

# TERMS AND CONITIONS

## RATES AND PROCEDURES

Tariffs/rates quoted include accommodation, full breakfast, VAT and all Government levies. The lodge/guesthouse reserves the right to amend the tariffs/rates accordingly should the percentage level of VAT be increased or Government levies be increased during the duration of this agreement, or if the Namibian Dollar should be officially devalued, or any other unforeseen circumstances that may occur in the duration of this agreement.

All tariffs/rates quoted in this agreement as specified in the rate sheet of the respective accommodation establishment are in Namibia Dollars, per person, per night.

In the event of refurbishment programmes, upgrades or any unforeseen exceptional circumstances, the lodge/guesthouse reserves the right to seek alternative accommodation in a hotel of similar standard or a hotel conveniently situated.

For any guests wishing to extend their stay beyond the period booked by the Operator, the published rack rate will apply unless the accommodation extension request is channelled to the lodge/guesthouse through the Operator.

Children accommodation apply as per the quoted rate sheets.

During peak times crew from the same company may have to share rooms in order to accommodate all the crew.

Dorms are only available at Villa Wiese, and on the rare occasion crew might have to stay at Dunedin Star Guesthouse.

Crews/Tour Guides are only entitled to stay with Tour Guide Rate if accompanied by clients/guests.

## CANCELLATION TERMS

- All reservations, cancellations and/or amendments must be made in writing to the lodge/guesthouse.
- Provisional bookings can only be guaranteed for a limited period, which will be stipulated on the provisional booking confirmation. If the booking is not confirmed during this time, it will automatically be cancelled.
- Should the lodge/guesthouse be in a position to accept a confirmed booking from another source, the lodge/guesthouse has the right to request the agent to reschedule or immediately confirm the reservation. In which event the agent shall within 48 (forty eight) hours either: confirm or cancel or re-schedule the reservation.
- Should no response have been received within 48 hours, the booking will be automatically cancelled and a notification sent accordingly.
- Block or group bookings are not transferable to any other group, i.e. no group name change will be accepted. The initial group must be cancelled and a separate booking should be made for the new group, which will be confirmed by the lodge/guesthouse subject to availability.
- A deposit paid in respect of any reservation made in terms of this agreement is specific to that reservation, and may not be transferred to any other reservation.

## BLOCKBOOKINGS FOR GROUPS

- 60 (sixty) days prior to arrival, the Tour Operator must provide a preliminary rooming list to secure the rooms.
- 30 (thirty) days prior to arrival the final rooming list of the group must be received by the lodge/guest house.

## CHECK-IN/CHECK-OUT

Check-in time: 14h00

Check-out time: 10h00

The lodge/guesthouse will endeavour to accommodate groups for an earlier check-in time, subject to prior arrangements with senior management of the lodge/guesthouse and depending on availability of rooms.

## PAYMENTS

The guest should upon check-in, hand in a voucher for services paid for by the Operator,

In the event of no voucher having been received, the invoice will be made out as per last confirmation received from the Operator and confirmed by the lodge/guesthouse.

Pro-Forma invoices will be emailed with the confirmation of the reservation, however the sto rates supplied to the Tour Operator are the binding rate to be paid.

All reservations must be paid 30 (thirty) days prior to arrival unless as otherwise agreed.

Credit facilities can be applied for through the accounts department only as special agreements.

Any queries on an invoice must be addressed to the debtors department at the lodge/guesthouse in writing within 30 (thirty) days of date of invoice.

## GENERAL

The Tour Operator agrees and undertakes to keep the rates confidential.

This agreement is governed by and is subject to interpretation in accordance with the laws of the Republic of Namibia.

The lodge shall be excused and shall not be deemed in default for any failure of performance hereunder, for any reason beyond its control. Such cause shall be deemed to include, without limitation, war, warlike operations, armed aggression, insurrection, riots, fire, explosions, accidents, failure to obtain government approvals, Government acts or omissions, regulations or orders, acts of God, acts of a public enemy, epidemics, quarantine, restrictions or labour unrest.

The agent shall ensure that the client insures him/herself for emergency medical evacuation cover.