



Serondela Lodge
Chobe river - Namibia

**Rate Sheet
Rack**

01.11.2020 - 31.10.2021



RESERVATION DESTINATION
ResDest.COM

General Enquiries

Lodge Email: info@serondelalodge.com
Lodge Phone: [+264 66252677](tel:+26466252677)
Lodge Cell: +264-81-1477798
Website: <http://www.serondelalodge.com/>
Tripadvisor: <https://goo.gl/BZNAFy>
Realtime Availability: <https://goo.gl/ZadU2X>

Reservation Enquiries: serondela@resdest.com

Sales & Marketing: marketing@resdest.com
Accounting & Finance: finance@resdest.com
Reservation Hotline: +264-61-250725, 224712
Emergency Line: +264-81-2427375
Reservation Fax: +264-88-637655
Website: www.resdest.com

Minimum 2 Night Stay * Only one rate category per reservation**

Product	RACK IN VAT IN LEVY	RACK IN VAT IN LEVY	RACK VAT	RACK EX VAT IN LEVY	RACK LEVY	RACK EX VAT EX LEVY
Serondela Lodge: Tented Accommodation[8 Room]						
All Values in N\$			15%		1%	
Dinner, Bed & Breakfast Rates Per Person Sharing Per Night DBB + Scheduled Boat Transfers/cruise						
Per Night DBB per Person Sharing	3620.00	3,620.00	468.10	3,151.90	31.21	3,120.69
Per Night plus DBB Single Supplement per night	1140.00	1,140.00	147.41	992.59	9.83	982.76
Per Night DBB per Child 0-3 Yrs sharing with parents (refer to T&C's)	0.00	0.00	0.00	0.00	0.00	0.00
Per Night DBB per Child 4-12 Yrs sharing with parents (refer to T&C's)	1810.00	1,810.00	234.05	1,575.95	15.60	1,560.34
Fullboard Plus (Package) rates are Per Person sharing Per Night						
1 DBB + 1 Full Board + Scheduled Boat Transfers + 3 Activities]						
Per Night per Person Sharing	4595.00	4,595.00	594.18	4,000.82	39.61	3,961.21
Per Night plus Single Supplement per night	1140.00	1,140.00	147.41	992.59	9.83	982.76
Per Night per Child 0-3 Yrs sharing with parents (refer to T&C's)	0.00	0.00	0.00	0.00	0.00	0.00
Per Night per Child 4-12 Yrs sharing with parents (refer to T&C's)	2297.50	2,297.50	297.09	2,000.41	19.81	1,980.60
Extras per Person						
Lunch	240.00	240.00	31.30	208.70	0.00	208.70
Scheduled Boat Transfer From/To Kasane (included on DBB & Package rate)	0.00	0.00	0.00	0.00	0.00	0.00
Boat Transfer outside of pick up and drop off time (one way) per person	1000.00	1,000.00	130.43	869.57	0.00	869.57
Transfer Kasane - Victoria Falls (one way, min 2-4 pax)	1100.00	1,100.00	143.48	956.52	0.00	956.52
Transfer Kasane - Victoria Falls (one way, min 5+ pax)	950.00	950.00	123.91	826.09	0.00	826.09
Transfer Serondela (Kasane) - Livingstone (one way, min 2-4 pax)	1150.00	1,150.00	150.00	1,000.00	0.00	1,000.00
Transfer Serondela (Kasane) - Livingstone (one way, min 5+ pax)	1080.00	1,080.00	140.87	939.13	0.00	939.13
Transfer Serondela (Kasane) - Katima Mulilo (one way, min 2-4 pax)	1200.00	1,200.00	156.52	1,043.48	0.00	1,043.48
Transfer Serondela (Kasane) - Katima Mulilo (one way, min 5+ pax)	850.00	850.00	110.87	739.13	0.00	739.13
Transfer From/To Kasane Airport (one way, Prior Arrangement required)	190.00	190.00	24.78	165.22	0.00	165.22
3h AM Game Drive Chobe National Park (Incl: Park Fees)	840.00	840.00	109.57	730.43	0.00	730.43
3h PM Sundowner Boat Cruise	600.00	600.00	78.26	521.74	0.00	521.74
2h AM Village Visit Guided Walk	270.00	270.00	35.22	234.78	0.00	234.78

DBB = Dinner, Bed & Breakfast * Cannot book DBB + Package rate*****

Serondela Package Rate: Minimum 2 night stay

Includes: 1st night DBB, 2nd night Full board, 1x PM Sundowner boat cruise, 1 x AM Village Visit walk and 1x AM Game Drive on departure, Park/Conservancy Fees as well as pick up and drop off transfers at scheduled times. Pick up transfer is combined with Transfer cruise.

