



Boutique Farmhouse

1.11.2023 - 31.10.2024

Rack Rates



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(*1) No Single Supplement from 1 December - 30 June

Products	RACK Incl VAT Incl LEVY	STO Incl VAT Incl LEVY	STO VAT	STO Excl VAT Incl LEVY	STO LEVY	STO Excl VAT Excl LEVY
All Values in N\$						
Bagatelle Kalahari Boutique Farmhouse		0%	15%			
Luxury Room [4]: DBB					1%	
2 Nights Plus DBB per Person Sharing per Night	4370.00	4,370.00	565.09	3,804.91	37.67	3,767.24
2 Nights Plus DBB Single Supplement per Night (*1)	1442.10	1,442.10	186.48	1,255.62	12.43	1,243.19
Child rates ONLY applies to bookings with 3 or more guest sharing a room						
2 Nights Plus DBB per Child 0-5 Years / Sharing /night	0.00	0.00	0.00	0.00	0.00	0.00
2 Nights Plus DBB per Child 6-12 Years / Sharing /night	2185.00	2,185.00	282.54	1,902.46	18.84	1,883.62
1 Night DBB per Person Sharing	4750.00	4,750.00	614.22	4,135.78	40.95	4,094.83
1 Night DBB Single Supplement	1567.50	1,567.50	202.69	1,364.81	13.51	1,351.29
Child rates ONLY applies to bookings with 3 or more guest sharing a room						
1 Night DBB per Child 0-5 Years / Sharing	0.00	0.00	0.00	0.00	0.00	0.00
1 Night DBB per Child 6-12 Years / Sharing	2375.00	2,375.00	307.11	2,067.89	20.47	2,047.41
Standard Rooms [4]: DBB						
2 Nights Plus DBB per Person Sharing per Night	3220.00	3,220.00	416.38	2,803.62	27.76	2,775.86
2 Nights Plus DBB Single Supplement per Night (*1)	1062.60	1,062.60	137.41	925.19	9.16	916.03
Child rates ONLY applies to bookings with 3 or more guest sharing a room						
2 Nights Plus DBB per Child 0-5 Years / Sharing /night	0.00	0.00	0.00	0.00	0.00	0.00
2 Nights Plus DBB per Child 6-12 Years / Sharing /night	1610.00	1,610.00	208.19	1,401.81	13.88	1,387.93
1 Night DBB per Person Sharing	3500.00	3,500.00	452.59	3,047.41	30.17	3,017.24
1 Night DBB Single Supplement	1155.00	1,155.00	149.35	1,005.65	9.96	995.69
Child rates ONLY applies to bookings with 3 or more guest sharing a room						
1 Night DBB per Child 0-5 Years / Sharing	0.00	0.00	0.00	0.00	0.00	0.00
1 Night DBB per Child 6-12 Years / Sharing	1750.00	1,750.00	226.29	1,523.71	15.09	1,508.62
Guide						
1 Night Guide, Dinner, Bed & Breakfast	950.00	950.00	122.84	827.16	8.19	818.97
Extras: per Person						
Combination: Sundowner Drive + Cheetah Excursion	1050.00	1,050.00	136.96	913.04	0.00	913.04
Morning Bushman Walk	500.00	500.00	65.22	434.78	0.00	434.78
Morning Scenic Drive	650.00	650.00	84.78	565.22	0.00	565.22
Sundowner Nature Drive	850.00	850.00	110.87	739.13	0.00	739.13
Night Drive	500.00	500.00	65.22	434.78	0.00	434.78
Horseback Safari	950.00	950.00	123.91	826.09	0.00	826.09
Cheetah Excursion and Sundowner	450.00	450.00	58.70	391.30	0.00	391.30
Star Safari from Observatory	250.00	250.00	32.61	217.39	0.00	217.39
Return Transfer to and from Mariental airport per Vehicle (max 4 pax)	1200.00	1,200.00	156.52	1,043.48	0.00	1,043.48
Transfer to or from Windhoek Airport per Vehicle (max 4 pax)	6100.00	6,100.00	795.65	5,304.35	0.00	5,304.35
Light Lunch - a la carte	A la Carte	A la Carte	A la Carte	A la Carte	A la Carte	A la Carte
Bush Breakfast	On request	On request	On request	On request	On request	On request
Lunch Pack	165.00	165.00	21.52	143.48	0.00	143.48

