THE Otjiwa COLLECTION

Otjiwa Mountain Lodge
01.07.2027 – 31.10.2027
Rack Rate High Season

ResDest Portfolio

Lodge Direct eMail:	management@otjiwa.com.na	Reservation Enquiries:	otjiwa@resdest.com
Website:	otjiwamountainlodge.com	Marketing:	info@the-portfolio.co
Lodge Phone:		Accounting & Finance:	finance@resdest.com
Lodge Cell:	+264 (0) 81 1410229	Sales & Rates:	rates@resdest.com
Facebook:	https://rebrand.ly/uq164pv	Reservations & A/H Hotline:	+264-61-250725/224712
Tripadvisor:	https://goo.gl/T4XXHT	Emergency & WhatsApp:	+264-81-2427375
Realtime Availability:	https://book.nightsbridge.com/36245	Website:	www.resdest.com

Exclusive Mountain Lodge Chalet [5]	RACK Incl. VAT Incl. T-Levy	RACK VAT	RACK Excl. VAT Incl. T-Levy	RACK T - Levy	RACK Excl. VAT & T-LEVY
All Values in N$		15%		1%	
Dinner, Bed & Breakfast					
1 Night DBB per Person Sharing	**12,370.00**	1,599.57	10,770.43	106.64	10,663.79
1 Night Single Supplement	**4,075.00**	526.94	3,548.06	35.13	3,512.93
All Inclusive (2 activities Per Day)					
1 Night Fi per Person Sharing	**16,420.00**	2,123.28	14,296.72	141.55	14,155.17
1 Night Single Supplement	**4,075.00**	526.94	3,548.06	35.13	3,512.93
Combo Package (1st Night DBB & 2nd Night All Inclusive)					
2 Nights Combo Package per Person Sharing	**25,911.00**	3,350.56	22,560.44	223.37	22,337.07
2 Nights Combo Package Single Supplement	**7,335.00**	948.49	6,386.51	63.23	6,323.28
Guide Rooms [4] at Eagles Rest					
Full Board (LDBB) Per Night - Guide	**2,110.00**	272.84	1,837.16	18.19	1,818.97
Extras per Person (Pre Booking is Required) **Child Policy Does NOT Apply**					
2.5h Sundowner Game Drive	**1,500.00**	195.65	0.00	0.00	1,304.35
AM Rhino Tracking	**1,500.00**	195.65	0.00	0.00	1,304.35
2h Night Drive	**1,200.00**	156.52	0.00	0.00	1,043.48
Ombu Village Tours	**970.00**	126.52	0.00	0.00	843.48
Guided Walk in Nature 6 km	**320.00**	41.74	0.00	0.00	278.26
Guided eBike Trails: Max 7 Pax	**1,100.00**	143.48	0.00	0.00	956.52
Guided Bicycle Trails: Min 2 Pax (Own Bike)	**350.00**	45.65	0.00	0.00	304.35
Bird Watching	**400.00**	52.17	0.00	0.00	347.83
Namibian Cooking Classes	**970.00**	126.52	0.00	0.00	843.48
Horse Back Riding - 1.5 hour sessions to be booked on check in only	**1,100.00**	143.48	0.00	0.00	956.52
Photographic View Point	**465.00**	60.65	0.00	0.00	404.35

Activity Times		
	Spring / Summer (Oct - Apr)	**Autumn / Winter (May - Sept)**
AFTERNOON ACTIVITY		
HORSE BACK RIDING (suitable for beginners & advanced)	Any available time	Any available time
SUNDOWNER GAME DRIVE	16h00 - 18h30	17h00 - 19h30
GUIDED eBIKE TRAILS	17h00 - 19h00	17h00 - 19h00
GUIDED WALK IN NATURE	17h00 - 19h00	16h30 - 18h30
NIGHT ACTIVITY		
NIGHT DRIVE	21h00 - 22h30	20h00 - 21h30
MORNING ACTIVITY		
RHINO TRACKING	07h00 - 09h00	07h00 - 09h00
GUIDED eBIKE TRAILS	07h00 - 09h00	07h00 - 09h00
HORSE BACK RIDING (suitable for beginners & advanced)	Any available time	Any available time
GUIDED WALK IN NATURE	07h00 - 09h00	07h00 – 09h00
OMBU VILLAGE TOUR (Herero cultural tour)	10h30 - 13h30	10h30 - 13h30
MEALS		
BREAKFAST	07h00 - 10h00	07h00 - 10h00
LUNCH (A LA CARTE)	12h00 – 15h00	12h00 - 15h00
TEATIME *(CAKE, COFFEE, AND TEA)*	16h00 - 17h00	16h00 - 17h00
DINNER	19h30 - 21h00	19h30 - 21h00
Note: **Times may vary by 30 min due to weather conditions and time of sunrise/sunset.** **Bookings are recommended to avoid disappointment as seats are limited.**		
FOR SPA TREATMENT PLEASE SEE SEPARATE MENU		

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. Where a "Booker" is unable to provide the required information due to applicable privacy laws the "Property" shall not be held responsible for any resulting limitations in service delivery or guest experience. 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 for via www.otjiwa.com.na 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 the estimated time of arrival or where clients are arriving from. Please supply the first and last names of the clients, the 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 medical requirements. A reservation is only confirmed on receipt of a written confirmation. 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.

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 (15:00) and check-out (11:00) times, as late departures impact arriving guests. "Bookers" must ensure clients understand logistical constraints to prevent disruptions. Down-grades i.e. day 1 Thorn Bush Tent, day 2 Elegant Room will **not** be approved without written acknowledgement that the guest has been informed.

Child Policy

Mountain Lodge is designed as a tranquil and romantic retreat and is therefore not suitable for children.

None of the chalets are wheelchair friendly.

Meal Basis:

DBB: Dinner and Breakfast included

FB: Lunch, Dinner and Breakfast included

Fi: Lunch, Dinner, Breakfast, 2 activities per day, Drinks (not premium brands) and Laundry

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 during a season, depending on park entrance fees (if applicable), cost of fuel etc. unless proof can be provided that the original quote or series quote included the cost of an activity, 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, 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 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. 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 otjiwa@resdest.com, any short payments because of international bank charges are for the "Bookers" own account and will be charged directly at the "Property".

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:2026/08/13