

**RESERVATIONS:**

Kai-Koro Reservations

Tel: +264 (0) 81 149 1433

E-mail: [reservations@ugabterracelodge.com](mailto:reservations@ugabterracelodge.com)**LODGE:**

PO Box 6643

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Windhoek, Namibia

Telephone Number +264 81 140 0179 / 81 142 1932

E-mail: [reservations@ugabterracelodge.com](mailto:reservations@ugabterracelodge.com)Website: <http://www.ugabterracelodge.com>**RACK RATES 2025****(Valid: January to December)**

<b>Including Dinner (DBB)</b>	<b>Nett Rack</b>	<b>1% Levy</b>	<b>15% VAT</b>	<b>RACK Rate</b>
Single Room	2,715.52	27.16	407.33	<b>3,150.00</b>
Double Room (per person sharing)	2,086.21	20.86	312.93	<b>2,420.00</b>
<b>Excluding Dinner (BB)</b>	<b>Nett Rack</b>	<b>2% Levy</b>	<b>15% VAT</b>	<b>RACK Rate</b>
Single Room	2,410.26	48.21	361.54	<b>2,820.00</b>
Double Room (per person sharing)	1,786.33	35.73	267.95	<b>2,090.00</b>
<b>Camping:</b>	<b>Nett Rack</b>		<b>15% VAT</b>	<b>Rate</b>
Per Adult	286.96	0.00	43.04	<b>330.00</b>

**25% STO RATES 2025****(Valid: July to November)**

<b>Including Dinner (DBB)</b>	<b>25% Nett</b>	<b>1% Levy</b>	<b>15% VAT</b>	<b>25% Rate</b>
Single Room	2,036.64	20.37	305.50	<b>2,362.50</b>
Double Room (per person sharing)	1,564.66	15.65	234.70	<b>1,815.00</b>
<b>Excluding Dinner (BB)</b>	<b>25% Nett</b>	<b>2% Levy</b>	<b>15% VAT</b>	<b>25% Rate</b>
Single Room	1,807.70	36.15	271.15	<b>2,115.00</b>
Double Room (per person sharing)	1,339.74	26.79	200.96	<b>1,567.50</b>

**30% STO RATES 2025****(Valid: January to June & December)**

<b>Including Dinner (DBB)</b>	<b>30% Nett</b>	<b>1% Levy</b>	<b>15% VAT</b>	<b>30% Rate</b>
Single Room	1,900.86	19.01	285.13	<b>2,205.00</b>
Double Room (per person sharing)	1,460.35	14.60	219.05	<b>1,694.00</b>
<b>Excluding Dinner (BB)</b>	<b>30% Nett</b>	<b>2% Levy</b>	<b>15% VAT</b>	<b>30% Rate</b>
Single Room	1,687.18	33.74	253.08	<b>1,974.00</b>
Double Room (per person sharing)	1,250.43	25.01	187.56	<b>1,463.00</b>

**PLEASE NOTE:**

The tariffs are per night and include Breakfast (rooms ONLY), VAT and Tourism Levy.

**Rates are subject to change without prior notice.****MEAL RATES (NETTO) 2025****(Valid: January to December)**

<b>Meal</b>	<b>Nett</b>	<b>1% Levy</b>	<b>15% VAT</b>	<b>Gross Rate</b>
Dinner	286.96	0.00	43.04	<b>330.00</b>
Breakfast	191.30	0.00	28.70	<b>220.00</b>
Lunch	208.70	0.00	31.30	<b>240.00</b>
Lunchpacks	208.70	0.00	31.30	<b>240.00</b>

**Children Meal Rates**

Less than 3 years - No charge

Less than 12 years - 50% of full meal rates

**PLEASE NOTE:**

Breakfast is included in the Room Rate.

The above rates are per person, Netto, non-commissionable and quoted in Namibian Dollars (N\$).

Please feel free to request special menus, i.e. Vegeterian Dishes, Meals for Diabetics, etc.

