

Arebbusch Travel Lodge Policy Document

The following policies are included in this document:

1. Booking & Cancellation Policy
2. Child Policy
3. Tour guide policy
4. Mattress Policy
5. Commission Policy
6. Pet Policy
7. Pensioner Policy

1. Booking & Cancellation Policy

All Services

Cost estimates are valid for a maximum of 14 days from the date of request. A 100% confirmation deposit is required 30 days or more prior to either arrival or the conference/function to secure the booking. Should the confirmation deposit not be paid within the specified period and no other arrangement is made with us in writing, the reservation will be cancelled without further notice. Orders are only valid if issued by an approved account holder/government department. Orders must stipulate clearly what services are to be rendered and must be received prior to either arrival or the conference/function. Any amounts that are due to be refunded to a client will be refunded within 48 working hours once the relevant deposit confirmation has been received.

All grievances, complaints or discrepancies must please be forwarded in writing, setting out the grievance, discrepancy or complaint within 7 days of the event.

Conference/Function

+30 days prior to the event – 10% cancellation fee
30 – 15 days prior to the event – 25% cancellation fee
14 – 8 days prior to the event – 50% cancellation fee
7 – 0 days prior to the event – 100% cancellation fee
No shows – 100% cancellation fee

Unless the client is an approved account holder or government department with an approved order, any additional charges incurred must be paid within the next working day. Unless otherwise agreed to in writing, additional service providers contracted for an event must be paid directly by the client and Arebbusch Travel Lodge may not be held liable for payment thereof.

Accommodation

+30 days prior to arrival – 10% cancellation fee
30 – 15 days prior to arrival – 25% cancellation fee
14 – 8 days prior to arrival – 50% cancellation fee
7 – 4 days prior to arrival – 65% cancellation fee
3 – 0 days prior to arrival – 100% cancellation fee
No shows and early departures – 100% cancellation fee

Unless the client is an approved account holder or government department with an approved order, all outstanding amounts must be settled upon arrival and any additional charges incurred during the stay must be paid at the time of check-out. Any items not covered by the order must be paid for by the client on the same terms.

Tour Operators/Travel Agents

All reservations and amendments thereto must be received in writing.

120 days or more: If a confirmed booking is received by a 2nd party, Arebbusch Travel Lodge has the right to request the first tour operator to reschedule their reservation.

90 days or more: If a confirmed booking is received by a 2nd party, Arebbusch Travel Lodge has the right to request the first tour operator for a rooming list (if the rooming list is not more than 25% of rooms booked, up to 25% of the rooms booked may be released by Arebbusch Travel Lodge) or for a non refundable deposit of 25% of the requested rooms.

60 days or more: A rooming list must now be provided to Arebbusch Travel Lodge. If the rooming list is not more than 50% of the rooms booked, up to 50% of the original rooms booked will be released. Alternatively, a 25% non-refundable deposit may be paid. Upon request from Arebbusch Travel Lodge, additional rooms may be released in the event that they are required.

30 days prior to arrival Arebbusch Travel Lodge must receive the final rooming list for the group.

30 days or less: Cancellation fees as per the accommodation cancellation policy will apply.

Provisional Bookings: Provisional bookings will only be accepted at the discretion of Arebbusch Travel Lodge and the validation thereof will be indicated on the booking confirmation. On receipt of confirmed bookings, Arebbusch Travel Lodge reserves the right to cancel provisional bookings. Provisional bookings not cancelled 30 days or more prior to the arrival date will be subject to the cancellation policy.

2. Child Policy

Accommodation – Self-Catering Units, Budget Rooms, Standard Rooms & Luxury Rooms

Only applicable if children are sharing accommodation with an adult, otherwise they pay the full rate. Children under 6 years of age stay for free. Children between the ages of 6 – 12 years pay 50% of the difference between the double rate and the single rate, and children 13 years and older pay the full rate.

Please note that this is not applicable to the 3-bed self-catering chalet, the large self-catering chalet or the luxury cottage. These units are charged on a per unit basis and not on a per person basis.

