



# Serondela Lodge

Chobe river - Namibia



## Serondela Lodge Rates - 1 NOV 2021 - 30 JUN 2022

Dinner, Bed & Breakfast or Full board plus are minimum 2 night stay

	RATE
	Incl. VAT
	Incl. Levy
<b>Dinner, Bed &amp; Breakfast Rates PP Sharing Per Night (min 2 night stay)</b>	
Per Night DBB per Person Sharing	3450.00
Per Night plus DBB Single Supplement per night	1090.00
Per Night DBB per Child 0-3 Yrs sharing with parents (refer to T&C's)	0
Per Night DBB per Child 4-12 Yrs sharing with parents (refer to T&C's)	1725.00
Per Night DBB Guide	850.00
<b>Full Board Plus (Package) rates are PP Sharing Per Night (min 2 night stay)</b>	
Per Night per Person Sharing	4400.00
Per Night plus Single Supplement per night	1090.00
Per Night per Child 0-3 Yrs sharing with parents (refer to T&C's)	0
Per Night per Child 4-12 Yrs sharing with parents (refer to T&C's)	2200.00
Per Night DBB Guide	850.00
<b>EXTRAS Per Person</b>	
Lunch	220.00
Scheduled Boat Transfer From/To Kasane (included on DBB & Package rate)	0
Boat Transfer outside of pick up and drop off time (one way) per person	1000.00
Transfer Serondela (Kasane) - Victoria Falls (one way, min 2-4 pax)	1100.00
Transfer Serondela (Kasane) - Victoria Falls (one way, min 5+ pax)	950.00
Transfer Serondela (Kasane) - Livingstone (one way, min 2-4 pax)	1150.00
Transfer Serondela (Kasane) - Livingstone (one way, min 5+ pax)	1080.00
Transfer Serondela (Kasane) - Katima Mulilo (one way, min 2-4 pax)	1200.00
Transfer Serondela (Kasane) - Katima Mulilo (one way, min 5+ pax)	850.00
Transfer From/To Kasane Airport (one way, Prior Arrangement required)	190.00
3h - AM Game Drive Chobe National Park (Incl: Park Fees)	840.00
3h - AM Game Drive Chobe National Park (For Guides)	420.00
3h PM Sundowner Boat Cruise	570.00
2h AM Village Visit Guided Walk	270.00
DBB = Dinner, Bed & Breakfast *** Cannot combine DBB + Package rate in same reservation***	

<b>Serondela Package Rate: Minimum 2 night stay</b>
<b>Includes:</b> 1st night DBB, 2nd night Full board, 1x PM boat cruise, 1 x 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 (Kasane Immigration only). Pick up transfer is combined with Transfer cruise.
<b>Not Included (Excludes):</b> Drinks, Laundry and pick up / drop off fees for unscheduled transfers
Scheduled Pick up Boat cruise transfer from Kasane 14:00 - 15:00 Scheduled Drop off Boat transfer depart at 08:00 to Kasane 09:00 - 09:30
<b>NOTE:</b> 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, subject to flood levels, guest can drive (4x4) via Namibia back road. Transfers can be booked (not included in above rates)
<b>Activities are offered as follow:</b>
Arrival Day: Transfer Boat cruise (2-3hours at arrival Kasane) Stay Day: Village Visit Guided Walk and Sundowner Boat Cruise Departure Day: Boat transfer (1,5hours) back to Kasane. AM Game Drive Chobe National Park @09h30 if booked. Game drive ends around 12h30
<b>NOTE:</b> Game drives starting/ending point is at Kasane. If Park Fees increase, Game Drive rates will also Increase at any time.
If Botswana borders are not accessible Game Drives will be replaced with a Boat Cruise.

### Serondela Lodge

Phone: +264 (0)66 252677  
Emergency: +264 (0)81 1477798

### Reservation Destination

[serondela@resdest.com](mailto:serondela@resdest.com)  
Office Phone: +264-(0)61-224712

### General Terms & Conditions

STO rates only apply on receipt of signed acceptance of the Rate Sheet. 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, with the exception of confirmed reservations, 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 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 the part of the Tour Operator 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 accept the Tour Operator's bookings.