Activity Times

AFTERNOON ACTIVITY	Autumn/Spring (Apr -	Winter (June- Jul)	Summer (Oct-Mar)
HORSEBACK SAFARI (suitable for beginners & advanced) Demonstration/Ring+Safari+Sundowner (max weight 90 kg)	16h30 - 18h30	16h00 - 18h00	17h30 - 19h30
COMBINATION DRIVE Afternoon Nature Drive + Cheetah Excursion + Sundowner	15h30 - 18h30	15h00 - 18h00	16h30 - 19h30
AFTERNOON NATURE DRIVE + SUNDOWNER	16h00 - 18h30	15h30 - 18h00	17h00 - 19h30
CHEETAH EXCURSION + SUNDOWNER Short drive to the cheetah enclosure+information about the cheetahs from an expert+feeding session+sundowner	17h30 - 18h30	17h00 - 18h00	18h30 - 19h30
NIGHT ACTIVITY			
NIGHT DRIVE Adventures trip with a night cap, focusing on nocturnal animals	21h00 - 22h30	20h00 - 21h30	21h00 - 23h00
OBSERVATORY STAR SAFARI (Guided)	Before / After Dinner	Before / After Dinner	Before / After Dinner
MORNING ACTIVITY			
MORNING SCENIC DRIVE	07h00 - 09h00	08h00 - 10h00	07h00 - 09h00
BUSHMAN WALK Exploring the traditional way of life of the San during a walk	07h30 - 09h00	08h00 - 09h30	07h00 - 08h30
HORSEBACK SAFARI (suitable for beginners & advanced) Demonstration/Ring+Safari+Sundowner (max weight 90 kg)	08h00 - 10h00	08h30 - 10h30	07h30 - 09h30
MEALS			
BREAKFAST	07h00 - 10h00	07h00 - 10h00	07h00 - 10h00
Lunch (a la carte)	12h00 - 14h00	12h00 - 14h00	12h00 - 14h00
TEATIME (CAKE, COFFEE AND TEA)	15h00 - 17h00	14h30 - 16h00	15h30 - 17h00
DINNER	19h30 - 21h30	18h00 - 21h00	20h00 - 22h00

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.

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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:

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 Service are provided for Tour Operators that are integrated in Tourplan or via the ResDes.com email signature directly through Nightsbridge as well as via www.bagatelle-lodge.com and 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, the nationality or the country where the client booking originated from, the client cell phone number in case of emergencies, as well as any dietary requirements/allergies or medical conditions. A reservation is only confirmed on receipt of a written confirmation. The onus is on the Tour Operator/Consultant to **double check that the reservation has been confirmed correctly** - as requested. 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 details requested 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 aware of the following:

Provisional Reservations: The room is booked, but not secure. We provide an expiry date, and if no confirmation is received prior to that date we will send a follow up mail. Should we not receive a reply, we reserve the right to cancel the room blocked. 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. Should your provisional booking be the last available room not secured/confirmed we reserve the right NOT to extend the date of expiry and/or to release the room. No release will be processed without sending a written notification. 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 5 and below are free of charge providing they share with their parents. Children between the ages of 6 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. Child policy only applies to bookings with 3 or more guests sharing a room of which the 1st two guests are charged adult rates irrespective of their ages. Any child aged 13 years and older are automatically charged adult rates as per our rates sheet.

Farmhouse: 1 Luxury Room can accommodate 5 pax in 1 room (1 bedroom, 3x 3/4 beds + 1 queen size bed, 1 bathroom)

1 Luxury Room can accommodate an additional queen size bed for 4 guests sharing

2 Luxury and 2 Standard Rooms can accommodate an additional bed for 3 guests sharing.

Savannah Chalets: 3 chalets have 1 sleeper couch in room,

2 are setup with 1 dbl/twin beds plus 2 sgl beds and can accommodate an extra bed

Garden Rooms: 1 building with 2 rooms next to each other separate entrance (each with ensuite bathroom) situated close to the pool area ideal for a family that want separate bed rooms.

2 rooms can accommodate 2 extra beds or sleeper couch for 2 smaller children while the remaining 4 rooms can accommodate 1 extra bed or sleeper couch for smaller children, thereafter space becomes limited and may affect the comfort we wish to offer.

None of the rooms are wheelchair friendly.

Guide Policy

Guides accommodated in guide accommodation at a special rate, as specified on the rate sheets. 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.com reserves the right to charge normal 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.com 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 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 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 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); should an additional vehicle be required to accommodate your guide, we will have to charge for the guide.

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 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 bagatelle@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.