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

Scheduled Pick up Boat cruise transfer from Kasane start **14:00** and boat departs **14:30**

Scheduled Drop off Boat transfer depart at **08:00** to Kasane **09:00 - 09:30**

Should your reservation be for the entire lodge and only 1 pick-up and drop off

Activities are offered as follow:

Arrival Day: Transfer Boat cruise (2-3hours at arrival Kasane)

Stay Day: Village Visit Walk and Sundowner Boat Cruise

Departure Day: Boat transfer (1,5hours) back to Kasane. AM Game Drive Chobe National Park @09h30 if booked

NOTE: On check out day, guests doing the Chobe game drive are dropped off at Kasane immigration at 12:30 and can be collected from there for their next destination. Game drives starting/ending point is at Kasane. If Park Fees increase, Game Drive rates will also Increase at any time.

Date, Location

Company

Name

Signature and Stamp

How to get to Serondela Lodge



Serondela Contacts:

info@serondelalodge.com
Phone +264(0)66 252677

- Situated on the Namibian side of the Chobe river
- 17 km from Kasane
- Access via boat from Kasane

You can book transfers from/to Katima M., Vic Falls and Airports additionally to your reservation.

PICK UP in KASANE

Time: 14:00 to 15:00

Where: Immigration in Kasane

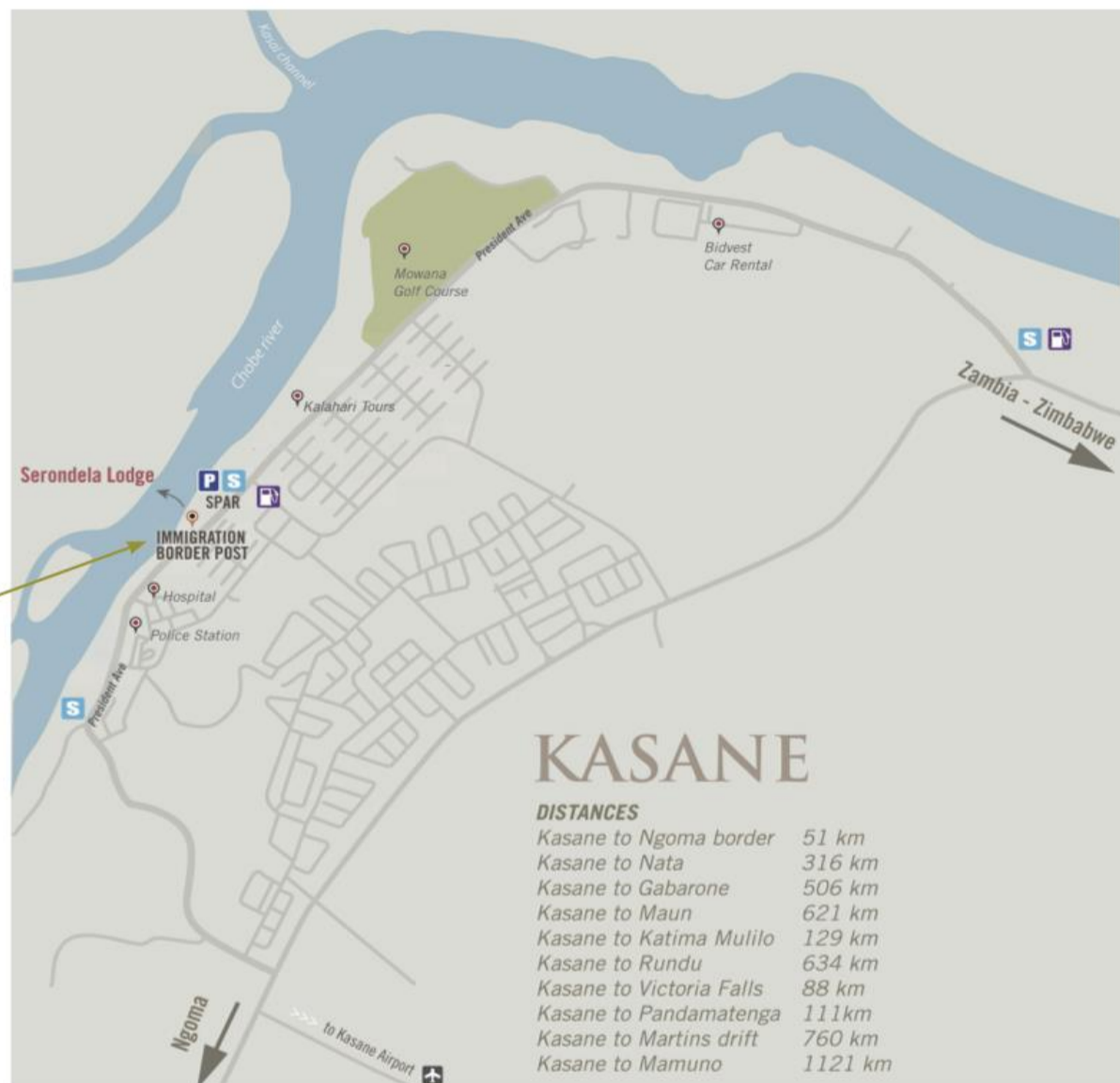
Parking: Our guides will direct guest at parking after offloading the luggage at immigration.

