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	RACK Incl VAT Incl Levy	RACK Incl VAT Incl Levy	RACK VAT	RACK Excl VAT Incl Levy	RACK LEVY	RACK Excl VAT Excl Levy
Namib's Valley Lodge [6 Bungalows]						
All Values in N\$						
0%						
15%						
2%						
Twin Bungalow [5] Family Bungalow [1] - Bed & Breakfast						
2 Nights (Plus) BB per Person Sharing per night	1498.50	1,498.50	193.77	1,317.65	25.84	1,291.81
2 Nights (plus) BB single supplement per night (add to per person sharing rate)	524.70	524.70	67.85	461.37	9.05	452.33
2 Nights (Plus) BB per Child 0-3 Years / Sharing per night	0.00	0.00	0.00	0.00	0.00	0.00
2 Nights (Plus) BB per Child 4-12 Years / Sharing per night	749.25	749.25	96.89	658.82	12.92	645.91
1 Night BB per Person Sharing	1665.00	1,665.00	215.30	1,464.05	28.71	1,435.34
1 Night BB Single Supplement (to add to per person rate)	583.00	583.00	75.39	512.64	10.05	502.59
1 Night BB per Child 0-3 Years / Sharing	0.00	0.00	0.00	0.00	0.00	0.00
1 Night BB per Child 4-12 Years / Sharing	832.50	832.50	107.65	732.03	14.35	717.67
1 Night Guide at BB	520.00	520.00	67.24	457.24	8.97	448.28
1%						
Twin Bungalow & Family Bungalow-Dinner, Bed & Breakfast						
2 Nights (Plus) DBB per Person Sharing per night	1849.50	1,849.50	237.12	1,596.58	15.81	1,580.77
2 Nights (plus) DBB single supplement per night (add to per person sharing rate)	524.70	524.70	67.27	452.95	4.48	448.46
2 Nights (Plus) DBB per Child 0-3 Years / Sharing per night	0.00	0.00	0.00	0.00	0.00	0.00
2 Nights (Plus) DBB per Child 4-12 Years / Sharing per night	924.75	924.75	118.56	798.29	7.90	790.38
1 Night DBB per Person Sharing	2055.00	2,055.00	263.46	1,773.97	17.56	1,756.41
1 Night DBB Single Supplement (add to per person rate)	583.00	583.00	74.74	503.27	4.98	498.29
1 Night DBB per Child 0-3 Years / Sharing	0.00	0.00	0.00	0.00	0.00	0.00
1 Night DBB per Child 4-12 Years / Sharing	1027.50	1,027.50	131.73	886.99	8.78	878.21
1 Night Guide at DBB	750.00	750.00	96.15	647.44	6.41	641.03
Camp Site Accommodation [5] - Self Catering						
1 Night SC per Person Sharing	285.00	242.25	31.60	210.65	0.00	210.65
1 Night SC per Child 0-3 Years / Sharing	0.00	0.00	0.00	0.00	0.00	0.00
1 Night SC per Child 4-12 Years / Sharing	142.50	142.50	18.59	123.91	0.00	123.91
1 Night Guide at SC	195.00	195.00	25.43	169.57	0.00	169.57
Extras per Person						
1,5h Guided Walk	150.00	150.00	19.57	130.43	0.00	130.43
2h Sundowner Scenic Drive	415.00	415.00	54.13	360.87	0.00	360.87
Lunch	220.00	220.00	28.70	191.30	0.00	191.30
Lunch Pack	175.00	175.00	22.83	152.17	0.00	152.17
Dinner (Main & Dessert)	390.00	390.00	50.87	339.13	0.00	339.13
Dinner 2 Course child 4-12 years old	195.00	195.00	25.43	169.57	0.00	169.57
Breakfast for SC	175.00	175.00	22.83	152.17	0.00	152.17

The company hereby confirms acceptance of the rates, commission as well as the terms and conditions provided below.

Date, Location:

Company Stamp:

Company Name:

NTB Registration Number:

Name of Signatory & Position Held within the Company:

Signature:

ACTIVITY & MEAL TIMES	Autumn/Spring (Apr - May & Aug - Sep)	Winter (June- Jul)	Summer (Oct-Mar)
Afternoon Activities			
Sundowner Scenic Drive	16h00 - 18h00	17h00 - 19h00	16h00 - 18h00
PM Guided Walking Trails (approx 1-1.5hrs)	17h00 - 18h30	16h00 - 17h30	17h00 - 18h30
Morning Activities			
AM Guided Walking Trails (approx 1-1.5hrs)	06h00 - 07h30	07h00 - 08h30	06h00 - 07h30
MEALS			
BREAKFAST	07h00 - 10h00	07h00 - 10h00	07h00 - 10h00
Lunch - Prebooking advised	12h00 - 14h00	12h00 - 14h00	12h00 - 14h00
DINNER	19h30 - 21h30	18h00 - 21h00	20h00 - 22h00
Note: Times may vary by 30 min due to weather conditions and time of sunrise/sunset. Pre-Bookings are recommended to avoid disappointment as seats are limited.			

General Terms & Conditions

STO rates only apply upon 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, except for fully confirmed reservations and/or 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 fully confirmed reservations which have already been 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 and/or *companies that are bound by international privacy laws who are unable to furnish us with the required information to enhance the client experience*. 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 bookings.

Reservations

Real-time Availability and Online Booking Services are provided for Tour Operators that are integrated in Tourplan via <https://goo.gl/P4mX8e> or via the ResDes.com email signature directly through Nightsbridge. 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, the nationality or the country where the client booking originated from, the client cell phone number in case of emergencies, as well as any allergies, dietary and/or medical 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**. 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 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 informed:

Provisional Reservations: The room is booked, but not secured. We provide an expiry date, and if no confirmation is received prior to that date, we will send a follow up mail. 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 despite the expiry date given. Failure to respond to our follow up email or the request to release within 48hrs may result in cancellation of your provisional booking, which will be cancelled in writing. No release will be processed without sending an email.

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.

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 and/or medical requirements or allergies should be advised at the time of making or confirming the reservation. If your company is bound by international privacy laws please inform us, as we require this information to enhance your client experience.

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 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. 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. Any child aged 13 years and older are automatically charged adult rates. A single parent sharing with a single or more children (0-3) 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 children (4-12) will be charged the sharing person rate plus the children rate which apply to the age category. 1 Bungalow suitable for a Family of 3 (2 Adults and 1 child) and is equipped with twin beds & 1 sleeper couch. The family bungalow offers 2 separate bedrooms each with twin beds, sharing a bathroom and can comfortably accommodate 4 adults & 1 child under the age of 12 or 2 Adults & 3 children. None of the bungalows are wheelchair friendly.

Guide Policy

Guides accommodated in guide accommodation at a special rate. 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 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 with the Tour Operator prior to arrival of your group.

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 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 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 newsflash. If you are

not receiving any of our newflashes, please contact info@the-portfolio-co and kindly let us know who the correct person to contact will be. A guide may be accommodated on the activities complimentary providing that there is availability, and that the activity is not outsourced to another company – park entrance fees to be paid by the guide directly (if applicable). Due to limited space on the vehicle, a guide that needs to act as translator may need to prebook and pay for the activity to guarantee availability.

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. 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/VCS are online and secure credit card facilities offered by one of our local registered banks 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 namibsvally@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.