Serondela Lodge
Chobe river - Namibia

Low Season
01.11.2026– 28/29.02.2027
Rack Rates

Wild Waters group Namibia

ResDest Portfolio

	RACK	RATE				
	Incl. VAT	Incl. VAT	VAT	Excl. VAT	T - Levy	Excl. VAT
Serondela Lodge: 8 Chalets	Incl. T-Levy	Incl. T-Levy		Incl. T-Levy		& T-Levy
All Values in N$	**Incl. All Levy**		15%		1%	
Conservation Levy per person per night (non commisionable)	**255.00**					
Dinner, Bed & Breakfast (Min 2 Nights Stay)	Incl. Cons - Levy	Excl. Cons - Levy		Excl. Cons - Levy		Excl. Cons - Levy
Per Night DBB per Person Sharing	**4899.00**	**4644.00**	600.52	4043.48	40.03	4003.45
Per Night DBB Single Supplement	**1958.00**	**1958.00**	253.19	1704.81	16.88	1687.93
Per Night DBB per Child 0-3 Years / Sharing with parents	**0.00**	**0.00**	0.00	0.00	0.00	0.00
Per Night DBB per Child 4-12 Years / Sharing with parents	**2577.00**	**2322.00**	300.26	2021.74	20.02	2001.72
Activity Package (Min 2 Nights Stay)						
Per Night per Person Sharing	**6492.00**	**6237.00**	806.51	5430.49	53.77	5376.72
Per Night Single Supplement	**1958.00**	**1958.00**	253.19	1704.81	16.88	1687.93
Per Night per Child 0-3 Years / Sharing with parents	**0.00**	**0.00**	0.00	0.00	0.00	0.00
Per Night per Child 4-12 Years / Sharing with parents	**3373.50**	**3118.50**	403.25	2715.25	26.88	2688.36
Guide Rooms [2]: Dinner, Bed & Breakfast						
Per Night - Guide	**1,565.00**	**1,310.00**	169.40	1140.60	11.29	1129.31
Extras per Person (Child Policy only Applies where indicated below)						
Chobe National Park Drive rates are subject to change, should there be any National Park Fee increases						
Lunch		**300.00**	39.13	0.00	0.00	260.87
Scheduled Boat Transfer From/To Kasane (included on DBB & Package rate)		**0.00**	0.00	0.00	0.00	0.00
Boat Transfer outside of pick up and drop off time (one way) per person		**1150.00**	150.00	0.00	0.00	1000.00
Transfers		**Refer to Wild Waters Group Transfer Sheet**				
3h-AM Chobe Nat.Park Drive (Incl: Park Fees) On day of arrival or departure		**1265.00**	165.00	0.00	0.00	1100.00
3h-AM Chobe Nat. Park Drive **(For Guide)** On day of arrival or departure		**600.00**	78.26	0.00	0.00	521.74
6h-Combo Boat Cruise/Chobe NP Drive **(Incl: Park Fees)** **not incl. in Activity Package**		**2280.00**	297.39	0.00	0.00	1982.61
6h -Combo Boat Cruise/Chobe NP Drive **(For Guide)** **not incl. in Activity Package**		**1140.00**	148.70	0.00	0.00	991.30
3h PM Sundowner Boat Cruise **(Children 4 to 12 pay 50%)**		**820.00**	106.96	0.00	0.00	713.04
2h AM Village Visit Guided Walk **(Children 4 to 12 pay 50%)**		**340.00**	44.35	0.00	0.00	295.65

DBB = Dinner, Bed & Breakfast * Cannot combine DBB + Package rate in same reservation*****

Activity Package Rate: Minimum 2 night stay

The 2 nights stay, include: Dinner, Bed & Breakfast, 1x PM boat cruise, 1 x Village Visit walk and 1x AM Game Drive on arrival or on departure day , Park/Conservancy Fees as well as pick up and drop off transfers at scheduled times (Kasane Immigration only). 3 nights stay will include 2 additional cruises; while 4 nights, will include 3 additional cruises + 1 AM Game drive. **Package Schedule:** Arrival Day: Transfer Boat cruise (2-3hours from arrival Kasane) Stay Day: Village Visit Guided Walk and Sundowner Boat Cruise Departure Day: Boat transfer (1,5hours) back to Kasane.

