



Ongava Game Reserve (Pty) Ltd

VAT Number - 0520823-01-5

RESERVATIONS OFFICE

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ONGAVA 2023 RATES

Thank you very much for your interest in Ongava, where your custom supports conservation.

RATE INFORMATION

1. FI rate includes accommodation, all meals, twice daily scheduled camp activities, park fees, laundry, Namibian VAT, Tourism and Sustainability Levy, and local drinks – excludes premium imported brands and champagne.
2. DBB rate includes only accommodation, dinner, breakfast, Namibian VAT, Tourism and Sustainability Levy – all other extras to be settled direct.

Note that there is no DBB option available at Little Ongava or Ongava Tented Camp. Ongava does not accept Fly-In safaris on DBB, only on FI. The transfer between the airstrip and the lodge is included in the FI rate and will take approximately 15-minutes, depending on wildlife sightings, scenery and photographic opportunities along the way.

3. The Ongava Research Centre's Visitor Centre situated at Anderssons at Ongava is available to all Ongava resident guests.
4. Transport to / from the lodges is excluded from the above nightly rates. Please contact your Travel Agent for further details
5. Government Tourism Levy: A compulsory Government Tourism Levy of 1% of the Fully Inclusive Rate, net of Commission and before VAT, is included as above.
6. Sustainability Levy: An Sustainability Levy of 2% of the Rate, net of Commission and before VAT, is included as above.
7. Three adults booking a Family Unit will be quoted as one double room and one single room, not as three persons sharing.

2023 Rack Rates valid 11 January 2023 - 10 January 2024

LOW SEASON: 11 January 2023 – 30 June 2023 & 01 December 2023 – 10 January 2024

HIGH SEASON: 01 July 2023 – 30 November 2023

Namibia Dollars	LOW SEASON					
	Basis	Configuration	Including VAT & Levies	Excl VAT & Levies	Levies (NTB Bed Levy + Sustainability Levy)	VAT 15%
Ongava Tented Camp	FI	Per Person Sharing	10,370	8,788	264	1,318
	FI	Per Single Room	12,962	10,985	330	1,648
Ongava Lodge	DBB	Per Person Sharing	5,842	4,951	149	743
	DBB	Per Single Room	7,302	6,188	186	928
	FI	Per Person Sharing	10,370	8,788	264	1,318
	FI	Per Single Room	12,962	10,985	330	1,648
Anderssons at Ongava	DBB	Per Person Sharing	8,987	7,616	228	1,142
	DBB	Per Single Room	11,234	9,520	286	1,428
	FI	Per Person Sharing	13,826	11,717	352	1,758
	FI	Per Single Room	17,282	14,646	439	2,197
Little Ongava	FI	Per Person Sharing	18,434	15,622	469	2,343
	FI	Per Single Room	23,043	19,528	586	2,929

Namibia Dollars	HIGH SEASON					
	Basis	Configuration	Including VAT & Levies	Excl VAT & Levies	Levies (NTB Bed Levy + Sustainability Levy)	VAT 15%
Ongava Tented Camp	FI	Per Person Sharing	13,826	11,717	352	1,758
	FI	Per Single Room	17,282	14,646	439	2,197
Ongava Lodge	DBB	Per Person Sharing	7,789	6,601	198	990
	DBB	Per Single Room	9,736	8,251	248	1,238
	FI	Per Person Sharing	13,826	11,717	352	1,758
	FI	Per Single Room	17,282	14,646	439	2,197
Anderssons at Ongava	DBB	Per Person Sharing	11,982	10,154	305	1,523
	DBB	Per Single Room	14,978	12,693	381	1,904
	FI	Per Person Sharing	18,434	15,622	469	2,343
	FI	Per Single Room	23,043	19,528	586	2,929
Little Ongava	FI	Per Person Sharing	24,579	20,830	625	3,124
	FI	Per Single Room	30,723	26,036	781	3,905

Children Rates: valid 11 January 2023 - 10 January 2024

LOW SEASON: 11 January 2023 – 30 June 2023 & 01 December 2023 – 10 January 2024
HIGH SEASON: 01 July 2023 – 30 November 2023

Namibia Dollars	LOW SEASON			
	Basis	Child rate	Including VAT & Levies	Rules & Ages
Ongava Lodge & Andersson at Ongava	DBB	Per Child Sharing	2,050	For children 6 to 16 years. Only applicable to children sharing with adult/s in family room or standard rooms. Private Vehicle compulsory for children aged between 6 & 12 years in combination with FI basis. See vehicle rate under miscellaneous.
Ongava Lodge & Ongava Tented Camp & Anderssons at Ongava	FI	Per Child Sharing	3,582	
Little Ongava	FI	Per Child Sharing	6,453	

Namibia Dollars	HIGH SEASON			
	Basis	Child rate	Including VAT & Levies	Rules & Ages
Ongava Lodge & Anderssons at Ongava	DBB	Per Child Sharing	5,077	For children 6 to 16 years. Only applicable to children sharing with adult/s in family room or standard rooms. Private Vehicle compulsory for children aged between 6 & 12 years in combination with FI basis. See vehicle rate under miscellaneous.
Ongava Lodge & Ongava Tented Camp & Anderssons at Ongava	FI	Per Child Sharing	8,869	
Little Ongava	FI	Per Child Sharing	15,977	