### Reservations:

Real-time Availability and Online Booking Service are provided for Tour Operators either integrated in Tourplan or via our email signature by clicking on the name of the lodge. Online inventory check and online booking 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 clients are arriving from. If available 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 requirements. A reservation is only confirmed on receipt of a written confirmation. The onus is on the Tour Operator/Consultant to check that the reservation has been confirmed correctly - as requested. [ResDest.com](http://ResDest.com) 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 us, just as we extend the courtesy to contact you, should your booking request not correspond. Any errors arising from confirmations not checked will NOT be the sole responsibility of [resdest.com](http://resdest.com) and any costs resulting from these errors will be split between the two parties as the Accommodation Establishment bears no responsibility in the administration process.

Please take note of the following and please make sure your consultants are aware of the following as this has become quite a problem:

Provisional Reservations: The room is booked, but not secure. We provide an expiry date, and if no confirmation is received prior to that date we will send a follow up mail. Should your provisional booking be the last available room not secured/confirmed we reserve the right not to extend the date of expiry or to release the room. No release will be processed without sending an email to advice.

### Confirmed Reservations:

The room is booked and confirmed, the agent or guest(s) have already paid their deposit. Cancellation policy applies if the booking is within 30 days (FIT's) or 60 days (groups) – irrespective of when the reservation was made. Rooming lists, arrival details, nationality (if available) and dietary requirements or allergies should be advised at the time of making or confirming the reservation.

### Amended Reservations:

Room is booked, but dates or meal basis or number of rooms need 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 Rack Rates 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 2 children. A baby cot is available on Request.

### Guide Policy:

Guides accommodated in guide accommodation at a special rate, as specified on the rate sheets. Max 1 guide/driver/pilot for up to 4 guests on special guide rates. Where the guide/driver/pilot (s) are equal to or exceed the number of guests booked, [ResDest.com](http://ResDest.com) reserves the right to charge normal STO rates for each guide/driver/pilot exceeding the ratio of 1 guide/driver/pilot for up to 4 guests. Guides are employees of the Tour Operators and if not Namibian must have work permits to qualify for guide rates. Unless a Tour Leader has a work permit for Namibia there will be no discounted rates for Tour Leaders On occasion especially during peak season, guides may be expected to share accommodation on special request and arranged by [ResDest.com](http://ResDest.com) with the Tour Operator prior to arrival of your group.

### Payments:

A ProForma Invoice will be sent to you by eMail with confirmation of the reservation; however the STO rates contracted to the Tour Operator are the binding rates to be paid unless otherwise agreed to in writing. The tax invoice will be provided by eMail on check out of the guests and a statement sent on the 26th of every month if required. Payment is due at the end of the month of stay OR where specifically agreed to in writing strictly within 30 days of statement date. Failure to comply will result in interest penalties charged at the current bank interest rates. All and any bank charges and any short payments will be for the Tour Operators' account. Proof of payment to be emailed to [finance@resdest.com](mailto:finance@resdest.com). Guests wishing to settle directly may do so by cash or credit card. Reimbursement of commission will be credited to the next invoice on receipt of a tax invoice for the commission. Banking details are supplied on each tax invoice issued, due to possible changes in banking details, it is preferred not to supply the details on the terms & conditions.

### Cancellation Policy:

For groups with 7 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

For groups with 6 people and below

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

Confirmed reservations made and cancelled within the cancellation period will be charged according to the cancellation policy.

Should you cancel a booking we will acknowledge it in writing.

Please ensure that your cancellation has been processed and that you have received written confirmation that it is cancelled.

### Provisional Bookings: (including any possible allotments)

Provisional bookings arriving within 1 week will be held for 48 hours: arriving within 2-3 weeks will be held for maximum 5 days: arriving within 4- 8 weeks will be held for maximum 10 days: arriving within 2-4 months will be held for maximum 21 days: arriving within 5-8 + months will be held for maximum 30 days. These may automatically be released if no confirmation or written request for an extension has been received within the time or on the date of expiry of provisional booking.

