High Season
01.05.2027 - 31.10.2027
Rack Rates

Lodge Direct eMail:	info@ndhovu.com	Reservation Enquiries:	ndhovu@resdest.com
Website:	www.ndhovu.com	Marketing:	info@the-portfolio.co
Lodge Phone:	+264-66-259901	Accounting & Finance:	finance@resdest.com
Lodge Cell:	+264-(0)81 274 4434 / (0)81 200 2860	Sales & Rates	rates@resdest.com
Facebook:	https://goo.gl/QF41pj	Reservations & A/H Hotline:	+264-61-250725/224712
Tripadvisor:	https://goo.gl/F7qPIQ	Emergency & WhatsApp	+264-81-2427375
Realtime Availability:	https://goo.gl/Jlg5VA	Website:	www.resdest.com

All Values in N$	RACK Incl. VAT Incl. T-Levy	Rack VAT 15%	Rack Excl. VAT Incl. T-Levy	Rack T - Levy 1%	Rack Excl. VAT & T-LEVY
Luxury Tented Rooms [10] Dinner, Bed & Breakfast					
Per Person per night	**2680.00**	346.55	2,333.45	23.10	2,310.34
Single Supplement per night	**885.00**	114.44	770.56	7.63	762.93
Per Child 0-3 Years sharing with parents per night	**0.00**	0.00	0.00	0.00	0.00
Per Child 4-6 Years sharing with parents per night	**420.00**	54.31	365.69	3.62	362.07
Per Child 7-12 Years sharing with parents per night	**1340.00**	173.28	1,166.72	11.55	1,155.17
River Suite[2] Land Suite [3] Dinner, Bed & Breakfast					
Per Person per night	**4115.00**	532.11	3,582.89	35.47	3,547.41
Single Supplement per night	**1360.00**	175.86	1,184.14	11.72	1,172.41
Per Child 0-3 Years sharing with parents per night	**0.00**	0.00	0.00	0.00	0.00
Per Child 4-6 Years sharing with parents per night	**420.00**	54.31	365.69	3.62	362.07
Per Child 7-12 Years sharing with parents per night	**2057.50**	266.06	1,791.44	17.74	1,773.71
Campsite [3] (per Person) - Self-catering					
Campsite 1 Per Person per night - alongside the river	**315.00**	40.38	274.62	5.38	269.23
Campsite 1 Per Child 7-12 Years sharing with adults per night	**157.50**	20.19	137.31	2.69	134.62
Campsite 2 & 3 Per Person per night - river view	**250.00**	32.05	217.95	4.27	213.68
Campsite 2 & 3 Per Child 7-12 Years sharing with adults per night	**125.00**	16.03	108.97	2.14	106.84
Ndhovu Enclave Rooms [10] Dinner, Bed & Breakfast					
Per Person per night	**2250.00**	290.95	1,959.05	19.40	1,939.66
Single Supplement per night	**740.00**	95.69	644.31	6.38	637.93
Per Child 0-3 Years sharing with parents per night	**0.00**	0.00	0.00	0.00	0.00
Per Child 4-6 Years sharing with parents per night	**420.00**	54.31	365.69	3.62	362.07
Per Child 7-12 Years sharing with parents per night	**1125.00**	145.47	979.53	9.70	969.83
Ndhovu Enclave Luxury Campsite [4] (per Person) - Self-catering					
Campsite Per Person per night	**540.00**	69.23	470.77	9.23	461.54
Campsite Per Child 7-12 Years sharing with adults per night	**270.00**	34.62	235.38	4.62	230.77
Campsite Guide per night	**270.00**	34.62	235.38	4.62	230.77
Extras <u>per Person</u> (Child Policy does NOT Apply)					
2h Ndhovu River Cruise per Person	**490.00**	63.91	0.00	0.00	426.09
3h Mahango/Bufallo Park Game Drive	**1040.00**	135.65	0.00	0.00	904.35
5h Combo (Boatcruise + Buffalo Park Drive)	**1530.00**	199.57	0.00	0.00	1,330.43
Day Trip to Popa Falls	**1530.00**	199.57	0.00	0.00	1,330.43
Ndhovu HeliFlip Full Day Trip	**On request**				
Village Walk	**395.00**	51.52	0.00	0.00	343.48
Guided Fishing Trip / Hour (Max 3 people fishing)	**800.00**	104.35	0.00	0.00	695.65
Lunch per Person	**225.00**	29.35	0.00	0.00	195.65
Lunch or Breakfast Pack per Person	**180.00**	23.48	0.00	0.00	156.52
Breakfast at the Lodge per Person	**220.00**	28.70	0.00	0.00	191.30
Dinner at the Lodge per Person	**420.00**	54.78	0.00	0.00	365.22
Transfer to/from Bagani Airstrip per Person	**On request**				
Transfer to/from Shakawe Airstrip per Person	**On request**				