CHILDREN NOTES

1. Little Ongava, Anderssons at Ongava, Ongava Lodge & Ongava Tented Camp: For bookings with children aged between 0 to 5 years the entire camp / lodge must be booked and paid for on exclusive use.
2. Children up to the age of 16 years old are required to share accommodation with at least one adult at all times.
3. Persons 17 years and older will no longer be considered children and the normal adult rate will apply.
4. Child rates apply only when children aged 16 years and under are sharing with full paying adult/s and must be calculated accordingly i.e. for 2 adults and 2 children in a family unit the costs will be calculated as 2 x adult sharing rate plus 2 x the applicable child rate.
5. In addition, parties with children 12 years and younger are required to book and pay for private activities unless the lodge is booked and paid for on exclusive use. A family booking

will depend on the availability of a private vehicle/activities at the selected lodge for the period requested, in combination of FI basis.

- a. Parties with children 12 years and younger: A private vehicle/activities compulsory
 - b. Parties with children 13 years and older: No private vehicle/activities necessary.
6. Unlike a confirmed Private Vehicle reservation, a Party configuration is not a default guarantee for exclusive use of a vehicle or private activities.
 7. The minimum age requirement for activities on the Ongava Game Reserve is:
 - a. Guided nature walks activities minimum age is 12 years.
 - b. Use of the viewing hide minimum age is 12 years.
 - c. Bush walk / wildlife tracking minimum age is 16 years.
 8. Triple share accommodation is on a request basis and only allowed for children 16 years and under sharing with adults - not for three adults sharing. Guests must accept that there is usually an impact on space and comfort in the case of triple share accommodation. Please contact reservations for further information.
 9. Due to safety on the Ongava Game Reserve, there is no walking allowed at night, including between the rooms / tents and the main areas.
 10. For children travelling please advise the ages at the time of the reservation, therefore please provide a scan of passport / identity card or birth certificate or similar that contains name and date of birth.

Rates for guides and pilots		
PROPERTY	LOW SEASON December - June	HIGH SEASON July - November
Ongava Lodge, Ongava Tended Camp, Anderssons at Ongava & Little Ongava (per single unit)	1,121	1,277

Miscellaneous		NAD
Lunch Pack at Ongava Lodge & Anderssons at Ongava (included in FI rate)	per person	322
Lunch at Ongava Lodge & Anderssons at Ongava (included in FI rate)	per person	406
AM Guided Excursion @ Ongava Lodge & Anderssons at Ongava	per person	1,997
PM Guided Excursion @ Ongava Lodge & Anderssons at Ongava	per person	1,152
Nature Walk @ Ongava Lodge & Anderssons at Ongava	per person	419
Night Drives @ Ongava Lodge & Anderssons at Ongava	per person	921
Private Guide & Vehicle (cannot be booked on a DBB booking, only with FI)	per day	7,826

PILOT AND MISCELLANEOUS NOTES

1. Miscellaneous and Pilot/Guide rates are non-commissionable.
2. The pilot / guide accommodation available at the lodges are not of the same standard as the guest rooms.
3. The pilot / guide rooms have a single bed and are charged as a single guide room.
4. The pilot / guide rate includes accommodation, all meals, park fees, and laundry. All Guide / Pilot / Host drinks are for private use / own account, irrespective of the number and types of drinks. This must be settled directly at the lodge before departure.
5. The pilot / guide rate **does not guarantee the occupant automatic participation in guest activities, participation is subject to availability.** If the guide / pilot / host needs to participate in the guests' activities, a private vehicle must be booked and paid for (private vehicle only possible on FI basis).

PRIVATE VEHICLE

1. The private activity service includes all the standard activities at that lodge, be it guided nature walks, game drives or guided excursions on the reserve or in the Etosha National Park.
2. Private activities are only applicable on an FI basis, not on a DBB basis.
3. The group size and party configuration are not a default guarantee for exclusive use of a vehicle or private activities. If guests want to have a guaranteed private vehicle and guide, please book, and charge accordingly.
4. The private activity service commences with the afternoon activity on the day of arrival and ends with the morning activity on the day of departure.
5. Little Ongava does not have its' own private vehicle. Private activities at Little Ongava are on request and subject to the availability of the private vehicles on the Reserve.
6. Private vehicles and activities only bookable for consecutive days of entire booking. Ongava cannot accept a reservation request for a private activity on DAY-1 and then again on DAY-3 (DAY-2 might be fully booked). This negatively impacts the Lodge scheduling the guides, resulting unsatisfactory service.

INSURANCE

At Ongava Game Reserve it is a condition of travel that guests have travel insurance. Should they not have insurance cover, they will be personally responsible for any costs incurred as a result of a medical emergency or evacuation, as well as any other insurance claim situation such as loss of luggage.

