



P.O. Box 24046, Windhoek, Namibia  
 Tel: +264- (0)61- 237055, Fax: +264-(0)61- 235677  
 www.onguma.com

## RATES 2019 RACK

### 01 November 2018 - 31 October 2019

<b>ONGUMA – THE FORT</b>				
01 November 2018 - 31 December 2018 01 July 2019 - 31 October 2019				
Accommodation	Dinner, Bed & Breakfast Per Person sharing	Single supplement	Fully Inclusive Per Person sharing	Package: 3 Night - Dinner, Bed & Breakfast Per Person sharing
<b>11 Bush Suites</b> (Children 7-11)	N\$ 5,400.00 (N\$ 2,700.00)	N\$ 1,800.00	N\$ 7,340.00 (N\$ 3,670.00)	N\$ 12,915.00 (N\$ 6,456.00)
<b>1 Sultan Suite</b> (Children 7-11)	N\$ 6,590.00 (N\$ 3,290.00)	N\$ 2,010.00	N\$ 8,600.00 (N\$ 4,300.00)	N\$ 15,810.00 (N\$ 7,902.00)
<b>1 Honeymoon Suite</b> (Children 7-11)	N\$ 7,560.00 (N\$ 3,780.00)	N\$ 3,800.00	N\$ 9,590.00 (N\$ 4,800.00)	N\$ 18,198.00 (N\$ 9,096.00)

<b>ONGUMA – THE FORT</b>				
Green Season 01 January 2019 - 30 June 2019				
Accommodation	Dinner, Bed & Breakfast Per Person sharing	Single supplement	Fully Inclusive Per Person sharing	Package: 3 Night - Dinner, Bed & Breakfast Per Person sharing
<b>11 Bush Suites</b> (Children 7-11)	N\$ 4,430.00 (N\$ 2,210.00)	N\$ 1,480.00	N\$ 6,350.00 (N\$ 3,180.00)	N\$ 10,590.00 (N\$ 5,292.00)
<b>1 Sultan Suite</b> (Children 7-11)	N\$ 5,400.00 (N\$ 2,700.00)	N\$ 1,640.00	N\$ 7,370.00 (N\$ 3,680.00)	N\$ 12,960.00 (N\$ 6,480.00)
<b>1 Honeymoon Suite</b> (Children 7-11)	N\$ 6,210.00 (N\$ 3,110.00)	N\$ 3,110.00	N\$ 8,190.00 (N\$ 4,090.00)	N\$ 14,919.00 (N\$ 7,458.00)

**DINNER BED AND BREAKFAST PACKAGE INCLUDES:**

Accommodation, Breakfast and Dinner. Transfer from and to the Onguma & Mokuti airstrip, VAT, Social Development levy and NTB tourism levy.

**FULLY INCLUSIVE PACKAGE INCLUDES:**

Accommodation, Breakfast, Lunch, Afternoon Tea, Dinner (4-course),  
 Beverages - Bar and Mini Bar (beers, local spirits, soft drinks, water and house wines)  
 2 Activities per Day –Sundowner Drive (on Onguma Reserve) and Etosha AM Game Drive.  
 Transfer from and to the Onguma & Mokuti airstrip, VAT, Social Development Levy and NTB tourism levy.

**ACCOMMODATION AND FACILITIES:**

The Fort at Onguma consists of a fort style main complex on split levels, 11 Bush Suites, 1 Honeymoon Suite (includes a lounge with flat screen television and outdoor bath and shower), and a Sultan's Suite on the upper level of the main complex (includes a lounge with flat screen television, bath and shower). All suites overlook Fischer's Pan. The main guest area consists of a lounge, two dining areas, small safari shop, a tower bar as well as a swimming pool. Free Wi-Fi is available to guests.