ACTIVITY & MEAL TIMES	Autumn/Spring (Apr - May & Aug - Sep)	Winter (June- Jul)	Summer (Oct-Mar)
Afternoon Activities			
2h Afternoon River Cruise	**16h30 - 18h30**	**15h30 - 17h30**	**17h30 - 19h30**
3h PM Game Drive - Game viewing in Buffalo Park is better in the afternoon, but the lodge is flexible and adjusts to the guest's needs	**15h30 - 18h30**	**14h30 - 17h30**	**15h30 - 18h30**
Morning Activities			
2h Morning River Cruise	**08h30 - 10h30**	**08h30 - 10h30**	**08h30 - 10h30**
Village Walk - includes a visit to the school. Times are flexible depending on the guests' travel needs but normally start after breakfast. Approx 1.5 hours	**08h00 - 09h30**	**08h30 - 10h00**	**08h00 - 09h30**
3h AM Game Drive to Mahango National Park, some guests prefer to have breakfast after the drive, while others prefer to have breakfast and then do the drive.	**07h00 - 10h00** **08h30 - 11h30**	**07h30 - 10h30** **08h30 - 11h30**	**07h00 - 10h00** **08h30 - 11h30**
Half and Full Day Excursion			
Combo (2hr River cruise + 3hr Buffalo Park Drive) - departure time is dependent on the guests' individual needs, ideal for guests staying 2 nights and longer. Approx 5 hours	**Flexible**	**Flexible**	**Flexible**
Day Trip to Popa Falls	**10h00 - 15h00**	**10h00 - 15h00**	**10h00 - 15h00**
Activities / hour			
Guided Fishing Trip - weather dependent. Departure times are determined on request. Own fishing gear required. This activity is offered on a catch and release basis.	**Flexible**	**Flexible**	**Flexible**
MEALS			
BREAKFAST	**07h30 - 10h00**	**07h30 - 10h00**	**07h30 - 10h00**
LUNCH - Pre-booking recommended	**12h00 – 14h00**	**12h00 – 14h00**	**12h00 – 14h00**
DINNER	**19h30**	**19h00**	**19h30**

Note:

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

Pre-Bookings are recommended to avoid disappointment.

The above time schedule is a guideline, Ralf Speh & his team are focused on guest satisfaction

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. 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.

Reservation Policy

Real-time Availability and Online Booking Service are provided via www.ndhovu.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 Land or River Suites, day 2 Luxury Tent will **not** be approved without written acknowledgement that the guest has been informed.

Meal Basis

Camp-site, Self-catering - bring all own equipment including cooking utensils

Dinner, Bed & Breakfast / DBB: Dinner & Breakfast included in the rate

Child Policy

Children of all ages are welcome and remain the full responsibility of their parents. Children aged 3 and younger are free of charge providing they share with their parents. Children between the ages of 4 and 6 are only charged for dinner & breakfast, while children 7 and 12 are charged 50% of rack rates, providing they share with their parents. Children requiring their own room will be charged full adult rates. 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. Child Policy does not apply to activities.

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

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

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

There is 1 Triple (3 single beds) Luxury Tent sharing a bathroom & 3 Land Suites with 1 Double bed & 2 Single beds (1 large room) sharing a bathroom, as well as 1 wheelchair friendly Luxury Tent. Some tents can accommodate an extra bed or mattress comfortably, thereafter space becomes limited and may affect the comfort the "Property" wish to offer.

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.

Payment Policy

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/VCS/Paygate are online and secure credit card facilities offered by Nedbank/First National Bank/Standard 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 ndhovu@resdest.com , any short payments because of international bank charges are for the "Bookers" own account and will be charged directly at the lodge.

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)

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)

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.

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