TERMS AND CONDITIONS

Acceptance of these rates constitutes acceptance of the Terms and Conditions as set out herein.

PAYMENT

All individual bookings are considered “provisional” until the requested 25% non-refundable deposit of the total booking value is received. Payment on confirmed bookings will be taken on credit card details entered during the booking process, within 48 hours of making the reservation. Outstanding balances will be debited from the same credit card at 45-60 days prior to check-in. You will be required to present your card on check-in, for verification of filed credentials.

A maximum of 4 rooms may be booked by any one person for the same dates. Bookings of more than 4 rooms constitute a group reservation. Group rates are strictly subject to availability with separate Terms & Conditions. Please contact reservations@ongava.com for further information.

Payment is to be made into the following bank account, and a copy of the deposit slip is to be emailed to accounts@ongava.com as confirmation of payment.

BANK DETAILS

Ongava Game Reserve (Pty) Ltd
Bank BIC Namibia Limited, Windhoek, Namibia
Current Account
Account Number: 77590411001
Branch Code: 884001
Swift Code: BBNLNANA

CANCELLATION FEE STRUCTURE

All reservations in a “confirmed” status, are liable for the below cancellation parameters should the booking be cancelled:

<u>Cancellation parameters</u>	<u>Cancellation fee</u>
Cancellation 4 weeks or more before arrival (28 days and more)	25% of total booking
Cancellation 3 weeks before arrival (21 days inclusive)	50% of total booking
Cancellation 2 weeks before arrival (14 days inclusive)	75% of total booking
Cancellation within 1 week before arrival (7 days inclusive)	80% of total booking
No show	100% of total booking

The cancellation fee is calculated on the entire length of stay and the total booking value, including extras such as pilot / guide accommodation, activities, private vehicles, etc.

Ongava has the right to request confirmation of an expired provisional reservation at any time. Where Ongava is able to accept another confirmed reservation, Ongava shall reserve the right to request (not more than 60 days prior to arrival) the confirmation status of a provisional reservation. Within 48 hours of receipt of such advice from the Ongava team, please either fully confirm the reservation in writing or cancel the reservation.

The parties agree that all cancellations or alterations to bookings shall be done in writing only, to reach the Ongava office by email at reservations@ongava.com. No verbal cancellations of reservations are accepted. Any modification/amendment/alteration to an existing confirmed booking itinerary resulting in the value of the revised booking being less than the original booking will constitute a cancellation in part or in full.

COVID-19 SPECIFIC CANCELLATION TERMS AND CONDITIONS

Ongava is committed to monitoring and amending our approach to travel, providing our guests both flexibility and security during the COVID 19 pandemic. The health and welfare of our guests, staff and their families will at all times continue to be our primary concern.

Ongava's Cancellation Policies are, as always, firm but fair. Whilst the global pandemic is official Ongava will review each booking where the guest has a COVID-19 specific circumstance individually and try to be as accommodating as possible.

The normal cancellation policy with standard terms and conditions and cancellation penalty will be applied until a booking with a COVID-19 specific circumstance can prove one of the following with reasonable written proof:

1. A Force Majeure event has occurred that has prevented the guest/s from travelling and the guest/s has submitted a claim to their Travel Insurance and such a claim has been declined. Reasonable written proof needs to be submitted.
2. The guest/s have embarked on their travels and have encountered one of the following circumstances en-route, which results in a last-minute cancelled booking. Reasonable written proof needs to be submitted of COVID-19 pandemic related travel disruption such as:
 - a. cancelled international flights;
 - b. declined boarding at check in;
 - c. declined entry into Namibia;
 - d. imposed lockdown;
 - e. in-transit positive PCR COVID-19 test results;
 - f. PCR COVID-19 test results not available within the timeframe;

For COVID-19 last minute cancelled bookings (7-days or less prior to arrival at the Ongava Game Reserve) our team will first offer the guest/s the opportunity to rebook new dates at the currently agreed rates and Ongava will offer value adds to the last minute COVID-19 Force Majeure affected rebooking with, wherever feasible, an incentive. This incentive can include a complimentary additional night stay, a complimentary service upgrade from DBB to FI, a complimentary accommodation upgrade, a complimentary Private Vehicle, etc. To qualify for the added-value incentive the booking must pay Ongava in full within 14 days. The invoice due will be the cost of the original booking that was cancelled, except in instances where a seasonal rate change has to be taken into account. Ongava will manage each cancellation on a case-by-case basis to determine the Complimentary offer and is entirely at Ongava's discretion. However, in instances where the COVID-19 affected Guests still declines to rebook then Ongava will honour the COVID-19 last minute all cancellation waiver.

These set of terms replace any previous releases and are applicable from December 2020. Ongava reserves the right to make changes to this amended Cancellation Policy terms and conditions at any time and will keep you informed.

CHECK IN / OUT POLICY

Check-in time is from 14h00 and check out time is 10h00.
These times can be flexible with prior arrangement.

ONGAVA GAME RESERVE RESERVATIONS

reservations@ongava.com

Please feel free to contact us at any time for further details.