**CHILD POLICY:**

Onguma The Fort is unfenced and therefore no children under the age of 7 years will be allowed. Children 7 to 11 years of age sharing with adults, pay the above children rates. This is a nett rate. For more details on our Children's policy on the Onguma Game Reserve please refer to the conditions attached below.  
 GAME DRIVES ARE CONDUCTED ON OPEN SAFARIS VEHICLES. FOR SAFETY REASONS CHILDREN UNDER 10 YEARS ARE NOT PERMITTED ON GAME DRIVE VEHICLES

**ADDITIONAL MEALS:**

- Lunch (3-Course) N\$ 220.00 per person nett
- Lunch packs N\$ 150.00 per person nett

**GUIDES:**

- N\$ 860.00 per guide per night
- The above rate for guides is a nett rate and includes all meals
- If the Guide Room at Onguma The Fort is already booked, Guides will be accommodated at any other available camp at The Fort guide rate

<b>ONGUMA TENTED CAMP</b> 01 November 2018 - 31 December 2018 01 July 2019 - 31 October 2019				
Accommodation	Dinner, Bed & Breakfast Per Person sharing	Single supplement	Fully Inclusive Per Person sharing	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
<b>7 Safari Tents</b>	N\$ 4,000.00	N\$ 1,340.00	N\$ 5,940.00	N\$ 9,558.00

<b>ONGUMA TENTED CAMP</b> Green Season 01 January 2019 - 30 June 2019				
Accommodation	Dinner, Bed & Breakfast Per Person sharing	Single supplement	Fully Inclusive Per Person sharing	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
<b>7 Safari Tents</b>	N\$ 3,460.00	N\$ 1,160.00	N\$ 5,400.00	N\$ 8,280.00

**DINNER BED AND BREAKFAST PACKAGE INCLUDES:**

Accommodation, Breakfast and Dinner. Transfer from and to the Onguma & Mokuti airstrip, VAT, Social Development levy and NTB tourism levy.

**FULLY INCLUSIVE PACKAGE INCLUDES:**

Accommodation, Breakfast, Lunch, Afternoon Tea, Dinner (4-course),  
 Beverages - Bar and Mini Bar (beers, local spirits, soft drinks, water and house wines)  
 2 Activities per Day –Sundowner Drive (on Onguma Reserve) and Etosha AM Game Drive.  
 Transfer from and to the Onguma & Mokuti airstrip, VAT, Social Development Levy and NTB tourism levy.

**ACCOMMODATION AND FACILITIES:**

The Onguma Tented Camp is situated around a waterhole and consists of 7 luxury tents, each overlooking the waterhole. Each Safari Tent has a bath as well as an indoor and outdoor shower. The main guest area overlooks the waterhole and includes a reception area, comfortable lounge, a rim flow swimming pool, dining room, small safari shop as well as an open fire pit to compliment this Classic Safari style camp. Free Wi-Fi is available to guests.

**CHILD POLICY:**

The Onguma Tented Camp is unfenced and therefore no children under the age of 12 years will be allowed. Children 12 and above stay in their own room at full price. This is a nett rate.

For more details on our Children's policy at Onguma Game Reserve, refer to the conditions attached below.

**ADDITIONAL MEALS:**

- Lunch (3-Course) N\$ 220.00 per person nett
- Lunch packs N\$ 150.00 per person nett

**GUIDES:**

- N\$ 860.00 per guide per night
- The above rate for guides is a nett rate and includes all meals
- If the Guide Room at Onguma Tented Camp is already booked, Guides will be accommodated at any other available camp at Tented Camp guide rate

<b>ONGUMA TREE TOP CAMP</b>				
01 November 2018 - 31 December 2018 01 July 2019 - 31 October 2019				
Accommodation	Dinner, Bed & Breakfast Per Person sharing	Single supplement	Fully Inclusive Per Person sharing	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
<b>4 Tree Houses</b>	N\$ 2,540.00	N\$ 960.00	N\$ 4,560.00	N\$ 6,105.00
<b>4 Tree Houses (Fully Inclusive)</b>	N\$ 33,370.00 (Offers a 15% saving on a full camp) This special discount is only available when ALL 4 Tree Houses are booked on an exclusive basis.			