**Rates are subject to change without prior notice.**

**ACTIVITIES / SERVICES - RATES 2025**

**(Valid: January to December)**

<b>Activity</b>	<b>Nett</b>	<b>1% Levy</b>	<b>15% VAT</b>	<b>Gross Rate</b>
Rock Art Excursion Min. 4 pax - Includes: Mineral water & cooldrink.	630.44	0.00	94.57	725.00
Guided Walking Trail Min. 2 pax - Includes: Mineral water.	313.04	0.00	46.96	360.00
Zip Line (Both Lines) Min. 4 pax - Includes mineral water.	478.26	0.00	71.74	550.00
Guided Sundowner Experience Min. 4 pax - Includes: Mineral water & cooldrink.	356.52	0.00	53.48	410.00
Walking Trail - no guide	No charge			
Bird Watching - no guide	No charge			
Stargazing in almost 100% Dark Sky with your own accessories	No charge			

**PLEASE NOTE:**

The above rates are per person, Netto, non-commissionable and quoted in Namibian Dollars (N\$).

Activities can be booked in advance or on site at reception. All activities are weather permitted.

**Prices are subject to change without prior notice.**

**GENERAL**

**DEPOSIT:**

50% of full amount payable at booking.  
Balance of full amount payable 30 days prior to arrival.

**GUIDE POLICY:**

(Excluding Tour Leaders)

Up to 13 full paying guests: 1 guide/driver less 50% on rack rate in a single room or sharing in a twin room.  
14 plus full paying guests: Up to 2 guides/drivers less 50% on rack rate sharing a twin room.

**CANCELLATION POLICY:**

**Rooms & Campsites**

31 - 60 days prior to arrival 25%  
15 - 30 days prior to arrival 50%  
7 - 14 days prior to arrival 75%  
Less than 7 days and no shows 100%  
ALL refunds shall carry a handling fee of 15% on top of the cancellation policy.

**Activities**

Longer than 24 hours prior to activity No charge  
24 hours & less prior to activity 100%  
Payment for activities can be made on site at reception.

**CHILDREN POLICY:**

Less than 3 years – No charge  
Less than 12 years – 50% discount on rack rates  
12 years and older – adult rate

**BANKING DETAILS:**

Ugab Terrace Lodge (Pty) Ltd  
First National Bank of Namibia  
Branch code: 280679  
SWIFT Code: FIRNNANX  
Account number: 62235717561

**Our V.A.T. Number: 04187668 015**

**Ugab Terrace Lodge NTB (Namibia Tourism Board) registration number: LOD00185**

## TOUR OPERATORS

### RATES AND PROCEDURES:

1. Rates quoted include accommodation for the lodge and full breakfast and dinner (where applicable), VAT and all Government levies.
2. The lodge reserves the right to amend the tariffs/rates accordingly should the percentage level of VAT be increased or Government levies be increased during the duration of this agreement, or if the Namibian Dollar should be officially devalued, or any other unforeseen circumstances that may occur in the duration of this agreement.
3. All tariffs/rates quoted in this agreement as specified in the rate sheet of the respective accommodation establishment are in Namibian Dollars per person, per room or per day and commissionable. Unless otherwise indicated, the rates apply to both Group- and FIT reservations.
4. The rates do not automatically apply to the MICE market, and a quotation must be obtained from the lodge by the Operator.
5. In the event of refurbishment programmes, upgrades or any unforeseen exceptional circumstances, the lodge reserves the right to seek alternative accommodation in a hotel of similar standard or a hotel conveniently situated, for any group or FIT individual booked.
6. For any guests wishing to extend their stay beyond the period booked by the Operator, the published rack rate will apply unless the accommodation extension request is channelled to the lodge through the Operator.
7. Children accommodation and meal rates apply as per the quoted rate sheets.
8. Meals other than breakfast and dinner are nett and are not included in the room rate unless otherwise indicated on the respective rate sheet.
9. For individual early arrivals, reservations are to be made from the night before to secure immediate access to the room.
10. Equally, passengers requiring the room after the prescribed check-out time (10:00 a.m.) are to reserve an additional night in order to keep the room until their departure.
11. Portage is provided at a recommended rate of N\$10-00 per stay per person.