Not Included (Excludes): Lunch, Drinks, Laundry and pick up / drop off fees for unscheduled transfers and anything stipulated above

NOTE: Game drives starting/ending point is at Kasane. If Park Fees increase, Game Drive rates will also Increase at any time - this will affect the activity package rates

Scheduled Pick up Boat cruise transfer from Kasane 14:00-14:30 Scheduled Drop off Boat transfer depart at 7:30 to Kasane 09:00-09:30

NOTE: Access to the lodge is via Botswana (Kasane river border, close to Marina Lodge). Guest can leave their vehicle at immigration parking.

If Botswana borders are not accessible Game Drives will be replaced with a Boat Cruise.

Serondela Lodge

Lodge Direct eMail:	info@serondelalodge.com
Website:	www.serondelalodge.com
Lodge Phone:	+264 (0)81 3080262
Lodge Cell:	+264 (0)81 6759350
Facebook:	https://rebrand.ly/x6p5ves
Tripadvisor:	https://rebrand.ly/w1cbyxj
Realtime Availability:	https://rebrand.ly/xoq4db6

Reservations & Marketing

Reservation Enquiries:	serondela@resdest.com
Marketing:	info@the-portfolio.co
Accounting & Finance:	finance@resdest.com
Sales & Rates	rates@resdest.com
Reservations & A/H Hoteline:	+264-61-250725/224712
Emergency & Whatsapp	+264-81-2427375
Website:	www.resdest.com

Download images, maps, product manual and videos at this link: https://rebrand.ly/2cvk7x2

SERONDELA LODGE

CATEGORY: LODGE
TELEPHONE NO.: +264 (0)813080262 / +264 (0)61 250725
E-MAIL ADDRESS: info@serondelalodge.com
WEBSITE: www.serondelalodge.com
NUMBER OF ROOMS: 7 double chalets - 1 Family chalet - 2 guide rooms
GPS: 17°49'28.8"S 24°58'38.8"E

Serondela Lodge
Chobe river - Namibia

VISA-MASTERCARD | SOLAR POWERED | FREE WIFI | POOL | TRANSFERS | FAMILY OK

Serondela Lodge, situated on the Namibian banks of the Chobe River and directly facing the world-renowned Chobe National Park, ensures year-round close encounters with free-roaming wildlife for our guests.

The eight river-facing chalets offer spectacular views and endless photographic opportunities.

The Lodge is a Joint Venture between the Kabulabula Conservancy and the Micheletti family, who already operate two other lodges in the Linyanti River area of Namibia.

Despite being only 25 km from Kasane, Serondela Lodge offers a sense of exclusivity due to its location. Here, our guests will experience the positive impact of sustainable tourism through this dynamic conservancy in this exquisite area.

Where exactly is the lodge?
Serondela Lodge is located 25 km by boat from Kasane, on the Namibian side of the Chobe River, directly opposite the famous Serondela wildlife viewing area within Chobe National Park. Built within the Kabulabula Conservancy, the lodge seasonally becomes an island.

How do guests get to the lodge?
Serondela Lodge is accessible by boat from Kasane. The designated pick-up point is Kasane Immigration, where guests can park their vehicles safely. The complimentary boat transfer from Kasane offers a unique game-viewing experience. Pick-up time is scheduled between 14h00 and 15h00 from the Kasane Immigration Jetty. The boat will depart once all guests have arrived, with a final departure time of 15h00. Additional fee charged for transfers outside this time. Drop-off on departure day is scheduled at 7h15.

