

Per Room per Night - including Breakfast	**Price per Room** (incl. 15 % VAT and NTB Levy 2%)
Single room	N$ 2590.00
Double room	N$ 4720.00
Double room with sofa bed 3 persons (3-18 years old)	N$ 5180.00
Family room 3 persons (3-18 years old)	N$ 5910.00
Family room 4 persons (3-18 years old)	N$ 6460.00

Meals		per person (incl. 15% VAT)
Lunch		N$ 260.00
Dinner		N$ 590.00

Nature Drive		**N$ 590.00** per person (incl. 15% VAT)
Scheduled tour from	Morning	appr. 06:30 - 08:30
	Afternoon Summer	17:00 - 19:00
	Afternoon Winter	16:30 - 18:30

Cheetah Conservation Fund Cancellation policy from CCF applies	**Self-Drive**	**N$ 880.00** per person (incl. 15% VAT)
CCF Run		08:00
CCF Safari	every hour	From 09:30 till 15:30

Cancellation Policy (cancellations have to be in writing)	
Less than 60 days prior to arrival date	100%

Frans Indongo Business Trust T/A Frans Indongo Lodge
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Reservations: Tel +264 (0)67 304 945 · indongo@afol.com.na · www.indongolodge.com

Frans Indongo Lodge Terms & Conditions

General Terms & Conditions

All amounts are in Namibian Dollars (N$, NAD). Rates are subject to change should there be any changes to the % of VAT or NTB Levy. Frans Indongo Lodge 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, and/or external labor troubles. Failure to comply with any of the terms and conditions set out herein, shall entitle the accommodation establishment at its sole discretion and regardless of booking requirements and payments already received, to cancel or refuse to accept the bookings.

Reservations

All reservations, amendments, and cancellations must be made in writing and will be valid once we confirm in writing. A reservation is only confirmed on receipt of a written confirmation. The onus is on the client to check that the reservation has been confirmed correctly as requested.
If available please supply the first and last names of the clients, the nationality or the country where the client booking originated from, the client's cell phone number in case of emergencies, as well as any dietary and/or medical requirements.

Provisional Bookings
Provisional Bookings (the room is booked, but not secure) will only be accepted at the discretion of the lodge and the validation thereof will be indicated on the confirmation. On receipt of confirmed bookings, the lodge reserves the right to cancel provisional bookings.
Provisional bookings not cancelled 30 days prior to arrival date will be subject to the cancellation policy.
It is the client's responsibility to regularly update the Lodge on its progress of selling provisional/ secured/ confirmed rooms to prevent unnecessary forfeiture of deposits or charges as a result of cancellation penalties.

Confirmed Bookings
The room is booked and confirmed once the Client(s) have paid their deposit or supplied us with all the requested details required on the tax invoice.
The cancellation policy applies if the booking is within 30 days – irrespective of when the reservation was made. Rooming lists, arrival details, nationality, dietary requirements, allergies and medical conditions should be latest advised at the time of confirming the reservation

Tour Guide Policy

Guides will be accommodated in guide lodgings at a special rate, as specified on the rate sheets. The guide rate includes accommodation, dinner & breakfast.
If determined by FIL, guides and/or drivers may need to share accommodations or make use of alternative accommodations set out by FIL.
Guides must be employees of licensed Tour Operators and, if not Namibian, they must have work permits to qualify for guide rates. Unless a Tour Leader has a work permit for Namibia, there will be no discounted rates for Tour Leaders.
The following tables show rates based on ratio of guests and guides/drivers for the lodge and camping.

Child Policy

Children of all ages are welcome and remain the full responsibility of their parents.

- Children aged 0 – 3 are free of charge providing they share with their parents unless otherwise specified on the rate sheet.
- A single parent sharing with one child will be charged the normal single, double room, or family unit rate.
- Children requiring their own room will be charged a full single -, double room, or family unit rate.

The date of birth of the child(ren) is to be supplied at the time of making the reservation to qualify for the child policy. Separate policies for children apply for meals and activities provided by the lodge.

Activities Policy

Activities, including our game drive, are subject to availability, and pre-booking is always advised to secure your reservation.
If weather conditions or other issues (as determined by the Lodge) result in pre-booked activities being unavailable, a refund will be issued or an alternative activity to the same value may be offered.
Activity prices may change from time to time during the course of a season, depending cost of fuel, unless proof can be provided that the original quote or series included the cost of an activity that may need a price to adjust, we reserve the right to adjust the activity and meal costs as required.
Notification will be provided to your office by email to the person responsible for the rates.

Cancellation Policy

Cancellations must be submitted in writing. Cancellation fees are applicable to the entire length of stay and BB value of the booking:

45 to 22 days prior to arrival date	20% of BB *(for group and block bookings only)*
28 to 22 days prior to arrival date	20% of BB
21 to 15 days prior to arrival date	50% of BB
14 to 8 days prior to arrival date	75% of BB
7 to 0 days prior to arrival date & non-arrivals	100% of BB

Confirmed reservations made and cancelled within the cancellation period will be charged according to the cancellation policy. Additionally, there will be a handling fee for any deposits or payments that need to be refunded.
Should you cancel a booking we will acknowledge it in writing. Please ensure that your cancellation has been processed and that you have received written confirmation that it is cancelled.

Payment Policy

To ensure your reservation is confirmed and secure, we kindly ask that you provide us with the information requested on your pro forma or final tax invoice. The complete reservation amount is due 60 days prior to the scheduled arrival date.
If a reservation is made less than 60 days prior to the scheduled arrival date, payment must be received within 7 days of placing such reservation.
All and any bank charges and any short payments will be for the client's account. The onus is on the client to confirm payment details to the Lodge prior to arrival.

A direct bank deposit into the bank account of the Lodge is only for SADC or Namibia clients. Proof of payment is to be emailed to indongo@afol.com.na.

Failure to comply with the terms and conditions shall result in the Loge having the right to:

- Cancel and/or amend any reservation by the client.
- The Lodge will not be held responsible for any loss or consequential damages resulting from the foregoing.