



Ongava Game Reserve (Pty) Ltd
VAT Number - 0520823-01-5

RESERVATIONS OFFICE

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Email: reservations@ongava.com
Website: www.ongava.com

HOW TO MAKE A RESERVATION

When making the initial enquiry, please provide our reservations team with the following minimum information, in order for our team to respond efficiently and accurately in creating a provisional booking that will best suit the guests' requirements:

- Name of party
- Number of persons in the party and ages of children for a family booking
- Accommodation requirements – Lodge, number of twin and/or single rooms
- If a guide/pilot is travelling with the guests, please specify if they are looking for a single guide room or a guide bed
- Rate basis (DBB or FI)
- Dates of travel and whether flexible (Arrival, departure and length of stay)
- Any other additional information (e.g. medical conditions and/or allergies, etc.)

PROVISIONAL BOOKINGS

Ongava is happy to hold a provisional booking for 14 days, after which the booking will be automatically released by our system. Should the consultant need more time to discuss with their guests they can request an extension. This should allow sufficient time for the agent to communicate with their guests to finalise their itinerary, confirm their booking and settle their deposit. Provisional reservations do not attract any cancellation fees.

CONFIRMED BOOKINGS

Bookings are only confirmed upon receipt of at least the 25% non-refundable deposit. Where bookings are made by an agent on behalf of a guest, the agent will become liable for the non-refundable deposit and/or any cancellation fees should the booking not materialize.

Once a booking has been confirmed to us in writing and the deposit has been paid, Ongava will change the booking's status from "provisional" to "confirmed". All reservations in a confirmed status, are liable for the below cancellation parameters should the booking be cancelled.

Please note that Ongava does not change "confirmed" bookings back to "provisional" status.

CANCELLATION POLICY AND FEE STRUCTURE

The cancellation policy is in force on all reservations in a "confirmed" status and has been implemented to cover Ongava's estimated loss caused by the cancellation.

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.

The cancellation parameters will be levied as follows:

<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 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. If no reply has been received after 48 hours Ongava has the right to release this booking.

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.

ONGAVA GAME RESERVE RESERVATIONS

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

E-mail: reservations@ongava.com

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