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Camelthorn Rooms [8] = previously reception building	RACK	Rack	Rack	Rack	Rack
Oasis Rooms [19] = previously main building // Guide Rooms: [4]	Incl. VAT	VAT	Excl. VAT	T - Levy	Excl. VAT
Tower Room [2] - booked in conjunction with a room	Incl. T-Levy		Incl. T-Levy		& T-LEVY
All Values in N\$		15%		1%	
<b>Camelthorn Rooms [8] Dinner, Bed &amp; Breakfast</b>					
1 Night DBB per Person Sharing	4120.00	532.76	3587.24	35.52	3551.72
1 Night DBB Single Supplement	1325.00	171.34	1153.66	11.42	1142.24
1 Night DBB per Child 0-5 Years / Sharing with parents	0.00	0.00	0.00	0.00	0.00
1 Night DBB per Child 6-12 Years / Sharing with parents	1992.50	257.65	1734.85	17.18	1717.67
2 Nights (plus) DBB per Person Sharing per night	3749.20	484.81	3264.39	32.32	3232.07
2 Nights (plus) DBB Single Supplement per night	1205.75	155.92	1049.83	10.39	1039.44
2 Nights (plus) DBB / Child 0-5 Years sharing with parents/night	0.00	0.00	0.00	0.00	0.00
2 Nights (plus) DBB / Child 6-12 Years sharing with parents/night	1813.18	234.46	1578.71	15.63	1563.08
<b>Oasis Rooms [19] Dinner, Bed &amp; Breakfast</b>					
1 Night DBB per Person Sharing	4565.00	590.30	3974.70	39.35	3935.34
1 Night DBB Single Supplement	1455.00	188.15	1266.85	12.54	1254.31
1 Night DBB per Child 0-5 Years / Sharing with parents	0.00	0.00	0.00	0.00	0.00
1 Night DBB per Child 6-12 Years / Sharing with parents	2235.00	289.01	1945.99	19.27	1926.72
2 Nights (plus) DBB per Person Sharing per night	4154.15	537.17	3616.98	35.81	3581.16
2 Nights (plus) DBB Single Supplement per night	1324.05	171.21	1152.84	11.41	1141.42
2 Nights (plus) DBB / Child 0-5 Years sharing with parents/night	0.00	0.00	0.00	0.00	0.00
2 Nights (plus) DBB / Child 6-12 Years sharing with parents/night	2033.85	263.00	1770.85	17.53	1753.32
<b>Extras per Person (Child Policy does NOT Apply)</b>					
Tower Open Air Room (only 2) / unit (max 2 persons) / night	1250.00	163.04	0.00	0.00	1086.96
Sossusvlei Drive	1895.00	247.17	0.00	0.00	1647.83
Quad Bike Excursion (semi-automatic)	1200.00	156.52	0.00	0.00	1043.48
Lunch	375.00	48.91	0.00	0.00	326.09
Lunch / Breakfast Pack	210.00	27.39	0.00	0.00	182.61
Brunch Surcharge at Sossusvlei minimum 4 people / person	1670.00	217.83	0.00	0.00	1452.17
Brunch Surcharge at Sossusvlei from 5 people and more / person	575.00	75.00	0.00	0.00	500.00
Transfer to Geluk Airstrip	165.00	21.52	0.00	0.00	143.48
Transfer to NWR/Sossusvlei/&Beyond Airstrip	1050.00	136.96	0.00	0.00	913.04

<b>ACTIVITIES</b>	<b>Autumn/Spring (Apr - May &amp; Aug - Sep)</b>	<b>Winter (June- Jul)</b>	<b>Summer (Oct-Mar)</b>
<b>Afternoon Activities</b>			
Quad Bike Excursion	<b>16h30 - 18h30</b>	<b>15h30 - 17h30</b>	<b>17h00 - 19h00</b>
<b>Morning Activities</b>			
Sossusvlei Excursion	<b>07h15 - 12h30</b>	<b>07h15 - 12h30</b>	<b>07h15 - 12h30</b>
Quad Bike Excursion	<b>07h00 - 09h00</b>	<b>07h00 - 09h00</b>	<b>07h00 - 09h00</b>
<b>BREAKFAST</b>	<b>06h00 - 09h00</b>	<b>06h00 - 09h00</b>	<b>06h00 - 09h00</b>
<b>Lunch</b>	<b>12h00 – 14h00</b>	<b>12h00 – 14h00</b>	<b>12h00 – 14h00</b>
<b>DINNER</b>	<b>19h30 - 21h30</b>	<b>18h00 - 21h00</b>	<b>20h00 - 22h00</b>

**Note:**

Times may vary by 30 min due to weather condition 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**

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, 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, external labour troubles. Failure on the part of the Client 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 client booking(s).

## **Reservations**

Real-time Availability and Online Booking Service are provided for via [www.mirage-lodge.com](http://www.mirage-lodge.com) as well as [www.resdest.com](http://www.resdest.com). Online inventory check and online booking is the preferred method of booking. All other reservations are to be made in writing by eMail specifying estimated time of arrival or where clients are arriving from. Please supply the first and last names of the clients, their 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 allergies, medical 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.

Please take note of the following:

**Provisional Reservations:** The room is booked, but not secure. We provide an expiry date, and if no confirmation/deposit or full payment is received prior to that date we will send a follow up mail, if we don't receive a response to that email, we reserve the right to cancel the rooms blocked. Should your provisional booking be the last available room not secured/confirmed/paid we reserve the right not to extend the date of expiry and to release the room. No release will be processed without sending a written notification.

Should 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. Failure to respond to the request to release within 48hrs may result in cancellation of your provisional booking, which will be cancelled in writing.

**Confirmed Reservations:** The room is booked and confirmed, the Client(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 and dietary requirements / allergies / medical conditions should be advised at the time of 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**

Children of all ages are welcome and remain the full responsibility of their parents. Children aged 5 and below are free of charge providing they share with their parents. Children between the ages of 6 and 12 are charged special reduced rates, providing they share with their parents. Children requiring their own room will be charged full adult rates. Date of birth of the child(ren) to be supplied at the time of making the reservation to qualify for the child policy. The child policy does not apply to extras. A single parent sharing with a single or more children (0-5) will be charged the single person rate (per person sharing price plus the single supplement where applicable) plus the child rate which applies to the age category. A single parent sharing a single or more children (6-12) will be charged the sharing person rate plus the children rate which apply to the age category. Given the ambience of the Spa & Wellness Centre, children under the age of 12 years are not allowed within the Spa facilities.

There is one Camelthorn Room that can accommodate a family of five in two separate rooms sharing a bathroom (two separate rooms). There are a few Oasis rooms that can accommodate one and two extra beds comfortably, thereafter space becomes limited and may affect the comfort we wish to offer. None of the rooms are wheelchair friendly.

## **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 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 newflash. If you are not receiving any of our newflashes, please contact [info@the-portfolio.co](mailto:info@the-portfolio.co)

## **Payments**

Reservations made via the online booking portal will automatically deduct the 25% deposit from your credit card information submitted, 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 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 Quotation will be sent to you by eMail with a provisional confirmation of the reservation and banking details. 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. Paybridge/DPO/Paygate/ are online and secure credit card facilities offered by First National 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 [lemirage@resdest.com](mailto:lemirage@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 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 individual bookings & small 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.

The company hereby confirms acceptance of the rates, commission as well as the terms and conditions. Pub:2024/01/09

**Date, Location:**

**Company Stamp:**

**Company Name:**

**NTB Registration Number:**

**Name of Signatory & Position Held within the Company:**

**Signature:**