.00	117.39
Breakfast for Self-Catering guests	195.00	25.43	0.00	0.00	169.57
Dinner	455.00	59.35	0.00	0.00	395.65

ACTIVITY & MEALS TIMES	Autumn/Spring (Apr - May & Aug - Sep)	Winter (June- Jul)	Summer (Oct-Mar)
Afternoon Activities			
Guided Sundowner Walk	16h00 - 18h30	15h30 - 17h30	16h30 - 19h30
Game Drive	16h00 - 18h30	15h30 - 18h00	17h00 - 19h30
Evening Activities			
Night Drive	20h30 - 21h30	20h30 - 21h30	20h30 - 21h30
Morning Activities			
Guided Walk	07h30 - 09h30	08h30 - 10h30	07h30 - 09h30
<u>MEALS</u>			
BREAKFAST	07h00 - 10h00	07h00 - 10h00	07h00 - 10h00
LUNCH	12h00 – 14h00	12h00 – 14h00	12h00 – 14h00
DINNER	19h30 - 21h30	18h00 - 21h00	20h00 - 22h00

Note:

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

Pre- Bookings are recommended to avoid disappointment as seats are limited.

General Terms & Conditions

Rates are per person sharing per night unless otherwise specified in the description. 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. 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 for via www.ohange.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. If the "Booker" is bound by international privacy law please inform ResDest, this information is required to enhance the client's experience. All reservations are confirmed in writing. The onus is on the "Booker" to **check that the reservation has been confirmed correctly**. ResDest has gone that extra mile to ensure that the systems in place make it easy to check and read confirmations. Email subject lines: Should the subject line details not correspond to that of the attached document please query the difference with ResDest. Any errors arising from confirmations not checked will **NOT** be the sole responsibility of ResDest and any costs resulting from these errors will be split between the two parties as the "Property" bears no responsibility in the administration process.

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: The room is booked and confirmed AND/OR the "Booker" has already paid the deposit. A reservation should only be considered as fully confirmed when the "Booker" has received payment. If 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 reserves 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 Bungalow, day 2 Campsite will **not** be approved without written acknowledgement that the guest has been informed.

Child Policy

Children of all ages are welcome and remain the full responsibility of their parents. Children aged 6 & below are free of charge providing they share with their parents. Children between the ages of 7 and 12 are charged special reduced rates, providing they share with their parents. The child policy does / **not** apply to extras. **Adults** refer to guests aged 13 years & older.

1 adult sharing with child(ren) aged 0–6: Pay 1x single room rate plus the applicable child rate.

2 adults sharing with child(ren) aged 0–6: Pay the per-person sharing rate plus the applicable child rate.

1 or more adults sharing with child(ren) aged 7–12: Pay the per-person sharing rate plus the applicable child rate.

Date of birth of the child(ren) to be supplied at the time of making the reservation to qualify for the child policy. Children requiring their own room will be charged adult rates. Requests that fall outside the outlined child policy will be considered on a **case-by-case basis** at the discretion of ResDest. While ResDest strives to accommodate families as best as possible, any special arrangements will be subject to availability and operational feasibility.

An extra bed or stretcher can be accommodated; however, space becomes limited and may affect the comfort that we wish to offer. None of the rooms are wheelchair friendly.

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. Iveri/Paybridge are online and secure credit card facilities offered via 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 ohange@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.

Booking Policy & Partner Expectations

The Terms & Conditions are designed **not** to complicate the booking process but to ensure smooth operations, maximize sales, and protect the best interests of the "Property". We value our partners and remain open to discussions or special requests, particularly from bookers who work collaboratively with us. While flexibility is possible, our policies are in place to avoid past challenges.