DROP OFF in KASANE

Time: 09:00 to 09:30

Where: Immigration in Kasane

Charges will apply if required at different times.



Serondela Lodge - Terms & Conditions

General Terms & Conditions

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. 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 confirmed reservations already prepaid. The Accommodation Establishment 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 and/or external labour troubles. Failure on your part to comply with any of the terms and conditions set out herein, shall entitle the accommodation establishment at its sole discretion and regardless of booking requirements and payments already received, to cancel or refuse to honour the booking

Reservation Policy

Real-time Availability and Online Booking Service are provided for via www.resdest.com as well as www.serondelalodge.com. Online inventory check and online is the preferred method of booking. All other reservations are to be made in writing by fax or eMail specifying estimated time of arrival or where you are arriving from. If available please supply the first and last names of your travel companions, the nationality or the country of origin, your cellphone number in case of emergencies as well as any dietary requirements. 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 accommodation establishment or ResDest.com.

Provisional Reservations: The room is booked, deposit payment has not been received to secure the room, we reserve the right to cancel your room should no deposit payment be made or proof of payment received within 7 days of making the reservation.

Confirmed Reservations: Room is booked, the deposit payment has been received, while full payment is due 30 days prior to arrival date. We send a reminder email on 30 days prior to arrival, however should the remainder payment or proof of payment (EFT) not be received at this time, we reserve the right to cancel your room.

Amended Reservation: Room is booked, but dates or meal basis needs to be changed, kindly send us the details on the existing email, so that we have access to the original reservation & reference number. Online reservations made for 1 or 2 persons, who then arrive with more guests than booked will automatically be billed the rates above for immediate settlement should the lodge have availability at the time of arrival.

Children Policy:

Children of all ages are welcome and remain the full responsibility of their parents, unless otherwise specified on the rate sheet supplied. Children aged 3 and below 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, unless otherwise specified on the rate sheet supplied. Children requiring their own room will be charged full adult rates. Date of birth of child(ren) to be supplied at the time of making the reservation to qualify for the child policy. Family room available for 2 adults and 1 child older than 12 and 1 child younger than 12 or 2 adults and 2 children under the age of 12, however the family room is not suitable for 2 children over the age of 12 sharing with parents. Activities offered in and around the national park are not always safe for small children, our discretion will be applied for the safety of you and your children and in some cases, you might be advised that children may not participate. We thank you in advance for your co-operation in this matter.

Payment Policy

Reservations made via the online booking portal will automatically deduct the 25% deposit from your credit card information, but will not provide you with an invoice, should you require an invoice please send an email request for one. The remainder is due 30 days prior to arrival.

Reservations made via email or other; A ProForma Invoice will be sent to you 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 your reservation be made within 30 days of arrival, full payment is necessary to confirm your reservation. Iveri/Paybridge/VCS/Paygate are online and secure credit card facilities offered by Nedbank/First National Bank/Standard Bank which require your signature and a copy of your passport, this will be requested at the lodge on arrival/ check in. Should you prefer to pay by Electronic Funds Transfer you will find the banking details at the bottom of the confirmation page sent to you. Please send proof of payment by email to finance@resdest.com, any short payments as a result of international bank charges are for your own account and will be charged directly at the lodge.

Cancellation Policy - for individual reservations

31 days + prior to arrival 10% of the deposit amount paid (only applies where refunds need to be issued)

30 to 22 days prior to arrival, 25% of the invoiced amount

21 to 16 days prior to arrival, 50% of the invoiced amount

15 to 8 days prior to arrival, 75% of the invoiced amount

7 to 0 days prior to arrival, 90% of the invoiced amount

Should you cancel a booking we will acknowledge it in writing. Please ensure that your cancellation has been processed and you have it in writing.

Cancellation Policy - for groups with 6 people and more

61 days + prior to arrival 10% of the deposit amount paid (only applies where refunds need to be issued)

60 to 22 days prior to arrival, 25% of the invoiced amount

21 to 16 days prior to arrival, 50% of the invoiced amount

15 to 8 days prior to arrival, 75% of the invoiced amount

7 to 0 days prior to arrival, 90% of the invoiced amount

Should you cancel a booking we will acknowledge it in writing. Please ensure that your cancellation has been processed and you have it in writing.

Tour 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(ies) 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 pre-booked 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.