



Rate Sheet

1.11.2018 - 31.10.2019

Rack



RESERVATION DESTINATION
RESDEST.COM

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 Lodge Phone: +264-(0)62-540451 /(0)811293007
 Lodge Fax: +264-88-643168
 Website: <http://www.etangoranch.com>
 Facebook: <http://goo.gl/kLyqWr>
 Tripadvisor: <http://goo.gl/WSPWRi>
 Realtime Availability: <http://goo.gl/EWcldX>

Reservation Enquiries: etango@resdest.com
 Sales & Marketing: marketing@resdest.com
 Accounting & Finance: finance@resdest.com
 Reservation Hotline: +264-61-250725, 224712
 Emergency Line: +264-81-2427375
 Reservation Fax: +264-88-637655
 Website: www.resdest.com

Product	RACK IN VAT IN LEVY	RACK IN VAT IN LEVY	RACK VAT	RACK EX VAT IN LEVY	RACK LEVY	RACK EX VAT EX LEVY
All Values in N\$			15%		1%	
Standard Rooms [6] Dinner, Bed & Breakfast						
DBB per Person Sharing / Night	1240.00	1,240.00	160.34	1,079.66	10.69	1,068.97
					2%	
Family Rooms [2] Dinner, Bed & Breakfast Max 5 (2 Adult 3 Children)						
DBB per Person Sharing / Night	1240.00	1,240.00	160.34	1,079.66	10.69	1,068.97
Single Supplement (add to Per Person Sharing Price)	410.00	410.00	53.02	356.98	3.53	353.45
DBB per Child 0-6 Years / Sharing / Night	0.00	0.00	0.00	0.00	0.00	0.00
DBB per Child 7-12 Years / Sharing / Night	620.00	620.00	80.17	539.83	5.34	534.48
Night Arrival Flights only: Bed & Breakfast **						
BB per Person Sharing / Night	950.00	950.00	121.79	828.21	16.24	811.97
BB per Child 0-6 Years / Sharing with parents / Night	0.00	0.00	0.00	0.00	0.00	0.00
BB per Child 7-12 Years / Sharing with parents / Night	475.00	475.00	60.90	414.10	8.12	405.98
Special Terms and Conditions apply						
Day Room for Overnight Guest Only - Self Catering					0%	
Day Room Per Person Sharing- for Max of 2 People	710.00	710.00	92.61	617.39	0.00	617.39
Extras per Person						
Breakfast for day room	110.00	110.00	14.35	95.65	0.00	95.65
Light Lunch	140.00	140.00	18.26	121.74	0.00	121.74
Lunch Packs	80.00	80.00	10.43	69.57	0.00	69.57
Light Dinner / Packs <u>(only available for Night Flights) **</u>	130.00	130.00	16.96	113.04	0.00	113.04
Assisted Transfer from/to WDH International Airport	220.00	220.00	28.70	191.30	0.00	191.30
Pick Up Transfer from WDH International Airport	150.00	150.00	19.57	130.43	0.00	130.43
Drop Off Transfer to WDH International Airport	100.00	100.00	13.04	86.96	0.00	86.96

Etango Ranch Guest Farm - Terms & Conditions

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. 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 and/or external labour troubles. Failure on your part 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 honour the booking

Reservation Policy

Real-time Availability and Online Booking Service are provided for via via www.resdest.com as well as www.etangoranch.com. Online inventory check and online is the preferred method of booking. All other reservations are to be made in writing by fax or eMail specifying estimated time of arrival or where you are arriving from. If available please supply the first and last names of your travel companions, the nationality or the country of origin, your cellphone number in case of emergencies as well as any dietary 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.

Provisional Reservations: The room is booked, deposit payment has not been received to secure the room, we reserve the right to cancel your room should no deposit payment be made or proof of payment received within 7 days of making the reservation.

Confirmed Reservations: Room is booked, the deposit payment has been received, while full payment is due 30 days prior to arrival date. We send a reminder email on 30 days prior to arrival, however should the remainder payment or proof of payment (EFT) not be received at this time, we reserve the right to cancel your room.

Amended Reservation: Room is booked, but dates or meal basis needs 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 the rates above 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 6 and younger are free of charge providing they share with their parents. Children between the ages of 7 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) must be supplied at the time of making the reservation to qualify for the child policy. Child Policy does not apply to extras. A single parent sharing with a single child 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 2 or more children will be charged the sharing person rate plus the children rate which apply to the age category. We offer 1 room which can accommodate 1 additional bed or one unit, 2 separate bedrooms next to each other for 1 family of 4 or 5.

Special for Night Flights: Bed & breakfast option

Bed & Breakfast option only available to guests on flights arriving in Namibia after 19:00. Light dinner can be provided, however must be booked at least 7 days in advance. We do not offer an a la carte menu.

Transfers & arrival details:

The onus is on the client to supply Etango Ranch Guestfarm with the correct flight details and arrival times – this includes amendments and missed flights. Etango Ranch Guestfarm will not take responsibility for wrong information being given to Etango Ranch Guestfarm and extra unnecessary trips to the airport will be charged to the client.

Payment Policy

Reservations made via the online booking portal will automatically deduct the 25% deposit from your credit card information, 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. Reservations made via email or other; A ProForma Invoice 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. Iveri/Paybridge/VCS/Paygate are online and secure credit card facilities offered by Nedbank/First National Bank/Standard 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 finance@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 individual reservations

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

Cancellation Policy - for groups with 6 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

Should you cancel a booking we will acknowledge it in writing. Please ensure that your cancellation has been processed and you have it in writing.

Tour 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 pre-booked not being available at the time of stay. If activities have been prepaid, a refund will be issued or an alternative activity to the same value may be offered.