<b>ONGUMA TREE TOP CAMP</b>				
Green Season 01 January 2019 - 30 June 2019				
Accommodation	Dinner, Bed & Breakfast Per Person sharing	Single supplement	Fully Inclusive Per Person sharing	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
<b>4 Tree Houses</b>	N\$ 2,380.00	N\$ 900.00	N\$ 4,490.00	N\$ 5,736.00
<b>4 Tree Houses (Fully Inclusive)</b>	N\$ 31,910.00 (Offers a 15% saving on a full camp) This special discount is only available when ALL 4 Tree Houses are booked on an exclusive basis			

**DINNER BED AND BREAKFAST PACKAGE INCLUDES:**

Accommodation, Breakfast and Dinner. Transfer from and to the Onguma & Mokuti airstrip, VAT, Social Development levy and NTB tourism levy.

**FULLY INCLUSIVE PACKAGE INCLUDES:**

Accommodation, Breakfast, Lunch, Afternoon Tea, Dinner (4-course), Beverages - Bar (beers, local spirits, soft drinks, water and house wines), 2 Activities per Day –Sundowner Drive (on Onguma Reserve) and Etosha AM Game Drive. Transfer from and to the Onguma & Mokuti airstrip, VAT, Social Development Levy and NTB tourism levy.

**ACCOMMODATION AND FACILITIES:**

The Onguma Tree Top Camp is situated around a waterhole and consists of intimate Tree Houses, with only outside showers, each overlooking the waterhole. The guest areas consist of a deck overlooking the waterhole, a lounge, dining room and interactive kitchen. Free Wi-Fi is available to guests.

**CHILD POLICY:**

The Onguma Tree Top Camp is unfenced and therefore no children under the age of 12 years will be allowed. Children 12 and above stay in their own room at full price. For more details on our Children's policy at Onguma Game Reserve, refer to the conditions attached below.

**ADDITIONAL MEALS:**

- Lunch (3-Course) N\$ 220.00 per person nett
- Lunch packs N\$ 150.00 per person nett

**GUIDES:**

- N\$ 860.00 per guide per night
- The above rate for guides is a nett rate and includes all meals
- If the Guide Room at Onguma Tree Top is already booked, Guides will be accommodated at any other available camp at Tree Top guide rate

<b>ONGUMA BUSH CAMP</b> 01 November 2018 - 31 December 2018 01 July 2019 - 31 October 2019				
<b>Accommodation</b>	<b>Bed &amp; Breakfast Per Person sharing</b>	<b>Dinner, Bed &amp; Breakfast Per Person sharing</b>	<b>Single supplement</b>	<b>Package: 3 Night Dinner, Bed &amp; Breakfast Per Person sharing</b>
<b>3 Rondavels</b> (Children 3-11)	N\$ 1,390.00 (N\$ 700.00)	N\$ 1,770.00 (N\$ 890.00)	N\$ 870.00	N\$ 4,212.00 (N\$ 2,106.00)
<b>4 Standard Rooms</b> <b>(Includes 3 Loft rooms, 1 Family rooms)</b> (Children 3-11)	N\$ 1,670.00 (N\$ 840.00)	N\$ 2,050.00 (N\$ 1,030.00)	N\$ 870.00	N\$ 4,929.00 (N\$ 2,463.00)
<b>8 Deluxe Rooms</b> (Children 3-11)	N\$ 2,200.00 (N\$ 1,100.00)	N\$ 2,580.00 (N\$ 1,290.00)	N\$ 870.00	N\$ 6,159.00 (N\$ 3,078.00)
<b>1 Settler's Room</b> (Children 3-11)	N\$ 2,340.00 (N\$ 1,170.00)	N\$ 2,720.00 (N\$ 1,360.00)	N\$ 870.00	N\$ 6,510.00 (N\$ 3,255.00)