Should [ResDest.com](http://ResDest.com) receive a confirmed reservation request for the dates of your provisional booking and your room is the last available room (at this property or a specific room category, we reserve the right to request the release of your provisional booking should your booking not confirm at that time. Failure to respond to the request to release within 48hrs may result in cancellation of your provisional booking, which will be cancelled in writing.

# 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

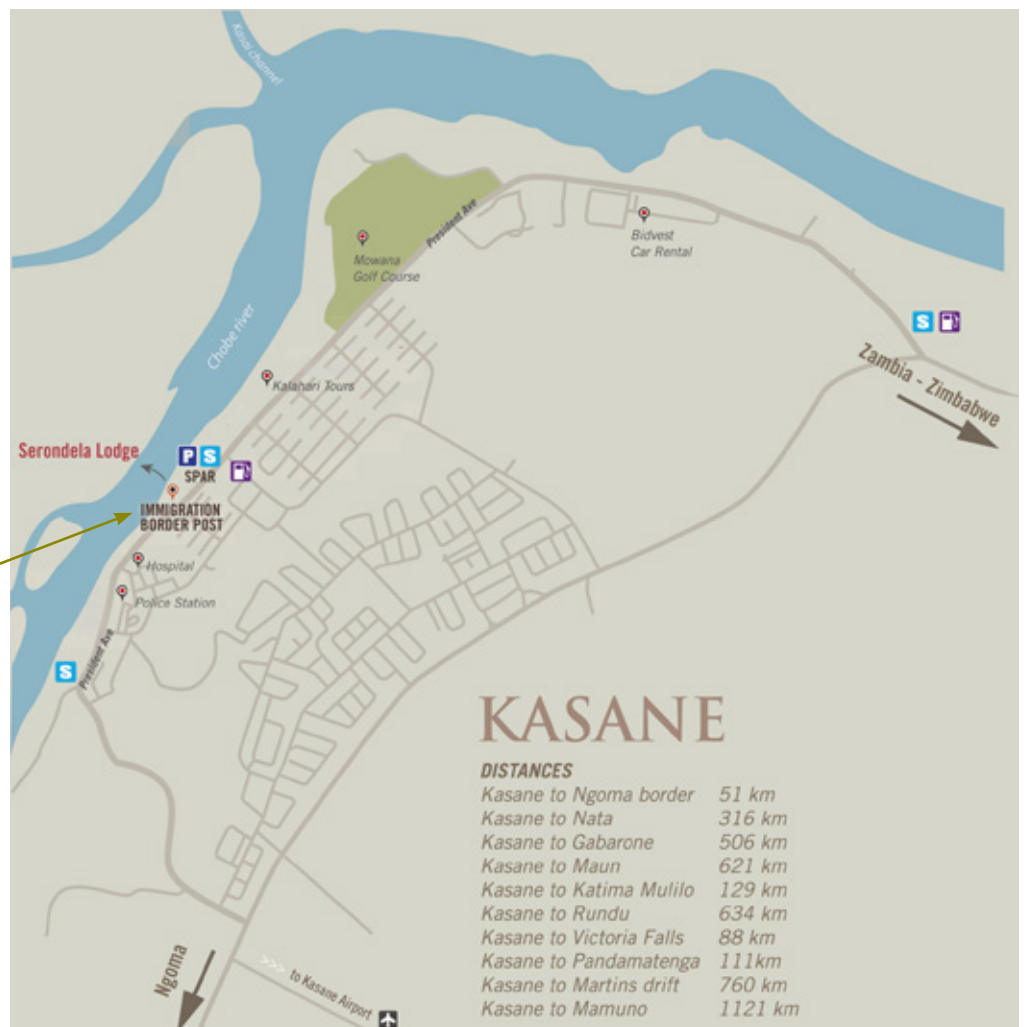
**Parking:** Our guides will direct guest at parking after offloading the luggage at immigration.

