Ugab Terrace Lodge

Rack Rates
01.12.2026–30.11.2027

ResDest Portfolio

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Lodge Phone:	+264-*81 140 0179*	Accounting & Finance:	finance@resdest.com
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Lodge Manager:	admin@ugabterracelodge.com	Reservations & A/H Hotline:	+264-61-250725/224712
Tripadvisor:	https://rebrand.ly/qxexn7t	Emergency &WhatsApp:	+264-81-2427375
Realtime Availability:	https://rebrand.ly/bvkmsre	Website:	www.resdest.com

Ugab Terrace Lodge All Values in N$	**RACK** Incl. VAT Incl. T-Levy	**RACK** VAT 15%	**RACK** Excl. VAT Incl. T-Levy	**RACK** T - Levy 2%	**RACK** Excl. VAT & T-LEVY
Standard Chalets [13] - Bed & Breakfast [BB]					
1 Night BB per Person Sharing	**2,580.00**	330.77	2,249.23	44.10	2,205.13
1 Night BB Single Person (1 Occupant)	**3,485.00**	446.79	3,038.21	59.57	2,978.63
1 Night BB per Child 0-3 Years / Sharing with parents	**0.00**	0.00	0.00	0.00	0.00
1 Night BB per Child 4-12 Years / Sharing with parents	**1,290.00**	165.38	1,124.62	22.05	1,102.56
Luxury Chalet [4] Bed & Breakfast [BB]					
1 Night BB per Person Sharing	**7,500.00**	961.54	6,538.46	128.21	6,410.26
1 Night BB Single Person (1 Occupant)	**11,250.00**	1,442.31	9,807.69	192.31	9,615.38
1 Night BB per Child 0-3 Years / Sharing with parents	**0.00**	0.00	0.00	0.00	0.00
1 Night BB per Child 4-12 Years / Sharing with parents	**3,750.00**	480.77	3,269.23	64.10	3,205.13
Guide Rooms					
BB Per Night - per Guide Sharing	**1,290.00**	165.38	1,124.62	22.05	1,102.56
BB Per Night - Guide single (1 Occupant)	**1,742.50**	223.40	1,519.10	29.79	1,489.32
Camp Site Accommodation [4] - Self Catering					
1 Night SC per Person Sharing	**440.00**	57.39	382.61	0.00	382.61
1 Night SC per Child 0-3 Years / Sharing with parents	**0.00**	0.00	0.00	0.00	0.00
1 Night SC per Child 4-12 Years / Sharing with parents	**220.00**	28.70	191.30	0.00	191.30
1 Night SC per Guide	**440.00**	57.39	382.61	0.00	382.61
Extras <u>per Person</u> (Child Policy Apply to Meals ONLY)					
Lunch - Pre bookings essential	**320.00**	41.74	0.00	0.00	278.26
Lunch Pack - Pre bookings essential	**320.00**	41.74	0.00	0.00	278.26
Dinner for BB & S-catering - Pre bookings essential	**500.00**	65.22	0.00	0.00	434.78
Breakfast for S-catering -Pre bookings essential	**350.00**	45.65	0.00	0.00	304.35
Guided Walking Trail - Min. 2 pax - Includes: Water	**550.00**	71.74	0.00	0.00	478.26
Sundowner Experience - Min. 4 pax - Includes: Water, Snacks & cooldrink	**580.00**	75.65	0.00	0.00	504.35
Scorpion Night Walking Trail - Min. 2 pax - Includes: Water	**600.00**	78.26	0.00	0.00	521.74
Zip Line (Both Lines) - Min. 2 pax (Sundays min 4 Pax) - Includes water.	**800.00**	104.35	0.00	0.00	695.65
Rock Art Excursion - Min. 4 pax - Includes: Snacks, Water & cooldrink	**1,000.00**	130.43	0.00	0.00	869.57
Nature/Game Drive - Min. 4 pax - Includes: snacks, water & cooldrink	**1,200.00**	156.52	0.00	0.00	1,043.48
Walking Trail - no guide	**0.00**	0.00	0.00	0.00	0.00
Bird Watching - no guide	**0.00**	0.00	0.00	0.00	0.00
Stargazing in almost 100% Dark Sky with your own accessories	**0.00**	0.00	0.00	0.00	0.00

NOTE: Portage is provided at a recommended rate of N$10-00 per stay per person.