<b>ONGUMA BUSH CAMP</b>				
Green Season				
01 January 2019 - 30 June 2019				
<b>Accommodation</b>	<b>Bed &amp; Breakfast Per Person sharing</b>	<b>Dinner, Bed &amp; Breakfast Per Person sharing</b>	<b>Single supplement</b>	<b>Package: 3 Night Dinner, Bed &amp; Breakfast Per Person sharing</b>
<b>3 Rondavels</b> (Children 3-11)	N\$ 1,330.00 (N\$ 660.00)	N\$ 1,710.00 (N\$ 850.00)	N\$ 840.00	N\$ 4,068.00 (N\$ 2,031.00)
<b>4 Standard Rooms (Includes 3 Loft rooms, 1 Family rooms)</b> (Children 3-11)	N\$ 1,610.00 (N\$ 800.00)	N\$ 1,990.00 (N\$ 990.00)	N\$ 840.00	N\$ 4,752.00 (N\$ 2,370.00)
<b>8 Deluxe Rooms</b> (Children 3-11)	N\$ 2,110.00 (N\$ 1,050.00)	N\$ 2,480.00 (N\$ 1,240.00)	N\$ 840.00	N\$ 5,940.00 (N\$ 2,964.00)
<b>1 Settler's Room</b> (Children 3-11)	N\$ 2,250.00 (N\$ 1,120.00)	N\$ 2,620.00 (N\$ 1,310.00)	N\$ 840.00	N\$ 6,273.00 (N\$ 3,135.00)

**DINNER BED AND BREAKFAST PACKAGE INCLUDES:**

Accommodation, Breakfast and Dinner. Transfer from and to the Onguma airstrip, VAT, Social Development levy and NTB tourism levy.

**ACCOMMODATION AND FACILITIES:**

Onguma Bush Camp consists of 3 twin bedded rondavel rooms, 3 twin bedded standard rooms with a children's sleeping area in the loft, 1 family unit with 4 beds and two bathrooms, 8 twin Deluxe Rooms, 1 Settlers' Room as well as 3 single tour guide rooms. There is a swimming pool and a thatched bar, lounge and dining area that overlooks the extensive waterhole, a small children's activity area and a small safari shop. Free Wi-Fi is available to guests at hotspots.

**ADDITIONAL MEALS AND SERVICES:**

- |  |                             |
|--|-----------------------------|
| • Lunch  | à la Carte menu             |
| • Lunch packs                                  | N\$ 150.00 per person nett  |
| • Dinner (3 course set menu)                   | N\$ 380.00 per person nett  |
| • Return transfers to/from the Mokuti airstrip | N\$ 430.00 per vehicle nett |

**CHILD POLICY:**

- Children under the age of 3 years stay free of charge
- Children 3 to 11 years sharing with adults, pay the above children rate
- The rate for children sharing with adults is a nett rate and includes specified meals
- Children 12 and above stay in their own room at full price.
- 3 of the Deluxe rooms are in an unfenced section of the camp and are therefore not recommended for children
- Onguma Bush Camp is mostly fenced in. However, the adult supervision of children is required at all times
- GAME DRIVES ARE CONDUCTED ON OPEN SAFARIS VEHICLES. FOR SAFETY REASONS CHILDREN UNDER 10 YEARS ARE NOT PERMITTED ON GAME DRIVE VEHICLES

**GUIDES:**

- N\$ 860.00 per guide per night
- The above rate for guides is a nett rate and includes all meals
- If the Guide Room at Onguma Bush Camp is already booked, Guides will be accommodated at any other available camp at Bush Camp guide rate

**ONGUMA ETOSHA AOBA LODGE**

01 November 2018 - 31 December 2018

01 July 2019 - 31 October 2019

Accommodation	Bed & Breakfast per person sharing	Dinner, Bed & Breakfast per person sharing	Single supplement	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
<b>4 Heritage Bungalows</b>	N\$ 1,640.00	N\$ 1,990.00	N\$ 410.00	N\$ 5,352.00
<b>3 Bush Suites</b> Double Triple Quad (Children 7-11)	N\$ 1,780.00 N\$ 1,640.00 N\$ 1,510.00 (N\$ 820.00)	N\$ 2,120.00 N\$ 1,990.00 N\$ 1,840.00 (N\$ 990.00)	N\$ 960.00	N\$ 5,721.00 N\$ 5,352.00 N\$ 4,980.00 (N\$ 2,220.00)
<b>3 Explorer Bungalows</b>	N\$ 2,050.00	N\$ 2,380.00	N\$ 410.00	N\$ 6,465.00
<b>1 Honeymoon Bungalow</b>	N\$ 2,180.00	N\$ 2,530.00	N\$ 410.00	N\$ 6,948.00