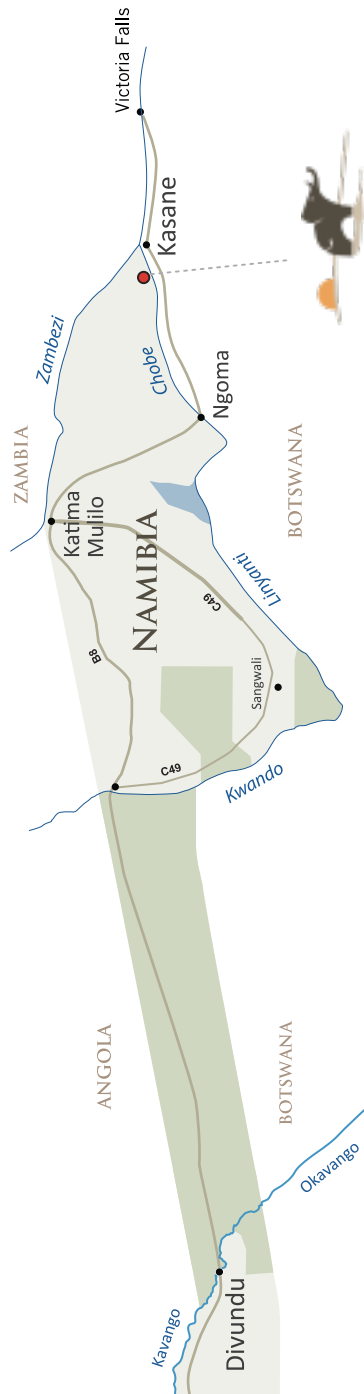
## DROP OFF in KASANE

**Time:** 09:00 to 09:30

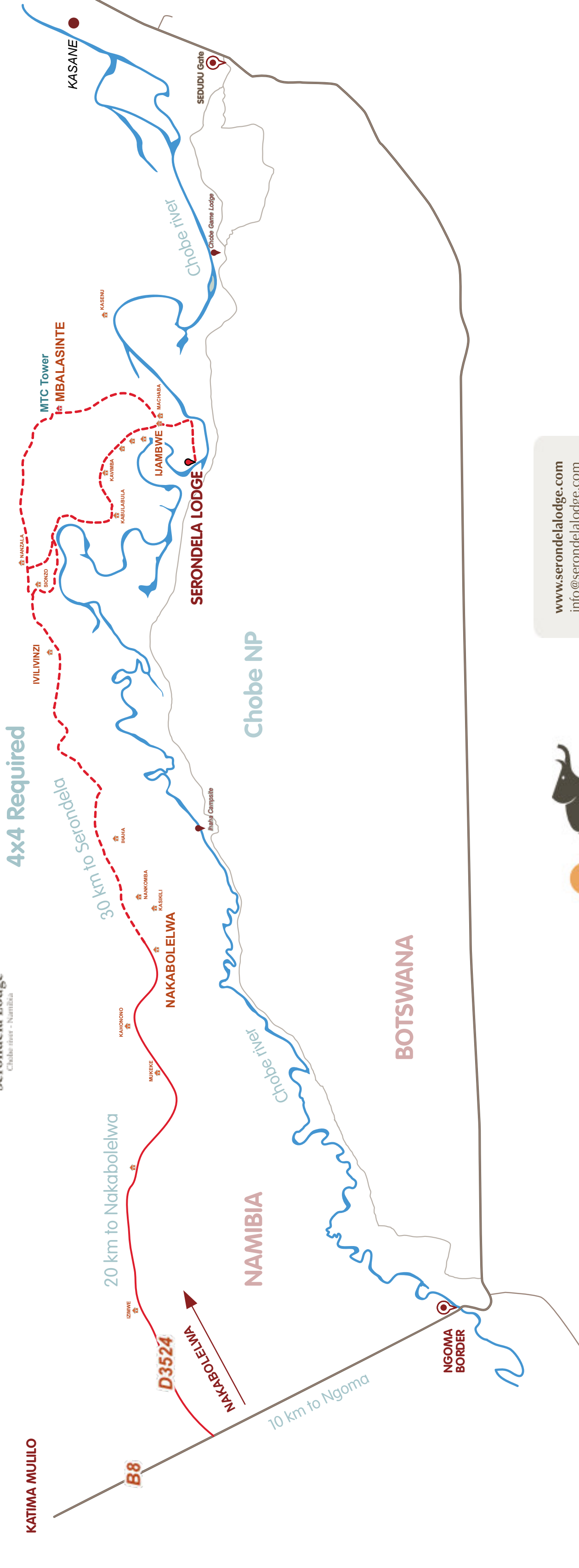
**Where:** Immigration in Kasane

Charges will apply if required at different times.