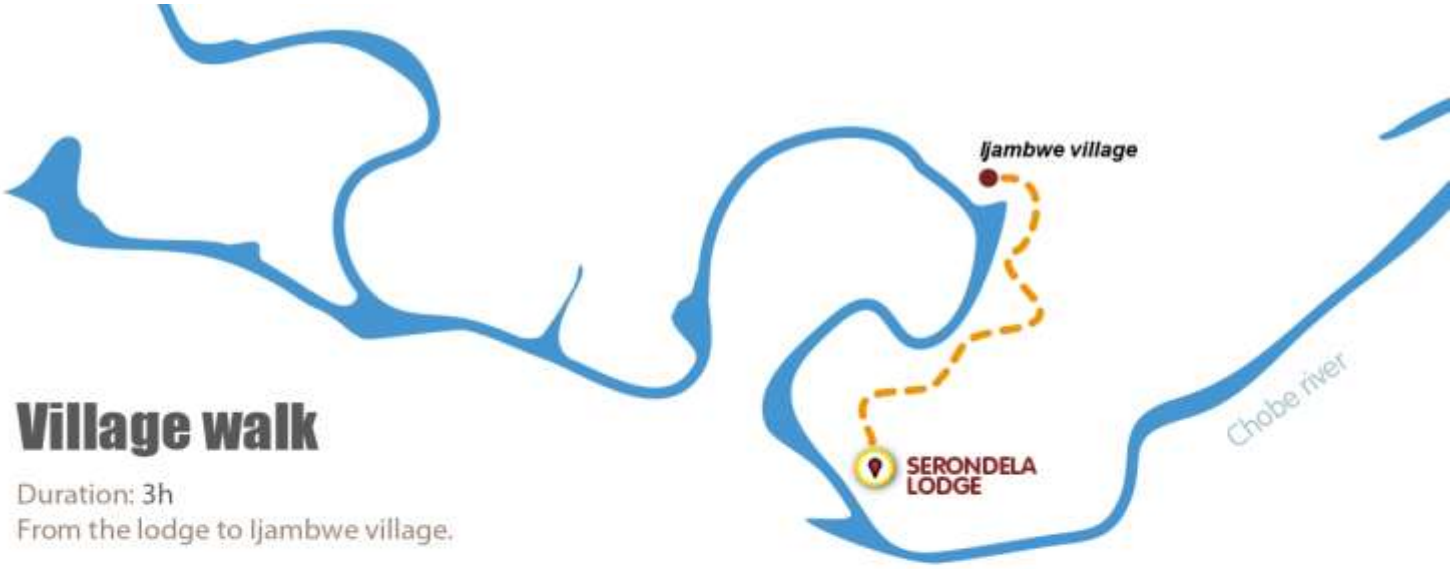
Guests can drop off their vehicles in Katima Mulilo, and a transfer to Kasane can be arranged for an additional fee. Transfers from Victoria Falls or Livingstone can be organized at an additional fee.

How long does it take from Kasane to the Lodge?
Transfer duration varies depending on arrival or departure. The pick-up transfer on arrival day is designed as an activity and can take between two and three hours. The departure transfer to Kasane is direct and takes one hour.

Do guests need to go via immigration control?
Yes, all guests must pass through the Botswana Immigration Office in Kasane town and the Impalila Immigration Office in Namibia.

How many guests can Serondela Lodge accommodate?
The Lodge comprises of seven chalets (six twin ¾ beds & one double king-size bed) and one family chalet (two adults + two children). All rooms are well-spaced to ensure privacy, and each features a river-facing veranda.

The buildings are constructed using sand-filled eco-bags with plastered walls, an ecologically sensitive technique that also provides excellent thermal insulation.



Village walk

Duration: 3h
From the lodge to Ijambwe village.

