



Central Reservations
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 Windhoek
 Namibia

Private Clients Rate Sheet

Rates are valid from 01.11.2017 until 31.10.2018

Bed and Breakfast per person per day

	Rack Rate	VAT incl. in rack rate	Nett Rate excl. Vat & Levy	Bed Levy	Total Amount Incl. Levy
Single Room	1,150.00	147.44	982.91	19.66	1,150.00
Double Room	1,060.00	135.90	905.98	18.12	1,060.00
Single Bungalow	1,620.00	207.69	1,384.62	27.69	1,620.00
Double Bungalow	1,570.00	201.28	1,341.88	26.84	1,570.00

Children Policy: Including Bed & Breakfast per day

	Rack Rate	VAT incl. in rack rate	Nett Rate excl. Vat & Levy	Bed Levy	Total Amount Incl. Levy
0 to 2 years	Free of Charge				
3 to 11 years	510.00	65.38	435.90	8.72	510.00

All Children 12 years and above, the normal room rates will apply

All Children occupying a separate room will be charged your nett rate for a single or double room

Activity rates per person: minimum pax - 2

CCF Activity	620.00	A half day safari to Cheetah Conservation Fund
Summer Time: Monday to Friday: 13:00 Saturday & Sunday: 12:00		Includes: Visiting the CCF Centre and enjoying a cheetah feeding. Then continue with a drive through Elands' Pen on the way to the Rhino Reserve and Little Serengetti for a sundowner
Winter Time: Monday to Friday: 12:00 Saturday & Sunday: 11:00		Excludes: drinks and snacks. These can be pre-booked at additional cost.
Forest Hike	45.00 p/hour	Can be booked only upon arrival
Morning Farm Drive	140.00	Can be booked only upon arrival
Massages	POR	Can be booked only upon arrival

Meal rates are subject to change.

Light Lunch	90.00	per person
Full Lunch/ Lunch pack	110.00	per person
Breakfast	120.00	per person
Dinner	245.00	per person
Children 4 - 11 Years	125.00	per person

Please note that meal Rates are NETT and NON- Commissionable

All Rates are in N\$

Please note that a 2% Tourism Bed Levy is charged on BB

P.T.O.

Terms & Conditions

Reservations:

1. All bookings, cancellations or amendments must be made to the booking office in writing.
The above will ONLY be effective if written confirmation thereof has been received from the bookings office.
If a booking is amended and there is no space for a booking on the amended date - the Tour Operator needs to CANCEL the original date if they do not wish to keep it. The booking will NOT be automatically cancelled.
2. Provisional Bookings remain the responsibility of the Tour Operator and should they not be cancelled - the tour operator will be held responsible
3. Provisional Bookings should be confirmed / cancelled within 7 days. It remain the responsibility of the Tour Operator to do so.

Group Bookings (A group booking consists of more than 2 rooms OR when a guide accompanies clients)

1. 60 (sixty) days prior to arrival at the Lodge, a pre-arrival check may be done by the booking office to secure a preliminary rooming list and confirmation from the Tour Operator as to the number of the rooms required. Rooms that are not required should be released.
2. 45 (forty five) days prior to arrival at the Lodge, the Tour Operator has the right to cancel 10% of the rooms being held by the booking office on that date without any cancellation fee being payable. If more than 10% of the rooms are cancelled, the booking office reserves the right to levy a charge equivalent to the full accommodation rate booked - discounted by 50% for the full period of the original reservation.
3. The final rooming list must be received by the booking office 30 days prior to arrival at the Lodge.
4. **It remains the responsibility of the Tour Operator to make sure the correct information was confirmed to them. This includes dates / room amount and types and if the booking is confirmed or provisional**
 1. If the Agent at any time is approached by another Tour Operator who is willing to pay a deposit of 50% of the accommodation fee in order to secure accommodation that has already been booked, but not yet confirmed, by the first Tour Operator, the Agent shall give the first Tour Operator the **opportunity to either:**
 - 1.1. Confirm the reservation, in which case the Tour Operator shall furnish the Agent with a non-refundable deposit of not less than 50% of the total value of the reservation, such deposit to be received by the Agent and the establishment not later than 7 days after confirmation of the reservation, **or**
 - 1.2. To Cancel the reservation without incurring any cancellation fees.
 2. The Lodge reserves the right to change their rate without any prior notice should they deem it necessary

Payments:

1. TO's that have an account with the lodge should make payment to the lodge at the end of the month for the month that has passed.
E.g if clients stayed in June - their booking should be paid by the end of June
2. All other TO's should pre-pay their bookings 30 days in advance

Cancellation Policy:

FIT Cancellation: Bookings cancelled within:
50% of fee if cancelled 30 -16 Days prior to arrival
75% of fee if cancelled 15 – 11 Days prior to arrival
100% of fee if cancelled 10 days or less prior to arrival
100% of fee - No show

Group Cancellation: Bookings must be released 60 days prior to arrival to ensure no cancellation fee is charged
45 days prior to arrival the operator has the right to cancel 10% of rooms being held without any penalty – if more than 10% are cancelled then 50% of the fee will be charged.
50% of fee if cancelled 45 -16 Days prior to arrival
75% of fee if cancelled 15 – 11 Days prior to arrival
100% of fee if cancelled 10 days or less prior to arrival
No Show - 100% of fee

Agents with credit facilities are still liable for cancellation charges even if they have not received a deposit from their clients.

Banking Details:

Waterberg Guest Farm
First National Bank
Otjiwarongo
Branch code: 280673
Account: 62248310948

Please email the proof of payment to reservations@waterbergnamibia.com