



# Etosha Heights Namibia Policy Sheet

## Provisional Booking Policy

- ◇ Provisional bookings will be held for 14 days and will be **automatically** released where no written confirmation or cancellation is received.
- ◇ Provisional bookings made within the cancellation period will be subject to its conditions and payment will be required accordingly.

## Payment Policy

- ◇ We will require **50% accommodation deposit to confirm your provisional booking**
- ◇ **Full accommodation payment is required 30 days prior to your arrival**
- ◇ Proof of payment must be emailed to us and must include your booking reference number
- ◇ All rates and conditions are subject to change

## Cancellation Policy

- ◇ In the event of a confirmed booking not being cancelled or amended in writing, the following cancellation policy will apply:

30 - 23 days prior to arrival	- 25%
22 - 15 days prior to arrival	- 50%
14 - 8 days prior to arrival	- 75%
7 - 0 days prior to arrival	- 100%

## Children Policy

- ◇ Free of charge Children of 0 to 6 years of age
- ◇ 50% Children of 7 to 14 years of age
- ◇ Full rate Children of 15 years of age and older
- ◇ Only one child may share a room with the parents

## Tour Guide and Pilots Policy

- ◇ Meals are Free of Charge
- ◇ Activities, on Etosha Heights are Free of Charge. However subject to space availability and is left to the discretion of the Etosha Heights guide
- ◇ All beverages are to be paid

## Inclusive in Dinner, Bed and Breakfast Rates

- ◇ Room: According to room type chosen
- ◇ Meals: Breakfast and Dinner
- ◇ Other: 15% VAT and 1% Tourism Bed Levy

## Inclusive in Fully Inclusive Rates

- ◇ Room: According to room type chosen
- ◇ Meals: Breakfast, Lunch and Dinner
- ◇ Beverages: House Wine and Local Beverages and Room Mini Bar
- ◇ Activities: 2 Game Drives / Activities on Etosha Heights per day
- ◇ Extras: Laundry Service if desired
- ◇ Other: 15% VAT and 1% Tourism Bed Levy