**ONGUMA ETOSHA AOBA LODGE**

Green Season

01 January 2019 - 30 June 2019

Accommodation	Bed & Breakfast per person sharing	Dinner, Bed & Breakfast per person sharing	Single supplement	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
<b>4 Heritage Bungalows</b>	N\$ 1,580.00	N\$ 1,910.00	N\$ 410.00	N\$ 5,160.00
<b>3 Bush Suites</b> Double Triple Quad (Children 7-11)	N\$ 1,720.00 N\$ 1,580.00 N\$ 1,450.00 (N\$ 790.00)	N\$ 2,040.00 N\$ 1,910.00 N\$ 1,770.00 (N\$ 960.00)	N\$ 930.00	N\$ 5,514.00 N\$ 5,160.00 N\$ 4,800.00 (N\$ 2,133.00)
<b>3 Explorer Bungalows</b>	N\$ 1,990.00	N\$ 2,310.00	N\$ 410.00	N\$ 6,231.00
<b>1 Honeymoon Bungalow</b>	N\$ 2,100.00	N\$ 2,450.00	N\$ 410.00	N\$ 6,696.00

**DINNER BED AND BREAKFAST PACKAGE INCLUDES:**

Accommodation, Breakfast and Dinner. Transfer from and to the Onguma airstrip, VAT, Social Development levy and NTB tourism levy.

**ACCOMMODATION AND FACILITIES:**

The Onguma Etosha Aoba Lodge has a total of 11 well-appointed rooms located along the dry "Omuramba Owambo" riverbed. 3 secluded thatched Explorer Bungalows include en-suite facilities, air-conditioning with a private patio. The Honeymoon Bungalow shares the same features as the Explorer Bungalows but includes an outdoor shower and bath. The 4 Heritage Bungalows offer privacy and all the comforts for a pleasant stay. For families we offer 3 Bush Suites which include two bed rooms, one with a day bed and the second with two twin beds, a fourth bed can be included when 4 people are sharing the suite. An inter-

leading bathroom separates the rooms. All bungalows have a private terrace with seating, en-suite facilities with a shower, document safe, "bush-minibar", air conditioning (heat and cool functions) / ceiling fan and tea & coffee facilities plus large mosquito nets. There is a swimming pool and a thatched bar, lounge, guest dining area that overlooks a small active waterhole and a small safari shop. Free Wi-Fi is available to guests.

**ADDITIONAL MEALS AND SERVICES:**

- Light Lunch N\$ 150.00 per person nett
- Lunch packs N\$ 150.00 per person nett
- Dinner (3 course set menu) N\$ 380.00 per person nett
- Transfer from/to the Mokuti Airstrip N\$ 430.00 per vehicle nett

**CHILD POLICY:**

- Etosha Aoba is unfenced and therefore no children under the age of 7 years will be allowed
- Children 7 to 11 years of age sharing with adults, pay children's rate applicable only when sharing in a Bush Suite
- The rate for children is a nett rate and includes specified meals
- Children 12 and above will be accommodated in a family room at the full rate
- GAME DRIVES ARE CONDUCTED ON OPEN SAFARIS VEHICLES. FOR SAFETY REASONS CHILDREN UNDER 10 YEARS ARE NOT PERMITTED ON GAME DRIVE VEHICLES

**GUIDES:**

- N\$ 860.00 per guide per night
- The above rate for guides is a nett rate and includes all meals
- If the Guide Room at Etosha Aoba Lodge is already booked, Guides will be accommodated at any other available camp at Etosha Aoba Lodge guide rate

**ONGUMA LEADWOOD CAMPSITE**

01 NOVEMBER 2018 – 31 OCTOBER 2019

<b>Accommodation</b>	<b>Per person</b>	<b>Remarks</b>
<b>6 Camp Sites</b>	N\$ 255.00 nett per adult N\$ 130.00 nett per child (3-11 years), Under the age of 3 years free of charge	Max. 2 tents / 4 Persons per campsite
<b>Included:</b>	VAT and Social Development Levy per adult	

**ACCOMMODATION AND FACILITIES:**

Each campsite has its own shower, toilet and power point. The campsite is serviced on a daily basis.