### CANCELLATION TERMS:

1. All reservations, cancellations and/or amendments must be made in writing to the Lodge or to the Central Reservations office.
2. Provisional bookings can only be guaranteed for a limited period, which will be stipulated on the provisional booking confirmation. If the booking is not confirmed during this time, it will automatically be cancelled.
3. Should the lodge be in a position to accept a confirmed booking from another source, the lodge has the right to request the agent to reschedule or immediately confirm the reservation. In which event the agent shall within 48 (forty eight) hours either: confirm the reservation and furnish the lodge with a non-refundable deposit of not less than 50% of the total value of the reservation, such deposit to be received by the lodge not later than 7 days after reconfirmation of the reservation or cancel or re-schedule the reservation.
4. Should no response have been received within 48 hours, the booking will be automatically cancelled and a notification send accordingly.
5. Should the agent have a confirmed booking and wish the lodge to enforce the above policy the agent shall furnish the lodge with a non-refundable deposit of not less than 50% of the total value of the reservation, such deposit to be received by the lodge not later than 7 days after reconfirmation of the reservation.
6. Block or group bookings are not transferable to any other group, i.e. no group name change will be accepted.
7. The initial group must be cancelled and a separate booking should be made for the new group, which will be confirmed by the lodge subject to availability.
8. A deposit paid in respect of any reservation made in terms of this agreement is specific to that reservation and may not be transferred to any other reservation.
9. Should the Operator wish to reserve rooms under a non-specific name, these rooms need to be pre-paid in full and will then be "owned" by the Operator and can be filled with ad-hoc groups at the Operators' discretion.

**BLOCK BOOKING POLICY:****All block bookings and group bookings should be handled as follows:**

1. From date of booking the reservations office should receive monthly updates of groups / tour series booked in order to see where the lodge can release rooms for confirmed self-drive / private booking requests if necessary.
2. Should the reservations office not receive regular updates, it will assume that there are no guests booked and rooms can be released as needed.
3. From 60 days prior to arrival our cancellation policy kicks in and all rooms released (provisional or confirmed) will be charged as per our cancellation policy.
4. At 30 days prior to arrival the reservations office needs to receive all final requirements for the group.

**CHECK-IN TIME:**

1. Check-in time: 14h00
2. Check-out time: 10h00
3. The hotel will endeavour to accommodate groups for an earlier check-in time, subject to prior arrangements with senior management of the lodge and depending on availability of rooms.

**TERMS OF PAYMENT:**

1. Where no credit facilities exist the lodge must receive full payment 30 days prior to check-in.
2. Payments must be made nett of any financial transaction charges.
3. Proof of payment must be submitted to the lodge or central reservations office. Failure to comply with the terms of payment will result in the automatic cancellation of all bookings or alternatively the reservation will be on rack rate and the guest requested to settle directly.
4. Where credit facilities exist, the guest should upon check-in, hand in a voucher for services paid for by the Operator. In the event of no voucher having been received, the invoice will be made out as per the last confirmation document issued between the Operator and the reservations office.
5. Credit facilities can be applied for through the accounts department at the Lodge, subject to the following conditions:
  - 5.1 The Tour Operator must supply a bank guarantee together with a mutually agreed credit limit.
  - 5.2 All accounts are payable 30 (thirty) days from date of statement directly to the lodge.
  - 5.3 If the Operator fails to pay undisputed invoices within 30 (thirty) days, the Operator shall pay interest on the outstanding amount of the invoice at the rate of 2% (two percent) per month. It could also result in the cancellation of the credit facility. Furthermore, the lodge reserves the right to suspend all bookings.
  - 5.4 Foreign currencies will be accepted at the rate of exchange valid on the day payments are received.
  - 5.5 Payment of invoices must be made nett of any financial transaction charges.
  - 5.6 Any queries on an invoice must be addressed to the Lodge in writing within 30 (thirty) days of the date thereof.

**GENERAL:**

1. The Tour Operator agrees and undertakes to keep the rates confidential.
2. This agreement is governed by and is subject to interpretation in accordance with the laws of the Republic of Namibia.
3. The lodge shall be excused and shall not be deemed in default for any failure of performance hereunder, for any reason beyond its control. Such cause shall be deemed to include, without limitation, war, warlike operations, armed aggression, insurrection, riots, fire, explosions, accidents, failure to obtain government approvals, Government acts or omissions, regulations or orders, acts of God, acts of a public enemy, epidemics, quarantine, restrictions or labour unrest.
4. The agent shall ensure that the client insures him/herself for emergency medical evacuation cover.