NOTE: Activities can be booked in advance or on site at reception but payment to be made at the lodge. All activities are weather permitting.

Activity & Meal Times	
	All Seasons
AFTERNOON ACTIVITY	
Rock Art Excursion	15h00 - 19h00
Guided Sundowner Experience	17h00 - 19h00
Guided Walk	16h00 - 19h00
Nature/Game Drive	16h00 - 19h00
NIGHT ACTIVITY	
Scorpion Walk	20h00 – 22h00
MORNING ACTIVITY	
Rock Art Excursion	08h00 - 12h00
Zip Line	08h00 – 10h30
Guided Walk	08h00 – 11h00
Nature/Game Drive	08h00 – 11h00
MEALS	
BREAKFAST	07h00 - 08h30
LUNCH (Pre booking advised)	12h00 – 13h30
DINNER	19h00 - 20h30

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.

Ziplining is offered only in the mornings to ensure safe gliding before the midday heat affects the cables' tension

GENERAL:

1. This agreement is governed by and is subject to interpretation in accordance with the laws of the Republic of Namibia.
2. The Lodge shall be excused and shall not be deemed at fault for any failure of performance hereunder, for any reason beyond its control. Such cause shall be deemed to include, without limitation, war, warlike operations, armed aggression, insurrection, riots, fire, explosions, accidents, failure to obtain government approvals, Government acts or omissions, regulations or orders, acts of God, acts of a public enemy, epidemics, quarantine, restrictions or labour unrest.
3. The "The Booker" shall ensure that the client insures him/herself for emergency medical evacuation cover.

RATES AND PROCEDURES:

1. Rates include accommodation for the Lodge, full breakfast and dinner (where applicable), VAT and all Government levies.
2. The Lodge reserves the right to amend the tariffs/rates accordingly should the percentage level of VAT be increased or Government levies be increased during the duration of this agreement, or if the Namibian Dollar should be officially devalued, or any other unforeseen circumstances that may occur in the duration of this agreement. Rates are subject to change without prior notice
3. All rates specified in this agreement are quoted in Namibian Dollars (NAD), calculated per person sharing per night, unless otherwise indicated, the rates apply to both Group- and FIT reservations.

3.1 The rates do not automatically apply to the MICE market, and a quotation must be obtained from the Lodge by "The Booker".

4. In the event of refurbishment programs, upgrades or any unforeseen exceptional circumstances, the Lodge reserves the right to seek alternative accommodation of similar standard or conveniently situated, for any group or FIT individual booked.
5. Children accommodation and meal rates apply as per the quoted rate sheets.
6. Check-in time: 14h00: The Lodge endeavors to accommodate groups for an earlier check-in time, subject to prior arrangements with senior management of the Lodge and is subject to the availability of rooms.
7. Check-out time: 10h00: Guests requiring the room after check-out time are to reserve an additional night to keep the room until their departure.
8. All reservations, cancellations and/or amendments must be made in writing to the Central Reservations office.
9. Provisional bookings can only be guaranteed for a limited period, which will be stipulated on the provisional booking confirmation. If the booking is not confirmed during this time, it will automatically be cancelled.

Arrival within 1 week will be held for a maximum of 48 hours:
Arrival within 2-3 weeks will be held for a maximum of 7 days:
Arrival within 4-8 weeks will be held for a maximum of 14 days:
Arrival within 3-4 months will be held for a maximum of 21 days:
Arrival within 5-11 months will be held for a maximum of 30 days:
Arrival within 12 plus months will be held for a maximum of 90 days (where possible).