**PLEASE NOTE:**

- The facilities of Onguma Bush Camp are available to camping guests
- Meals need to be booked at the reception prior to arrival to avoid disappointment (Preference is given to Bush Camp guests first)
- Leadwood Campsite is fenced in. Adult supervision of children is required at all times
- The camping guests are advised to bring along their own foodstuffs

**ONGUMA TAMBOTI CAMPSITE**

01 NOVEMBER 2018 – 31 OCTOBER 2019

<b>Accommodation</b>	<b>Per person</b>	<b>Remarks</b>
<b>15 Camp Sites</b>	N\$ 255.00 nett per adult N\$ 130.00 nett per child (3-11 years), Under the age of 3 years free of charge	Max. 2 tents / 4 Persons per campsite
<b>Included:</b>	VAT and Social Development Levy per adult	

**ACCOMMODATION AND FACILITIES:**

Each campsite has its own shower, toilet and power point. The campsite is serviced on a daily basis.

**PLEASE NOTE:**

- Tamboti Campsite is fenced in. However adult supervision of children is required at all times
- Meals need to be booked upon arrival at the reception to avoid disappointment. Restaurant has an Ala Carte Menu
- There is a small kiosk where basic necessary items can be purchased



# GENERAL CONDITIONS APPLICABLE TO ALL ACCOMMODATION

## ACTIVITIES AND NATURE DRIVES OFFERED:

Activities can be added for all BB or DBB bookings. Rates are nett.

- Morning / Afternoon Etosha Game Drive (including beverages) N\$ 760.00 per person - nett
- Onguma Sundowner Drive (including beverages): N\$ 450.00 per person - nett
- Guided Walking Safaris (including beverages): N\$ 450.00 per person - net  
(Minimum age of 16 years to join this activity)
- The Hide (including beverages): N\$ 380.00 per person - nett  
(Minimum age of 16 years to join this activity)
- Private Game Drive per activity N\$ 5,400.00 per vehicle - nett  
(Bookable in advance - subject to availability)
- Private Game Drive Full Day N\$ 8,640.00 per vehicle - nett  
(Bookable in advance - subject to availability)

## CHILD POLICY:

- Where applicable, Children under 3 years stay for free, and Children from 3 to 11 years sharing with adults pay the listed child rate
- The above mentioned rate for children is a nett rate and includes specified meals
- Children 12 years and above will be accommodated in their own room at the adult rate
- Four of the "Big Five" (lion, leopard, rhino and elephant) roam free on the Onguma Game Reserve  
Onguma The Fort, Onguma Tented Camp, Onguma Tree Top Camp and Etosha Aoba are not fenced and children should therefore be under constant adult supervision
- The Tree Top and Tented Camps cannot accommodate a 3<sup>rd</sup> bed
- **GAME DRIVES ARE CONDUCTED ON OPEN SAFARIS VEHICLES. FOR SAFETY REASONS CHILDREN UNDER 10 YEARS ARE NOT PERMITTED ON GAME DRIVE VEHICLES. CHILDREN UNDER THE AGE OF 16 YEARS ARE NOT PERMITTED ON WALKING SAFARIS OR HIDE ACTIVITIES**

## SOCIAL DEVELOPMENT LEVY

- The Social Development Fund was formed in 2017 as successor to the Haii//om Bushmen Development Trust. The Social Development Fund aims to uplift all communities surrounding the Onguma Nature Reserve through education and small business development.
- As from 1 November 2017 the N\$10 levy is included in the rate, and this levy is not Vat able.

## RHINO CONSERVATION LEVY

- The Rhino Conservation Levy will be utilized exclusively to guard and protect the Rhino population on Onguma Nature Reserve.
- As from 1 November 2018 N\$100.00 per bed night (per person per night) will be Applicable to all lodge-based bed nights, including children and guides. Campers are excluded from this levy and this levy is Vat able.

## AIRFIELD TRANSFERS:

- Please advise the booking office estimated arrival and departure times if guests are flying in to Mokuti or Onguma airstrip. Kindly make sure you specify at which airstrip
- Onguma Airstrip no landing, parking or pick up fees are charged
- Landing and parking fees at Mokuti Airstrip are for the clients account and should be paid on arrival at Mokuti Lodge.
- Onguma Airstrip Transfer is included for guests staying at Onguma Lodges. A fee of N\$ 430.00 will be charged per vehicle for transfers from Mokuti Airstrip for guests staying at Onguma Bush Camp and Etosha Aoba Lodge (Return Transfer).

