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## RACK RATES 2019

**Valid from 01 January 2019 to 31 December 2019**

**Low Season:** 01 January 2019 – 30 June 2019

**High Season:** 01 July 2019 – 31 December 2019

Accommodation Type	Dinner, Bed & Breakfast per person sharing	TWO NIGHT PACKAGE Full Board (all meals) with Activities p/p sharing	Single Supplement (per night)
<b>9 x Bungalows</b>			
<b>Low Season</b>	N\$ 3,100.00	N\$ 7,570.00	N\$ 1,050.00
<i>Conservancy levy</i>	N\$ 135.00	N\$ 270.00	
<b>High Season</b>	N\$ 3,950.00	N\$ 9,270.00	N\$ 1,250.00
<i>Conservancy levy</i>	N\$ 190.00	N\$ 380.00	
<b>1 x Kipwe Suite</b>			
<b>Low Season</b>	N\$ 5,500.00	N\$ 12,370.00	N\$ 1,250.00
<i>Conservancy levy</i>	N\$ 135.00	N\$ 270.00	
<b>High Season</b>	N\$ 6,000.00	N\$ 14,760.00	N\$ 1,500.00
<i>Conservancy levy</i>	N\$ 190.00	N\$ 380.00	
Included	Accommodation, NTB tourism levy and VAT.		
	Dinner and breakfast.	All meals and two activities.	

### ACCOMMODATION:

#### **Bungalows:**

Twin bedded accommodation (can be converted to a Double bed) with air-conditioning, en-suite facilities (outdoor shower and ablutions).

**Suite:**

A luxury thatched suite with a lounge equipped with air-conditioning, a satellite television, a double room with en-suite bathroom, laundry service and a mini-bar. Special offers available for longer stays!

**ADDITIONAL MEALS**

Breakfast	N\$ 230.00 per person NETT
Lunch	N\$ 260.00 per person NETT
Lunch packs	N\$ 175.00 per person NETT
Dinner	N\$ 520.00 per person NETT

**ACTIVITIES OFFERED:**

(Only to be added if booking on a DBB basis. 2 Activities are included in the two-night FBA package)

- Elephant / Nature Drive (+- 4 to 6 hours in the morning) including drinks: N\$ 850.00 per person
- Twyfelfontein, Burnt Mountain and Organ Pipes Excursion (+- 2 hours in the afternoon) including drinks: N\$ 450.00 person

**TRANSFERS:**

- Twyfelfontein N\$ 200 per person one way NETT
- !Doro Nawas N\$ 250 per person one way NETT
- Damaraland Camp N\$ 360 per person one way NETT

**GUIDES:**

- N\$ 1300.00 per guide per night
- The above rate for guides is a nett rate and includes all three meals.

**PLEASE NOTE:**

- There are only two tents available at Camp Kipwe for Tour Leader/Tour Guide/Pilot accommodation.
- Tour Leaders/guides/pilots are not accommodated free of charge.
- The single supplement is a per night charge, and will therefore be charged twice on the two night package.

**CHILDREN'S POLICY:**

- Free of charge for children under the age of 3 years
- N\$ 1,600 per child (3 – 12 years) accommodated in a children's tent or on camping beds in the room with their parents.
- Children 13 years and older cannot share with adults or stay in children's tents and will be charged the full normal rate.
- The above rate for children is a nett rate and includes dinner and breakfast, but excludes lunch and activities.
- Children under the age of 6 years are not permitted on scheduled game drive activities unless a private vehicle is booked.

**PLEASE NOTE:**

- Camp Kipwe is child friendly.
- Children under the age of 12 can be accommodated on camping beds in a children's tent or in the room with their parents. Please note that Camp Kipwe has a limited number of camping beds.
- Parents are requested to keep their children under control. Other guests need to be taken into consideration, especially on activities and when in the dining area.

- In extreme situations where parents are unable to control their children, and where their misbehaviour is affecting the other guests, we will have no choice but to ask them to leave.
- Please note the following:
  - There are snakes and scorpions in the area and parents are requested to make sure that their children do not put their hands in little nooks and crannies.
  - Camp Kipwe is surrounded by boulders – dangerous and slippery. Parents are kindly requested to make sure that their children do not climb, jump and leap on the boulders.
  - Parents are kindly requested to make sure that their children do not jump from the boulders into the swimming pool.
  - Parents are kindly requested to make sure that their children do not remove threads of thatching from the dining and lounge areas.
  - Parents are kindly requested to advise us if they would like their children to dine earlier and if there are any special children's food requests.