**Serondela Lodge**  
Chobe river - Namibia



**4x4 Required**

30 km to Serondela

20 km to Nakabolelwa

10 km to Ngoma

Chobe NP

**BOTSWANA**

**NAMIBIA**



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GPS

17°50'05.4"S 25°00'22.3"E  
-17.834820, 25.006187



# COVID -19 Response plan



Wild Waters group

## Wild Waters group Covid-19 Response Plan

### PURPOSE

The purpose of this document is to provide information about the specific risk control measures Wild Waters group has in place to manage the Covid-19 Virus.

### SCOPE

This document will establish the context of the organisation's risk with regard to the Covid-19 virus and will outline measures, procedures and protocols to protect employees in the workplace as well as guests, contractors and suppliers of goods.

### REFERENCES

Procedures and protocols were sourced from the following:

- The World Health Organization
- Namibia Ministry of Health and Social Services guidelines
- Namibian Tourism Board - MANAGEMENT OF GUESTS PROTOCOLS TOOLKIT
- Eco Awards Namibian - Covid Readiness guidelines

### PERSONS RESPONSIBLE

Responsible persons for implementation of steps at all the Lodges and Camps part of Wild Waters Group to control the spread of the virus in the workplace: Simone Micheletti – the General Manager.

### TRAINING

All staff has been trained and are informed on precautions, cough etiquette, isolation measures, thermal testing, hygiene measures, symptoms and treatment of Covid-19 and implementation of the protocols contained in this document.

### BASIC PHYSICAL DISTANCING AND HYGIENE

The following Physical Distancing and Hygiene procedures and Protocols will remain in place until further notice:

All staff are monitored daily for COVID-19 symptoms and staff temperatures are taken at the start and end of each shift.  
All staff are provided with PPE and hand sanitizers.  
All staff received the COVID-19 Health and Safety Training.  
Regular hand washing is encouraged.

### GUESTS

#### Parking area

Guests are welcomed by reception staff in parking area/Boat Harbour.  
Reception staff wear masks/face shields and have hand sanitizer

available.

Staff members' hands are sanitized.

Luggage handles are sanitized

#### Reception area

Before entering the reception area, guest are asked to sanitize their hands and temperature testing is taken.

Should a guest present with a low-grade fever (37.3 degrees or more), a mild cough, headache or shortness of breath, the guest would be advised to self-isolate off the premises and call the Min. Of Health Covid-19 hotline. If self-isolation off the premises is difficult or impossible the guest would be isolated in our quarantine/self-isolation room on the premises

Reception desk is sanitised after every customer or frequently

Sanitizer is available for pens, credit cards, phones, wallets, purses when used

### ROOMS, COMMUNAL AREA, DINING AREA

#### Rooms

Door handles are disinfected by staff before guests enter rooms  
Rooms are sanitized daily  
Rooms are deep cleaned after every check-out  
Sanitizer available in every room  
No turn-down services

#### Communal Areas

All surfaces (e.g. desks, tables and door handles) and objects (e.g. telephones, keyboards, etc) are wiped with disinfectant regularly to reduce contamination on surfaces touched by staff and guests

We promote regular and thorough hand-washing by staff, contractors and guests by placing sanitizing dispensers in prominent places around the establishment and we make sure these dispensers are regularly refilled.

#### Dining

No buffets – only plated meals – to limit contamination of food.  
Table placement and guest seating in dining area according to the World Health Organization recommendations.  
Doors at dining area stay open to limit contamination through the touching of door handles.  
Hand sanitizer available in dining area.  
Replacement of table cloths after every meal.  
Paper serviettes are available on request.  
Placemats are sanitized and replaced after every meal.