## CHECK IN / OUT POLICY:

Check-in time is from 13h00, and check out time is 10h00 for the convenience of the arriving guests. 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 to us in writing and will only be valid once we confirm back in writing
- STO rates are only valid if a registered agent/tour operator does the booking and payment
- 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 held for a period of 24 hours and will be automatically released where no written confirmation or cancellation is received
- Although every effort is made to keep rates unchanged during the year, all rates and conditions are subject to change.
- Single Supplements will be charged per night when booking the 3 night packages.

## **CANCELLATION POLICY (BOOKINGS OF MAX 3 ROOMS):**

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

- 10% Cancellation Fees apply to all confirmed bookings which are cancelled before 31 days prior to arrival
- 15 – 30 days prior to arrival - 25%
- 8 – 14 days prior to arrival - 50%
- 0 – 7 days prior to arrival and no show - 100%

## **GROUP BOOKING PROCEDURE:**

- Bookings of more than 3 rooms (including guide room) will be viewed as a group booking – Onguma Safari Camps and Etosha Aoba Lodge do not accept Block Bookings.
- Group bookings must be confirmed with a rooming list upon making the reservation.
- Upon confirmation a 25% non-refundable deposit must be paid.
- Any room/s not confirmed and paid for (deposit) will be lost and can be booked subject to availability at a later stage on a first come first serve basis.
- Group bookings cannot be split between the different camps at Onguma Safari Camps or Etosha Aoba Lodge.

## **GROUP BOOKING CANCELLATION POLICY:**

- 25% Cancellation Fees apply to all confirmed bookings which are cancelled before 61 days prior to arrival
- If a group booking or part thereof is cancelled between 30 – 60 days prior to arrival, a 30% cancellation fee on the entire booking will be levied
- If a group booking or part thereof is cancelled within 30 days a 50% cancellation fee will be levied as a 30-day release period (or less) makes it quite impossible to fill our beds and losses are unacceptable.
- 31 – 60 days prior to arrival - 30%
- 8 – 30 days prior to arrival - 50%
- 0 – 7 days prior to arrival and no show - 100%

## **PAYMENT CONDITIONS**

- All private and website bookings require a 50% deposit at time of booking to confirm the reservation, the final 50% deposit is required 30 days prior to arrival
- Please note 10% non-refundable cancellation fees will be charged on all FIT and private bookings cancelled before cancellation fee period applies
- Please note 25% non-refundable cancellation fees will be charged on all group bookings cancelled before cancellation fee period applies
- Payment of the full accommodation account is required 30 days prior to arrival
- Credit cards accepted are: Master Card, Visa
- Payment should be made in Namibian Dollars
- Payments for Onguma Bush Camp, Tented Camp, Tree Top Camp, The Fort and Leadwood Campsite should be made into the account of Onguma Safari Camps
- Payments for Etosha Aoba Lodge and Tamboti Campsite should be made into the account of Fishers Pan Game Farm
- Electronic or direct payments can be made into the following Bank Accounts:

**Onguma Safari Camps**

Bank: Standard Bank  
Branch: Gutav Voigts Centre  
Branch code: 08277200  
Account No: 042 713 196

**Fishers Pan Game Farm**

Bank: Standard Bank  
Branch: Windhoek  
Branch code: 08237200  
Account No: 241 636 248

- Proof of payment must be sent to our accounts or booking office and must include your booking number. Failing to do so 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

**ONGUMA RESERVATIONS:**

E-mail: reservations@onguma.com  
Tel: +264 (0)61 237055, Fax: +264 (0)61 235677  
Post: P.O. Box 24046, Windhoek, Namibia

**ONGUMA ETOSHA AOBA & TAMBOTI RESERVATIONS:**

Email: reservations@etosha-aoba-lodge.com  
Tel: +264 (0)61 237055, Fax: +264 (0)61 235677  
Post: P.O. Box 24046, Windhoek, Namibia