

RACK RATES TERMS AND CONDITIONS FOR O&L LEISURE PROPERTIES

1. NOTES:

- Rates are quoted per person per night and include meal plans as set out on the rate sheets.
- Rates quoted are valid for **Individual** Travel.
- Rack Rate are validity is as indicated on the Rack Rate Sheets and is subject to change at any time without prior notice.
- Rates are however guaranteed and NOT subject to change once reservation made is fully confirmed by submitting full payment for BB or DBB Rates confirmed for entire length of stay reserved.
- Rates include VAT at 15%.
- Rates include Tourism Levy at 2% for BB rates and at 1% for DBB rates.
- Should VAT and/or Tourism Levies change during the above validity period, rates quoted could be revised accordingly.
- 10% Commission is paid to Bona Fide Retail Travel Agents and is based on the BB Rate only.

2. RESERVATION PROCEDURES & POLICIES – INDIVIDUALS:

- Check in time is 2pm and departure time is 10am.
- Reservations and payments can be made online (see Web address below) or must be made with O&L Leisure Central Reservations in Windhoek. Contact details below.
- Rates quoted and reservations made are secured and guaranteed once full payment is received.
- Payments by Credit Card (Visa | MasterCard | Amex | Diners), direct Bank Transfer (EFT - quoting Reservation Number as reference) or direct Bank Deposit (quoting Reservation Number as reference) will be accepted.
- Cash and Cheques are not accepted as a form of payment.
- All such payments must be received within 5 working days of date reservation is made.
- Payments not received on due date will result in reservation being automatically cancelled without prior notice.
- Once payment is received the reservation made will be automatically secured and the Rate quoted guaranteed.
- **Cancellation Policy:** Any rooms cancelled are subject to the following cancellation policy and will be based on the BB or DBB rate reserved and for the entire length of stay reserved:
 - a) 31 days or more prior to arrival = 10% Cancellation fee.
 - b) 15 to 30 days prior to arrival = 50% Cancellation fee.
 - c) 7 to 14 days prior to arrival = 75% Cancellation fee.
 - d) Less than 7 days prior to arrival = 100% Cancellation fee.
 - e) All above cancellation fees will be based on the applicable BB or DBB rate reserved and for the entire length of stay reserved.
 - f) Any “no –shows” = 100% “no-show” charge based on BB or DBB rate reserved.
- All reservations/amendments/cancellations must be channeled through to:
O&L Leisure Central Reservations Windhoek (Mon. to Fri. 8am to 5pm excluding public holidays).

Contact:

Tel: + 264 61 207 5360
Fax: + 264 61 234 021
Email: reservations@ol-leisure.com
Web: www.ol-leisure.com

- Reservations may be made by phone and **must** be confirmed in writing or email by O&L Central Reservations.
- All amendments/cancellations may be made by phone and **must** be processed and confirmed in writing by O&L Reservations within 24 hours.

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3. FAMILY PLAN:

a) CHILDREN SHARING PARENTS ROOM:

- 0 to 4 years = complimentary
- 5 to 12 years = 50% of per person adult sharing BB or DBB Rate

b) SINGLE PARENTS:

- Sharing room with at least one child, pay only the per adult sharing rate and NOT the single room rate.

4. CHILDREN ACCOMMODATION AT MIDGARD COUNTRY ESTATE:

- Children of all ages accepted.
- At Midgard Country Estate Children can be accommodated as follows:
 - a) In Standard Rooms (36) = 1 child, 0 to 2 years (in cot) – OR 1 child 0-12 year (extra bed)
 - b) In luxury rooms (5) = 1 child, 0 to 2 years (in cot) – OR 1 child 0-12 year (extra bed)
 - c) In Standard Family Rooms (5) = A maximum of 2 children 0 to 12 years.

5. CHILDREN ACCOMMODATION AT MOKUTI ETOSHA LODGE:

- Children of all ages accepted.
- At Mokuti Etosha Lodge Children can be accommodated as follows:
 - d) In Standard Rooms (90) = 1 child only, 0 to 2 years (in a cot).
 - e) In luxury rooms consisting of an open plan bedroom and lounge with bathroom and toilet (8) = 2 (maximum) children 0 to 2 years (in cots) OR 2 (maximum) children 3 to 12 years (sharing sleeper couch)
 - f) In luxury family rooms consisting of a separate Double Room and Lounge sharing a bathroom and separate toilet. (8) = (maximum) 3 children: 1 x 0 to 2 in a cot and 2 x 3 to 12 years sharing sleeper couch

6. BANKING DETAILS FOR MIDGARD COUNTRY ESTATE:

- O&L Leisure (PTY) LTD t/a Midgard
- Standard Bank, Windhoek
- Branch Code: 08-23-72
- Account no: 241951577
- Swift Code: SBNMNANX

7. BANKING DETAILS FOR MOKUTI LODGE:

- O & L Leisure (PTY) LTD t/a Mokuti Lodge
- BANK WINDHOEK Main Branch
- Branch Code: 481-972
- Account no: 8001601304
- Swift Code: BWLINANX