### **SPECIAL REQUIREMENTS:**

- Please be sure to advise the booking office of any special dietary requirements or allergies and also of the guests' time of arrival at the lodge, or estimated arrival and departure times if guests are flying in to Twyfelfontein airstrip.
- Landing and parking fees at Twyfelfontein airstrip are for the clients account and should be paid on arrival at Twyfelfontein Country Lodge.
- Airstrip transfers from Twyfelfontein Airstrip are included free of charge in the two night package – all other transfers are charged at the rates listed above.

### **CHECK IN / OUT POLICY:**

Check-in time is from 13h00, and check out time is 10h00.

Earlier check in time, if requested, will be considered subject to availability of rooms. In all instances expected time of arrival must be advised.

### **GENERAL BOOKING TERMS AND CONDITIONS**

- All bookings, amendments and cancellations must be made in writing, either by e-mail or fax.
- All written bookings, amendments and cancellations will be valid once we confirm in writing.
- Provisional bookings will be held for **14 days** and will be automatically released where no written confirmation or cancellation is received. Higher demand periods and room shortages could incur shortened provisional booking periods. Please request an extension rather than confirming only to cancel again.
- Once a provisional booking has been confirmed we will require the names of the guests travelling. No name, no confirmation.
- Provisional bookings made within 31 days of travel will be held for a period of **24 hours**
- Once a provisional booking is moved to confirmed status, a cancellation /admin fee of 15% will be charged if the booking is cancelled. Our normal cancellation policies will apply within 30 days of travel.
- Direct bookings: In order to secure or confirm a direct booking a valid credit card number has to be provided. Credit cards accepted are: Master Card and Visa.
- Nightsbridge bookings are only valid for direct bookings and not for trade bookings, Trade bookings will be charged on rack rate.

## **CANCELLATION POLICY**

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

- 0 – 7 days prior to arrival - 100%
- 8 – 14 days prior to arrival - 50%
- 15 – 30 days prior to arrival - 25%
- 31 - days or more, once confirmed - 15%

## **BLOCK / GROUP BOOKING PROCEDURE**

- Bookings of more than 3 rooms (including a guide room) will be viewed as a group booking.
- Group bookings of 3 rooms or more, need to be cancelled 90 days before travel, and no longer 60 days.
- Block / group bookings must be confirmed with a rooming list, stating guests' full names, at the latest 60 days before the travel date, at which time the 25% non-refundable deposit is due.
- A group booking is only guaranteed once a 25% non-refundable deposit has been paid. We will endeavour to hold the rooms for you as long as possible, but only a deposit guarantees the booking. To secure a booking, a deposit can be paid at any time prior to 60 days.
- Any room/s not confirmed and paid for (deposit) 60 days before travel will be automatically released and can be booked subject to availability at a later stage on a first come first serve basis.
- Regrettably operators have misused our group booking policy resulting in unfair practices. As a result we have had to implement the following conditions:
  - Should we be holding an unconfirmed group booking for you, and we have a confirmed booking for the same space, you will have 48 hours in which to confirm the block booking by paying a 25% non-refundable deposit –failing which the rooms will be sold to the confirmed request.

## **BLOCK /GROUP BOOKING CANCELLATION POLICY**

- If a block / group booking or part thereof is cancelled more than 90 days prior to arrival, such a cancellation will be acknowledged and confirmed.
  - If a block / group booking or part thereof is cancelled between 31 – 90 days prior to arrival, a 25% cancellation fee on the entire booking will be levied.
  - If a block / group booking or part thereof is cancelled within 30 days of date of arrival, a 50% cancellation fee will be levied as a 30 day release period (or less) makes it quite impossible to fill our beds and resulting losses are unacceptable.
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- 31 – 90 days prior to arrival - 25%
  - 8 – 30 days prior to arrival - 50%
  - 0 – 7 days prior to arrival - 100%

## **PAYMENT CONDITIONS**

- Payment of the full accommodation account is required 30 days prior to arrival.
- Electronic or direct payments can be made into the following Bank Account:

**Account name:** Chiwani Business Trust/Camp Kipwe  
**Bank:** First National Bank  
**Branch code:** 281872  
**Account No:** 62253423538  
**SWIFT code:** FIRNANNAX

- Proof of payment must be faxed to us and must include your booking number. Failing to provide the required information will result in your booking remaining in an unpaid status that could result in it being cancelled.
- All bank charges are for account of the operator.

All rates and conditions are subject to change.

## **RESERVATIONS: CHIWANI BUSINESS TRUST**

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