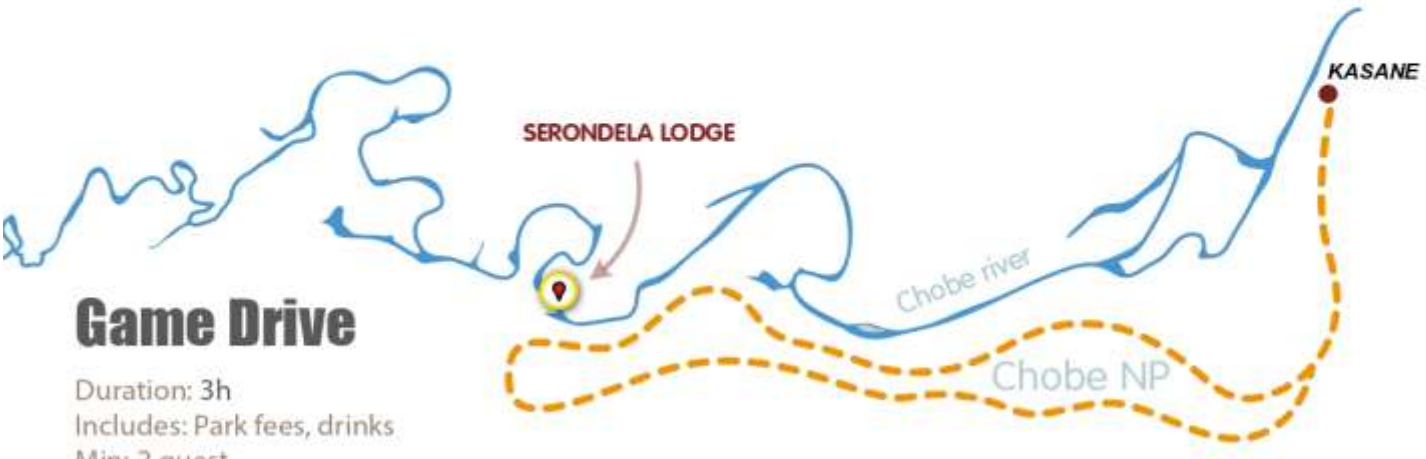
Departure time 8h30 (Summer) 9h30 (Winter)
During flood times a boat can be used to reach the village.

Boat Cruise

Duration: 2h30
Includes: Drinks & Snacks
Min: 2 guest

Serondela Lodge

Departing from Serondela Lodge.
PM Sunset cruise departs 15h30 (Winter) and 16h30 (Summer). Sunrise cruise available on request.



Game Drive

Duration: 3h
Includes: Park fees, drinks
Min: 2 guest

Departing from Kasane immigration at 9h15. Return at 12h15.
Game drive is on check-out or on request on check-in day. If required during stay additional fee applies.

Pickup point in Kasane for boat transfer to the Serondela Lodge

Kasane town immigration border
Vehicle can be parked at the immigration grounds or our guide will suggest an alternative. There is security at night.

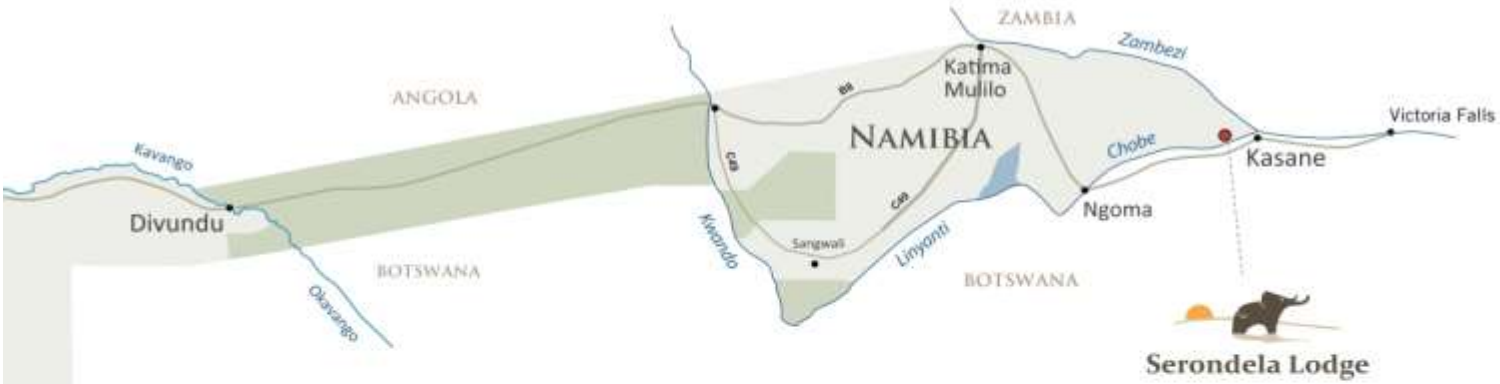
Scheduled PickUp time from Kasane
14h00 - 15h00 (14h00 ideally)
Boat will not wait beyond 15h00.
Additional fee charged for transfers outside this time.

