



Marketing & Reservations Details

Exclusive Reservations
Tel: +264 61 237 294
bookings@exclusive.com.na

Direct Contact Details

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RACK RATES 2027

(Valid from 01.01.2027 - 31.12.2027)

DBB Per Person Per Night	Rack Rate				RACK RATE
7 x Twin Rooms & 4 Family Units with en-suite bathrooms & Aircon					
Single	2,600.00				2,600.00
Per person sharing	1,800.00				1,800.00
BB Per Person Per Night					
Single	2,200.00				2,200.00
Per person sharing	1,500.00				1,500.00
Self Catering Per Person Per Night					
5 x Self Catering Units with en-suite bathrooms & Aircon					
Standard Room - Single	1,750.00				1,750.00
Standard Room - Per person sharing	1,150.00				1,150.00
Mountain View Villa					
Exclusive Self Catering property with kitchen, lounge, lapa, splash pool. Four Double Rooms - en-suite bathrooms & Aircon					
DBB Per Person Per Night					
Single	3,350.00				3,350.00
Per person sharing	2,250.00				2,250.00
Self Catering Per Person Per Night					
Single	2,300.00				2,300.00
Per person sharing	1,600.00				1,600.00

Children Policy - BB per child per night sharing with parents					
0 - 3 Years	Free of Charge				
4 - 12 Years	50% of the Per Person Sharing Rate				
Guide / Pilot Policy - Per Guide / Pilot DBB per night (max 1 guide)					
Guide Room	1,300.00				1,300.00

Camping Per person		
4 Private Campsites (max 6 pax & 2 vehicles per site)		
	Rack	
Single Occupancy	520.00	
Per Person Sharing	340.00	
Kids Dinner (4 - 12 years)	170.00	
3 Group Campsites with communal ablution (min 7 & max 25 pax per site)		
	Rack	
Single Occupancy	400.00	
Per Person Sharing	270.00	
Kids Dinner (4 - 12 years)	135.00	

Meals per person	
Prior notice for vegetarians or other dietary requests	
Breakfast	220.00
Light Lunch	285.00
Lunch Pack	285.00
Dinner (2 Course meal with 2 options)	475.00
Kids Dinner (4 - 12 years)	237.50
Riverbed Braai out in Nature	550.00

Min 4 and Max 25 guests

Activities per person	
(Min 2 and Max 20 pax)	
Scenic / Sundowner Drive in open 4x4 vehicle	550.00
Farm Drive to view cattle & farm operations	575.00
Clay Pigeon Shooting (10 rounds)	500.00
Additional 10 rounds for Clay Pigeon Shooting	400.00
Sundowner Drive	500.00
Fat Bike Ride (2 hours)	500.00
Archery (20 Arrows per person)	450.00

Includes onboard refreshments
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Terms & Conditions

Reservations:

1. All bookings, cancellations or amendments must be made in writing.
The above will ONLY be effective if written confirmation thereof has been received from the bookings office.
If a booking is amended and there is no space for a booking on the amended date - the Tour Operator needs to CANCEL the original date if they do not wish to keep it. The booking will NOT be automatically cancelled.
2. Provisional Bookings remain the responsibility of the Tour Operator and should they not be cancelled - the tour operator will be held responsible
3. Provisional Bookings should be confirmed / cancelled within 14 days. It remain the responsibility of the Tour Operator to do so.
4. It remains the responsibility of the Tour Operator to make sure the correct information was confirmed to them.
This includes dates / room amount and types and if the booking is confirmed or provisional

Group Bookings

1. 60 (sixty) days prior to arrival at the Lodge, a pre-arrival check may be done by the booking office to secure a preliminary rooming list and confirmation from the Tour Operator as to the number of the rooms required.
Rooms that are not required should be released.
2. 45 (forty five) days prior to arrival at the Lodge, the Tour Operator has the right to cancel 10% of the rooms being held by the booking office on that date without any cancellation fee being payable. If more than 10% of the rooms are cancelled, the booking office reserves the right to levy a charge equivalent to the full accommodation rate booked - discounted by 50% for the full period of the original reservation.
3. The final rooming list must be received by the booking office 30 days prior to arrival at the Lodge.

General:

1. If the lodge at any time is approached by another Tour Operator who is willing to pay a deposit of 50% of the accommodation fee in order to secure accommodation that has already been booked, but not yet confirmed, by the first Tour Operator, the Agent shall give the first Tour Operator the **opportunity to either:**
 - 1.1. Confirm the reservation, in which case the Tour Operator shall furnish the Agent with a non-refundable deposit of not less than 50% of the total value of the reservation, such deposit to be received by the Agent and the establishment not later than 7 days after confirmation of the reservation, **or**
 - 1.2 To Cancel the reservation without incurring any cancellation fees.
2. The Lodge reserves the right to change their rate without any prior notice should they deem it necessary

Payments:

1. TO's that have an account with the lodge should make payment to the lodge at the end of the month for the month that has passed.
E.g If clients stayed in June - their booking should be paid by the end of June
2. All other TO's should pre-pay their bookings 30 days in advance

Cancellation Policy:

30 Days Prior to arrival	10%
29 - 21 Days Prior to arrival	20%
20 - 14 Days Prior to arrival	30%
13 - 7 Days Prior to arrival	50%
6 Days Prior to arrival	75%
5 - 1 Days Prior to arrival	100%
No Shows	100%

Banking Details:

First National Bank
Account: 622 003 932 55
Branch: 282 672 (Swakopmund)
Swift Code: FIRNNANX

Please email proof of payment to: accounts@kronenhof.com.na