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	RACK	Rack	Rack	Rack	Rack
	Incl. VAT	VAT	Excl. VAT	T - Levy	Excl. VAT
	Incl. T-Levy		Incl. T-Levy		& T-LEVY
(*1) No Single Supplement from 01 December - 30 June					
All Values in N\$		15%		1%	
Luxury Rooms [4] Dinner, Bed & Breakfast					
Child rate does not apply to the 1st 2 guests sharing a room					
1 Night DBB per Person Sharing	5450.00	704.74	4,745.26	46.98	4,698.28
1 Night DBB Single Supplement (*1)	1798.00	232.50	1,565.50	15.50	1,550.00
1 Night DBB per Child 0-5 Years / Sharing with parents	0.00	0.00	0.00	0.00	0.00
1 Night DBB per Child 6-12 Years / Sharing with parents	2725.00	352.37	2,372.63	23.49	2,349.14
2 Nights (plus) DBB per Person Sharing per night	5014.00	648.36	4,365.64	43.22	4,322.41
2 Nights (plus) DBB Single Supplement per night (*1)	1654.16	213.90	1,440.26	14.26	1,426.00
2 Nights (plus) DBB / Child 0-5 Years sharing with parents/night	0.00	0.00	0.00	0.00	0.00
2 Nights (plus) DBB / Child 6-12 Years sharing with parents/night	2507.00	324.18	2,182.82	21.61	2,161.21
Standard Rooms [4] Dinner, Bed & Breakfast					
Child rate does not apply to the 1st 2 guests sharing a room					
1 Night DBB per Person Sharing	4000.00	517.24	3,482.76	34.48	3,448.28
1 Night DBB Single Supplement (*1)	1320.00	170.69	1,149.31	11.38	1,137.93
1 Night DBB per Child 0-5 Years / Sharing with parents	0.00	0.00	0.00	0.00	0.00
1 Night DBB per Child 6-12 Years / Sharing with parents	2000.00	258.62	1,741.38	17.24	1,724.14
2 Nights (plus) DBB per Person Sharing per night	3680.00	475.86	3,204.14	31.72	3,172.41
2 Nights (plus) DBB Single Supplement per night (*1)	1214.40	157.03	1,057.37	10.47	1,046.90
2 Nights (plus) DBB / Child 0-5 Years sharing with parents/night	0.00	0.00	0.00	0.00	0.00
2 Nights (plus) DBB / Child 6-12 Years sharing with parents/night	1840.00	237.93	1,602.07	15.86	1,586.21
The Villa [3] Dinner, Bed & Breakfast					
Child rate does not apply to the 1st 2 guests sharing a room					
1 Night DBB per Person Sharing	6400.00	827.59	5,572.41	55.17	5,517.24
1 Night DBB Single Supplement (*1)	2112.00	273.10	1,838.90	18.21	1,820.69
1 Night DBB per Child 0-5 Years / Sharing with parents	0.00	0.00	0.00	0.00	0.00
1 Night DBB per Child 6-12 Years / Sharing with parents	3200.00	413.79	2,786.21	27.59	2,758.62
2 Nights (plus) DBB per Person Sharing per night	5888.00	761.38	5,126.62	50.76	5,075.86
2 Nights (plus) DBB Single Supplement per night (*1)	1943.04	251.26	1,691.78	16.75	1,675.03
2 Nights (plus) DBB / Child 0-5 Years sharing with parents/night	0.00	0.00	0.00	0.00	0.00
2 Nights (plus) DBB / Child 6-12 Years sharing with parents/night	2944.00	380.69	2,563.31	25.38	2,537.93
Guide Rooms [2]: Dinner, Bed & Breakfast					
1 Night - Guide	1,090.00	140.95	949.05	9.40	939.66

All Values in N\$		15%		1%	
Extras per Person					
Horseback Safari	1100.00	143.48	0.00	0.00	956.52
Combination: Afternoon Nature Drive + Cheetah Excursion + Sundowner	1200.00	156.52	0.00	0.00	1,043.48
Afternoon Nature Drive + Sundowner	980.00	127.83	0.00	0.00	852.17
Cheetah Excursion + Sundowner	520.00	67.83	0.00	0.00	452.17
Night Drive	570.00	74.35	0.00	0.00	495.65
Morning Bushman Walk	570.00	74.35	0.00	0.00	495.65
Morning Scenic Drive	750.00	97.83	0.00	0.00	652.17
Star Safari From Observatory	290.00	37.83	0.00	0.00	252.17
Transfer to and from Mariental airport per vehicle (Max 4 pax) one way	1750.00	228.26	0.00	0.00	1,521.74
Transfer to and from Windhoek airport per vehicle (Max 4 pax) one way	7500.00	978.26	0.00	0.00	6,521.74
Bush Breakfast	On Request				
Light Lunch - a la carte	A La Carte				
Lunch pack	190.00	24.78	0.00	0.00	165.22

Activity Times

AFTERNOON ACTIVITY	Autumn/Spring (Apr - May & Aug - Sep)	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	21h30 - 23h00
OBSERVATORY STAR SAFARI (Guided)	Before / After Dinner	Before / After Dinner	Before / After Dinner
MORNING ACTIVITY			
MORNING SCENIC DRIVE	07h00 - 09h00	07h30 - 09h30	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+Refreshment (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
Note: 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.			
FOR SPA TREATMENT PLEASE SEE SEPARATE MENU			

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, with the exception of confirmed, 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 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, external labour troubles. Failure on the part of the Client 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 client booking(s).

Reservations

Real-time Availability and Online Booking Service are provided for via www.bagatelle-lodge.com//farmhouse as well as 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, their nationality or the country where the client booking originated from, the client cell phone number in case of emergencies, as well as any dietary and/or allergies, medical 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.

Please take note of the following:

Provisional Reservations: The room is booked, but not secure. We provide an expiry date, and if no confirmation/deposit or full payment is received prior to that date we will send a follow up mail, if we don't receive a response to that email, we reserve the right to cancel the rooms blocked. Should your provisional booking be the last available room not secured/confirmed/paid we reserve the right not to extend the date of expiry and to release the room. No release will be processed without sending a written notification.

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. Failure to respond to the request to release within 48hrs may result in cancellation of your provisional booking, which will be cancelled in writing.

Confirmed Reservations: The room is booked and confirmed, the Client(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 and dietary requirements / allergies / medical conditions should be advised at the time of confirming the reservation.

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 special reduced 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. A single parent sharing with a single or more children (0-5) 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 a single or more children (6-12) will be charged the sharing person rate plus the children rate which apply to the age category. Given the ambience of the Spa & Wellness Centre, children under the age of 12 years are not allowed within the Spa facilities.

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

Standard Rooms: 2 can accommodate an additional bed for 3 guests sharing. thereafter space becomes limited and may affect the comfort we wish to offer.

None of the rooms are wheelchair friendly.

Guide Policy

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 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 series 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 newsflashes, please contact info@the-portfolio.co

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 and banking details. 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/ 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-farmhouse@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.

The company hereby confirms acceptance of the rates, commission as well as the terms and conditions. Pub:2024/02/06

Date, Location:

Company Stamp:

Company Name:

NTB Registration Number:

Name of Signatory & Position Held within the Company:

Signature: