



Lodge Directly

Tel: +264 81 154 4695
E-Mail: info@shameturiverlodge.com

Reservations

Tel: +264 61 237 294
After hours: +264 81 127 4584
E-mail: enquiries@shameturiverlodge.com

Rack RATES 2027 (Valid from 01.01.2027 - 31.12.2027)					
Dinner, Bed & Breakfast	Rack Rate	Nett Rate	1% Levy	15% VAT	Rack Incl VAT & Levy
River View Chalet - Single	4 900,00	4 224,14	42,24	633,62	4 900,00
River View Chalet - Per Person Sharing	4 020,00	3 465,52	34,66	519,83	4 020,00
Luxury Chalet - Single	4 050,00	3 491,38	34,91	523,71	4 050,00
Luxury Chalet - Per Person Sharing	3 170,00	2 732,76	27,33	409,91	3 170,00
Luxury Tented Chalet - Single	4 900,00	4 224,14	42,24	633,62	4 900,00
Luxury Tented Chalet - Per Person Sharing	4 020,00	3 465,52	34,66	519,83	4 020,00
Bush Rooms - Single	3 820,00	3 293,10	32,93	493,97	3 820,00
Bush Rooms - Per Person Sharing	3 060,00	2 637,93	26,38	395,69	3 060,00
Guide Rate (2 pax or more & 1 guide only)	1 500,00	1 293,10	12,93	193,97	1 500,00
Children 0-3 years	<i>f.o.c. (sharing with parents)</i>				
Children 4-12 years	<i>50% off adult rack rate (sharing with parents)</i>				

Campsite	
Camping - Per Person	350,00
Children 4 - 12 years	175,00
Children 0-3 years	f.o.c

Meals (per person)	
Breakfast	365,00
Dinner	640,00
Breakfast pack	255,00
Light Lunch	275,00
Full Lunch (2 course)	415,00
Lunch pack	255,00

Activities (per person)	
Sundowner Boat Cruise (2 hours; including water & soft drinks)	600,00
Morning Boat Cruise	465,00
Breakfast on the Boat	725,00
Fishing Trip (incl. guide and water) Per Person Per Hour	580,00
Game Drive - Mahangu (min 2 pax incl. entrance fees, water & soft drinks)	1 265,00
Game Drive - Bwabwata (min 2 pax incl. entrance fees, water & soft drink)	1 265,00
Mokoro Trips can only be booked at the lodge	
Mokoro Trip (min. 2 pax)	530,00

Can only be booked at the lodge

Transfers per person	
Divundu Airstrip - one way	275,00

Terms & Conditions

Reservations:

1. All bookings, cancellations or amendments must be made to the booking office 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 7 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
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 Agent 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:

FIT Cancellation:

Bookings cancelled within:
50% of fee if cancelled 30 -16 Days prior to arrival
75% of fee if cancelled 15 – 11 Days prior to arrival
100% of fee if cancelled 10 days or less prior to arrival
100% of fee - No show

Group Cancellation:

Bookings must be released 60 days prior to arrival to ensure no cancellation fee is charged
45 days prior to arrival the operator has the right to cancel 10% of rooms being held without any penalty – if more than 10% are cancelled then 50% of the fee will be charged.
50% of fee if cancelled 45 -16 Days prior to arrival
75% of fee if cancelled 15 – 11 Days prior to arrival
100% of fee if cancelled 10 days or less prior to arrival
No Show - 100% of fee

Agents with credit facilities are still liable for cancellation charges even if they have not received a deposit from their clients.

Banking Details:

Azalea Investment 5 cc / TA Shamet River Lodge
Bank Windhoek
Walvis Bay
Branch code: 481 872
Account: 8004849559

Please email the proof of payment to enquiries@shametriverlodge.com