



# Jackalberry tented Camp

Zambezi - Nkasa Rupara NP - Namibia



## Jackalberry Camp Rates - 1 JUL 2022 - 31 OCT 2022

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

	<b>RATE</b>
	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	<b>3600.00</b>
Per Night plus DBB Single Supplement per night	3600.00
No children under the age 16 years old are permitted	-
Per Night DBB Guide	1180.00
<b>Full board (Package) Rates are PP Sharing Per Night (min 2 night stay)</b>	
Per Night per Person Sharing	5035.00
Per Night plus Single Supplement per night	5035.00
No children under the age 16 years old are permitted	-
Per Night DBB Guide	1180.00
<b>EXTRAS Per Person</b>	
Lunch	230.00
Light Lunch	150.00
Lunch Pack	120.00
Pick up Transfer @ 14:30 from Sangwali Village	300.00
Drop off Transfer @ 9:00 from Sangwali Village	300.00
Transfer outside of pick up and drop off time (one way)	605.00
Transfer Serondela (Kasane) - Katima Mulilo (one way, min 2-4 pax)	850.00
Transfer Serondela (Kasane) - Katima Mulilo (one way, min 5+ pax)	650.00
<b>2h - AM Game Drive Nkasa Rupara National Park</b>	<b>690.00</b>
<b>2h PM Sundowner Boat Cruise</b>	<b>550.00</b>
<b>1h Night Drive</b>	<b>550.00</b>
Rates are subject to change in proportion to any National Park Fee increases	

### Jackalberry Camp

Phone: +264 (0)66 686101  
 Emergency: +264 (0)81 1477798  
 website: [www.jbcamp.com](http://www.jbcamp.com)  
 email: [info@jbcamp.com](mailto:info@jbcamp.com)

### Reservation Destination

[jackalberry@resdest.com](mailto:jackalberry@resdest.com)  
 Office Phone: +264-(0)61-224712  
 After Hours: +264-(0)61-250725  
 Emergency: +264 (0)81 2427375

### General Terms & Conditions

STO rates only apply on receipt of signed acceptance of the Rate Sheet. Rates are per tented room 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 Reservation:

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:

No Children under 16 years are allowed at Jackalberry Tented Camp.

### Accommodation Facilities

Our eco-friendly, solar powered camp offers 4 exclusive Meru style tents inside the Nkasa Rupara National Park. 1 Honeymoon Tent with double bed & 3 Tents with 2 beds each as well as 1 tent for a guide. Each tent has a private verandah overlooking the floodplains, in room bathroom (semi private) and is equipped with bedding, towels, coffee/tea station (hot water flasks). Maximum 8 guests per night (2 persons per tent)

### Park Open and Close Time

Park open at 06:30 AM & close at 18h00 Local times apply and are controlled and managed by the Ministry of Environment & Tourism.

### Pick up and Drop off Transfer

Transfers to and from Sangwali Village are offered for guests who do not have 4x4 vehicles at strict pick up and drop off times. Should you not be able to make the scheduled transfer time, provision will be made for unscheduled transfers and arrangements must be finalised prior to arrival either at the time of the reservation or via direct contact with the lodge management team. Each transfer (1 way) takes approximately 1.5hrs.

### 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 unless otherwise requested. A 25% deposit is required to confirm the reservation, while the remainder is due 30 days prior to arrival OR where specifically agreed to in writing full payment is due 30 days prior to arrival. Failure to adhere to payment policy may result in your clients being charged the full amount directly at the lodge. All and any bank charges and 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 direct may do so by cash or credit card - re-imbursalment of commission will be credited to the next invoice. 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.

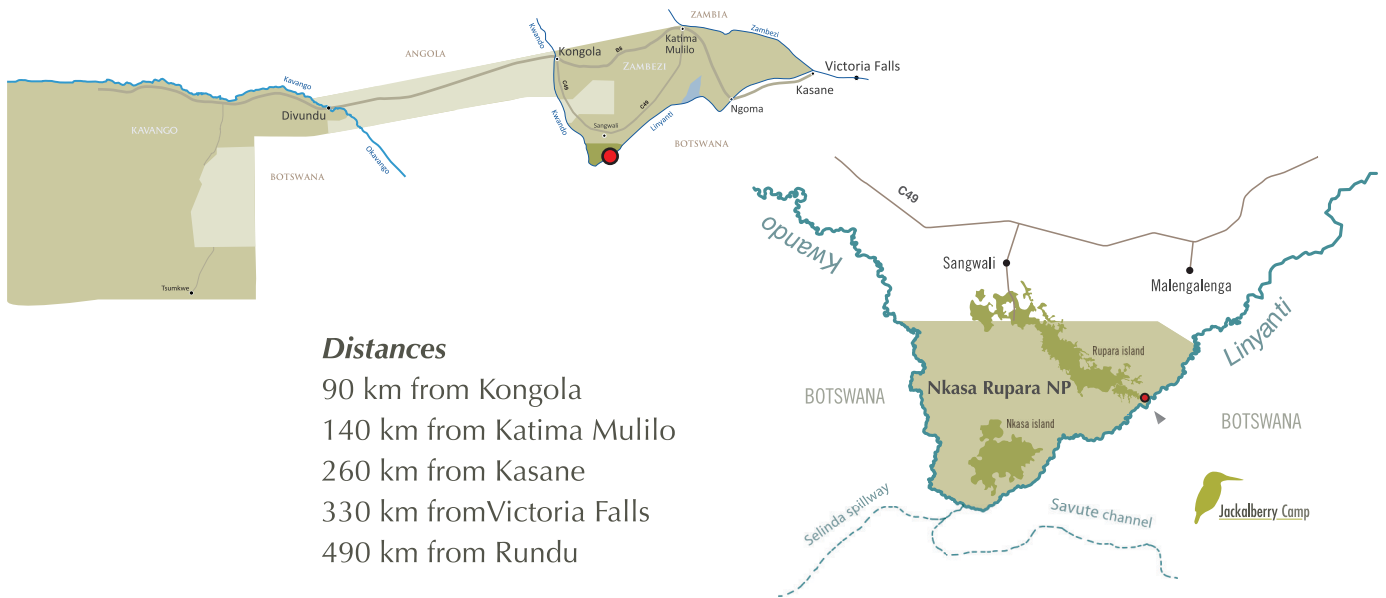
Should you cancel a booking we will acknowledge it in writing.

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

### Provisional Bookings:

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.



**Distances**

- 90 km from Kongola
- 140 km from Katima Mulilo
- 260 km from Kasane
- 330 km from Victoria Falls
- 490 km from Rundu

The only access to Jackalberry Tented Camp is by entering and driving through Nkasa Rupara National Park. **Don't forget to stop at Park office for collecting the permit. (DBB clients only)**

Jackalberry Camp is only accessible by 4x4, all other vehicles will be provided with secure parking and security at the Wuparo Conservancy Office.

**Pickup by the lodge at 2h30 pm drop off at 9 am.**

\* additional fees will apply if arrival/departure is different from the fixed times.

Arrival details or estimated time of arrival is essential for prompt transfer arrangements. Guests /Guide **must please contact** Jackalberry Tented Camp on arrival in Katima or Kongola at this phone number: +264 (0)66 686101 / +264 (0)81 1477798

If tour operator or clients do not confirm the need of a pick up the car will not be at the collection point.



GPS: 18°23'44"S 23°45'22"E



# 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.