Border closes at 16h30.
Number to call in case of delays
+264 (0)813080262 / +264 (0)816759350

Scheduled Drop off Boat transfer depart at 7h15 to arrive in Kasane at 09h00 - 09h30
Additional fee charged for transfers outside this time.

Namibia requires tourist to apply for a VISA. This can be done online or on arrival at the border. We suggest to complete the application prior to arrival.

https://eservices.mhaiss.gov.na/visaonarrival



Chobe NP

General Terms & Conditions

Rates are per person sharing per night unless otherwise specified in the description. 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, should inform ResDest accordingly. 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.serondelalodge.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 and if guests are driving a 4x4*. 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 3 and younger are free of charge providing they share with their parents. Children between the ages of 4 and 12 are charged 50% of rack rates, providing they share with their parents.

1 adult sharing with child(ren) aged 0–3: Pay 1x single room rate plus the applicable child(ren) rate.

2 adults sharing with child(ren) aged 0–3: Pay the per-person sharing rate plus the applicable child(ren) rate.

1 or more adults sharing with child(ren) aged 4–12: Pay the per-person sharing rate plus the applicable child rate.

The child policy only **applies** to activities provided by the lodge – refer to rate sheet above. **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. Children requiring their own room will be charged adult rates. Requests that fall outside the outlined child policy will be considered on a **case-by-case basis** at the discretion of ResDest. While ResDest strives to accommodate families as best as possible, any special arrangements will be subject to availability and operational feasibility.

Accommodation Facilities: Our eco-friendly, solar powered camp offers 8 exclusive chalets. (7 twin bed chalets, 1 Family chalet (2 adults and 2 children) as well as 2 guide rooms. Each chalet has a private verandah overlooking the Chobe River and National Park, en-suite bathroom and is equipped with bedding, towels, coffee/tea station (hot water flasks). Fans and charging plugs are in each room.

Immigration Office Open and Close Time:

Access to Serondela Lodge is by boat transfer from Kasane (Botswana), via the Kasika immigration border (Namibia). Border paperwork and Transit are generally fast. Kasane border closes at 16:30. Late arrivals should take this into consideration.

Pick up and Drop off Transfer:

Scheduled Pick up Boat cruise transfer from Kasane immigration 14:00 - 14:30 (ideally 14:00), the boat will not wait beyond 15:00. Scheduled Drop off Boat transfer departs at 7:30 to Kasane 09:00 - 09:30. Contact details for transfer arrangements: +264 (0)81 6759350 / +264 (0)81 3080262. Transfers out of these times will be charged. Transfers from/to Victoria Falls, VFA, Kasane lodges, Kasane Airport, Katima Mulilo, Mpacha Airport, Livingstone or other destinations can be arranged on request, please refer to the Wild Waters Group Transfer sheet for the costs.

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.

Activity Policy

Activities offered are subject to availability and pre-booking is always advised to secure your 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, an alternative activity to the same value may be offered or a refund may be offered. Activity prices may change from time to time to during a season, depending on few factors, the "Property" reserves 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, as well as an industry newsflash. If you are not receiving any of our newsflashes, please contact info@the-portfolio.co

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 Pro-Forma 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. Paybridge/DPO/Paygate/ are online and secure credit card facilities offered by First National 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 serondela@resdest.com, any short payments because of international bank charges are for your 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 & 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:2026/04/16