



# Rate Sheet

## 1.11.2020 - 31.10.2021

### Rack Rates



RESERVATION DESTINATION  
**RESDEST.COM**

Lodge direct eMail: [management@otjiwa.com.na](mailto:management@otjiwa.com.na)  
 Website: [www.otjiwa.com.na](http://www.otjiwa.com.na)  
 Lodge Phone: +264-67-306672  
 Lodge Fax: +264-88-648765  
 Realtime Availability & Booking: <http://goo.gl/FWFsDz>  
 Tripadvisor: <http://goo.gl/T4XXHT>  
 Facebook: <http://goo.gl/2OJK4b>

Reservation Enquiries: [otjiwa@resdest.com](mailto:otjiwa@resdest.com)  
 Sales & Marketing: [marketing@resdest.com](mailto:marketing@resdest.com)  
 Accounting & Finance: [finance@resdest.com](mailto:finance@resdest.com)  
 Reservation Hotline: +264-61-250725, 224712  
 Emergency Line: +264-81-2427375  
 Reservation Fax: +264-88-637655  
 Website: [www.resdest.com](http://www.resdest.com)

Product	RACK INCL. VAT INCL. LEVY
All Values in N\$	
<b>Mountain Lodge [5 Rooms]</b>	
<b>Dinner, Bed &amp; Breakfast ONLY</b>	
2 Nights plus DBB per Person Sharing /Per Night	2322.00
2 Nights plus DBB Single Supplement /Per Night	765.00
1 Night DBB per Person Sharing	2580.00
1 Night DBB Single Supplement (add to per Person rate)	850.00
Guide Per Night DBB	845.00
<b>Elegant Rooms [17 Rooms]</b>	
<b>Bed &amp; Breakfast</b>	
2 Nights BB per Person Sharing /Per Night	1701.00
2 Nights BB Single Supplement Per Night	616.50
1 Night BB per Person Sharing	1890.00
1 Night BB Single Supplement	685.00
<b>Dinner, Bed &amp; Breakfast</b>	
2 Nights DBB per Person Sharing / Per Night	2007.00
2 Nights DBB Single Supplement Per Night	616.50
1 Night DBB per Person Sharing	2230.00
1 Night DBB Single Supplement	685.00
<b>Family Chalets [7 Two Bedrooms]</b>	
<b>BED &amp; BREAKFAST</b>	
2 Nights plus BB per Person Sharing / Night	1440.00
2 Nights plus BB Single Supplement / Night (add to pps rate)	571.50
2 Nights plus BB per Child 0-3 yrs sharing parents / Night	0.00
2 Nights plus BB per Child 4-12 yrs sharing parents / Night	720.00
1 Night BB per Person Sharing	1600.00
1 Night BB Single Supplement (add to Per Person rate)	635.00
1 Night BB per Child 0-3 yrs sharing parents	0.00
1 Night BB per Child 4-12 yrs sharing parents	800.00
<b>DINNER, BED &amp; BREAKFAST</b>	
2 Nights plus DBB per Person Sharing / Night	1746.00
2 Nights plus DBB Single Supplement / Night (add to pps rate)	571.50
2 Nights plus DBB per Child 0-3 yrs sharing parents / Night	0.00
2 Nights plus DBB per Child 4-12 yrs sharing parents / Night	873.00
1 Night DBB per Person Sharing	1940.00
1 Night DBB Single Supplement (add to Per Person rate)	635.00
1 Night DBB per Child 0-3 yrs sharing parents	0.00
1 Night DBB per Child 4-12 yrs sharing parents	970.00
<b>Guide Accommodation</b> (Refer to terms and conditions below)	
1 Night DBB per guide per night	660.00
1 Night BB per guide per night	440.00

**Next Page Rates For Extras and Self-Catering Accommodation per Person**

## Otjiwa Extras and Self-Catering Accommodation

### Family Chalets [7 Two Bedrooms]

#### SELF-CATERING

2 Nights plus SC per Person Sharing / Night	1224.00
2 Nights plus SC Single Supplement / Night (add to pps rate)	571.50
2 Nights plus SC per Child 0-3 yrs sharing parents / Night	0.00
2 Nights plus SC per Child 4-12 yrs sharing parents / Night	612.00
1 Night SC per Person Sharing	1360.00
1 Night SC Single Supplement (add to Per Person rate)	635.00
1 Night SC per Child 0-3 yrs sharing parents	0.00
1 Night SC per Child 4-12 yrs sharing parents	680.00

### THE NEST [5 Bedroom House]

#### Self-Catering Farmhouse

2 Nights plus SC per Person Sharing / Night	666.00
1 Night SC per Person Sharing	740.00

### CAMPSITE [10]

#### Self-Catering (provide own camping gear)

1 Night SC per Person	225.00
1 Night SC per child 0-3	0.00
1 Night SC per child 4-12	112.50

### EXTRA'S per person (Pre Booking Required)

Breakfast for Self Catering Guests - Child Policy Apply	240.00
Lunch from (a la carte menu) - Child Policy Apply	190.00
Dinner for B&B and Self Catering Guests - Child Policy Apply	340.00
2h AM Game Drive	420.00
2h Night Drive	530.00
2.5h Sundowner Game Drive	660.00
Guided Walk: Sables in Nature 6 km	145.00
Guided Bicycle Trails: Min 2 Pax, Max 6 Pax (Rent a Bike for 2h)	500.00
Guided Bicycle Trails: Min 2 Pax (Own Bike)	180.00
Day Visitor - Availability check required	150.00
Daytime Campsite - Per Camp	300.00
Rhino Tracking	660.00

Date, Location

Company

Name

Signature and Stamp

## Otjiwa 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](http://www.resdest.com) as well as [www.otjiwalodge.com](http://www.otjiwalodge.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. No Family rooms available at the Mountain Lodge or Elegant Rooms. A child sharing with 1 parent will be charged the full adult rate. Children aged 3 and below are free of charge providing they share with their parents, unless otherwise specified on the rate sheet supplied. 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 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 child 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 with 2 or more children will be charged the single person rate plus the children rate which apply to the age category.

### 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](mailto: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

Guides are accommodated in Guide Accommodation close to the main building. There are no guide rooms at the Mountain Lodge. Guides with guests at the Mountain Lodge, will share their meals and activities with the guests but must return to their accommodation at the end of the evening. 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.