Rate Sheet
01.11.2025 – 31.10.2026
Rack Rate

Lodge Direct eMail:	info@kashana-namibia.com	Reservation Enquiries:	kashana@resdest.com
Website:	www.kashana-namibia.com	Marketing:	info@the-portfolio.co
Lodge Phone:	+264-(0)64-571434	Accounting & Finance:	finance@resdest.com
Lodge Fax:	+264-(0)64-571107	Sales & Rates:	rates@resdest.com
Facebook:	https://bit.ly/48OGUE9	Reservations & A/H Hotline:	+264-(0)61-250725/224712
Tripadvisor:	https://bit.ly/4b9olMN	Emergency & WhatsApp:	+264-(0)81-2427375
Realtime Availability:	https://bit.ly/3HC6aBH	Website:	www.resdest.com

	RACK	RACK	RACK	RACK	RACK
	Incl. VAT	VAT	Excl. VAT	T - Levy	Excl. VAT
	Incl. T-Levy		Incl. T-Levy	2%	& T-Levy
All Values in N$		15%		1%	
Luxury Bungalow [13] - Bed & Breakfast					
1 Night BB per Person Sharing	**1,195.00**	153.21	1,041.79	20.43	1,021.37
1 Night BB Single Supplement	**480.00**	61.54	418.46	8.21	410.26
1 Night BB per Child 0-5 Years / Sharing with parents	**0.00**	0.00	0.00	0.00	0.00
1 Night BB per Child 6-12 Years / Sharing with parents	**597.50**	76.60	520.90	10.21	510.68
2 Nights (plus) BB per Person Sharing per night	**1,075.50**	137.88	937.62	18.38	919.23
2 Nights (plus) BB Single Supplement per night	**432.00**	55.38	376.62	7.38	369.23
2 Nights (plus) BB / Child 0-5 Years sharing with parents/night	**0.00**	0.00	0.00	0.00	0.00
2 Nights (plus) BB / Child 6-12 Years sharing with parents/night	**537.75**	68.94	468.81	9.19	459.62
Standard Room [2] - Bed & Breakfast					
1 Night BB per Person Sharing	**915.00**	117.31	797.69	15.64	782.05
1 Night BB Single Supplement	**390.00**	50.00	340.00	6.67	333.33
1 Night BB per Child 0-5 Years / Sharing with parents	**0.00**	0.00	0.00	0.00	0.00
1 Night BB per Child 6-12 Years / Sharing with parents	**457.50**	58.65	398.85	7.82	391.03
2 Nights (plus) BB per Person Sharing per night	**823.50**	105.58	717.92	14.08	703.85
2 Nights (plus) BB Single Supplement per night	**351.00**	45.00	306.00	6.00	300.00
2 Nights (plus) BB / Child 0-5 Years sharing with parents/night	**0.00**	0.00	0.00	0.00	0.00
2 Nights (plus) BB / Child 6-12 Years sharing with parents/night	**411.75**	52.79	358.96	7.04	351.92
Guide Rooms [1]					
BB Per Night - Guide	**580.00**	74.36	505.64	9.91	495.73
DBB Per Night - Guide	**1,005.00**	129.96	875.04	8.66	866.38
Extras per Person					
Dinner	**520.00**	67.83	0.00	0.00	452.17

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.kashana-namibia.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.

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.

1 adult sharing with child(ren) aged 0–5: Pay 1x single room rate plus the applicable child rate.
2 adults sharing with child(ren) aged 0–5: Pay the per-person sharing rate plus the applicable child rate.
1 or more adults sharing with child(ren) aged 6–12: Pay the per-person sharing rate plus the applicable child rate.

There are 2 Thatched Family Chalets that can accommodate families, with a minimum of 3 extra beds in the upstairs loft. There are a number of rooms that can accommodate one and two extra beds / Stretcher comfortably, thereafter space becomes limited and may affect the comfort we wish to offer.

1 Thatched Chalet is Wheelchair Compliant/ 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 or have a friend or family member in Namibia, driving you through Namibia the rates above apply.

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 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 facility 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 kashana@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 company hereby confirms acceptance of the rates, commission as well as the terms and conditions. Pub:2025/06/13