CHILD POLICY:

0-3 years – No charge
4-12 years – 50% discount on rack rates
13 years and older – adult rate

Stretchers (maximum two per room) are available for children sharing and are made up with bedding, allowing families to share a room without needing separate accommodation. Please note, however, that the addition of stretcher(s) will reduce overall space and may impact on room comfort. We recommend this option for families prioritizing togetherness over space. The above children's policy applies to accommodation and meals only. Standard activity rates apply for all guests, regardless of age.

GUIDE POLICY:(Excluding Tour Leaders)

Up to 13 full paying guests: 1 guide/driver less 50% on rack rate in a single room or sharing a twin room.
14 plus full paying guests: Up to 2 guides/drivers less 50% on rack rate, sharing a twin room.
Should the number of full paying guests reduce or increase after confirmation, the applicable guide/driver rate will be adjusted accordingly to reflect the final confirmed group size.

ACTIVITY POLICY:

Activities may be prebooked to secure space but are strictly payable on-site at the Lodge after the activity is completed. Due to weather dependency and other factors, no advance payment is required or accepted. Guests will be charged only if the activity takes place.

PAYMENT POLICY:

1. The Lodge must receive 50% of the full amount payable at confirmation. The balance of full amount payable 30 days prior to arrival.

1.1 Proof of payment must be submitted to the central reservations office. Failure to comply with the terms of payment will result in the automatic cancellation of all bookings or alternatively the reservation will be on rack rate and the guest requested to settle directly.

1.2 All deposits paid in respect of a specific reservation shall be deemed non-transferable and may not be reallocated to any other reservation as it imposes an undue administrative burden and may compromise the financial integrity and security of confirmed reservations. Each payment must be appropriately assigned to the reservation for which it was originally intended.

2. Foreign currencies will be accepted at the rate of exchange valid on the day payments are received.

3. Payment of invoices must be made nett of any financial transaction charges.

4. Any queries on an invoice must be addressed to the Lodge or Reservations Office in writing within 30 (thirty) days of the date thereof.

CANCELLATION POLICY:

Comprehensive Travel Insurance is recommended; the Lodge cannot be expected to waive cancellation fees due to circumstances beyond their control.

Rooms & Campsites

All refunds are subject to a 15% handling fee in addition to the applicable cancellation charges. Deposits received may remain as credit in the "Booker's" account unless a tax invoice has already been issued. In such a case, a credit note will be issued (no credit note can be issued if a tax invoice hasn't been issued)

60 - 31 days prior to arrival 25%
30 - 15 days prior to arrival 50%
14 - 07 days prior to arrival 75%
Less than 7 days and no shows 100%

Activities

Longer than 24 hours prior to activity No charge
24 hours & less prior to activity 100%
Please ensure that the cancellation has been re-confirmed in writing.

WAITLIST POLICY:

1. Should the Lodge be able to accept a confirmed booking from another source, the Lodge has the right to request the "The Booker" to reschedule or immediately confirm the reservation. In which event "The Booker" shall, within 48 (forty-eight) hours either: confirm the reservation and furnish the Lodge with a non-refundable deposit of not less than 50% of the total value of the reservation, such deposit to be received by the Lodge not later than 7 days after reconfirmation of the reservation or cancel or re-schedule the reservation.

1.2. Should no response be received within 48 hours, the booking will be automatically cancelled, and a notification sent accordingly.

2.2. Should "The Booker" have a confirmed booking and wish the Lodge to enforce the above policy "The Booker" shall furnish the lodge with a non-refundable deposit of not less than 50% of the total value of the reservation, such deposit to be received by the lodge not later than 7 days after reconfirmation of the reservation.

* "Booker" refers to the company / agent / tour operator making the reservation, not the individual representing the company.
* Reservations office refers to ResDest (Reservation Destination) contracted to manage the administrative duties on behalf of the accommodation establishment
* The Lodge or Lodge refers to Ugab Terrace Lodge.

The company hereby confirms acceptance of the rates, commission as well as the terms and conditions. Pub:2026/04/24