An additional mattress for a child to sleep on is charged at N\$100.00 per mattress. In the event that a mattress is opted for, only the mattress will be charged for and the child rate will be voided. Please take note that mattresses will only be provided for children 12 years of age and younger.

Camping/Caravanning

Children under 6 years of age may camp/reside in a caravan for free and children between the ages of 6 – 12 years pay 50% of the adult rate.

Conference/function & Restaurant Buffets

Unless otherwise stipulated, children under 6 years of age eat for free and children between the ages of 6 -12 years pay 50% of the adult rate.

3. Tour Guide Policy

Accommodation

Bona fide tour guides (including drivers) will be accommodated in the standard rooms subject to the following scale (only applicable if paying guests are booked into self-catering units, luxury rooms or standard rooms):

- 1 - 9** paying guests - 1 Tour Guide pays 50% of the rack rate for a single standard room (additional guides pay full price).
- 10 - 29** paying guests - 1 Tour Guide stays for free and the 2nd Tour Guide pays 50% of the rack rate for a single standard room (additional guides pay full price).
- 30+** paying guests - 2 Tour Guides stay for free and the 3rd Tour Guide pays 50% of the rack rate for a single standard room (additional guides pay full price).

Guides must share accommodation if and when required to do so, or make use of alternative accommodation as set out by Arebbusch Travel Lodge.

In the event that the guests are camping/caravanning, then the following scale will apply to bona fide tour guides (including drivers):

- 1 - 9** paying guests - 1 Tour Guide pays 50% of the adult camping/caravanning rack rate (additional guides pay full price).
- 10 - 29** paying guests - 1 Tour Guide stays for free and the 2nd Tour Guide pays 50% of the adult camping/caravanning rack rate (additional guides pay full price).
- 30+** paying guests - 2 Tour Guides stay for free and the 3rd Tour Guide pays 50% of the adult camping/caravanning rack rate (additional guides pay full price).

Meals

Breakfast Buffets - Full English Breakfast Buffet or Continental Breakfast Buffet – Bona fide tour guides (including drivers) will be provided breakfast subject to the following scale (tour guides may only partake in the same buffet as the rest of the paying guests):

- 1 – 9** paying guests - 1 Tour Guide pays 50% of the adult rate for the breakfast buffet in question (additional guides pay full price).
- 10 - 29** paying guests - 1 Tour Guide eats for free and the 2nd Tour Guide pays 50% of the adult rate for the breakfast buffet in question (additional guides pay full price).
- 30+** paying guests - 2 Tour Guides eat for free and the 3rd Tour Guide pays 50% of the adult rate for the breakfast buffet in question (additional guides pay full price).

All other meals (excluding breakfast buffets) - bona fide tour guides (including drivers) will be provided meals subject to the following scale:

1 – 9 paying guests - 1 Tour Guide pays 50% of his/her total food bill (excluding all drinks – drinks are paid for at full price) subject to a min. of N\$500.00 being spent by the paying guests on food items and drinks (additional guides pay full price on all food and drinks) .

10 - 29 paying guests - 1 Tour Guide eats for free and the 2nd Tour Guide pays 50% of his/her total food bill (excluding all drinks – drinks are paid for at full price) subject to a min. of N\$1500.00 being spent by the paying guests on food items and drinks (additional guides pay full price on all food and drinks).

30+ paying guests - 2 Tour Guides eat for free and the 3rd Tour Guide pays 50% of his/her total food bill (excluding all drinks – drinks are paid for at full price) subject to a min. of N\$2500.00 being spent by the paying guests on food items and drinks (additional guides pay full price on all food and drinks).

Discount is given on food items ONLY – all drinks must be paid for at the full price.

These discounts only accrue to tour guides/drivers and not to guests.

Arebbusch Travel Lodge reserves the right to request proof of an individual's tour guide status.

4. Mattress Policy

If a child under the age of 12 is sharing an accommodation unit with an adult/s, an additional mattress may be requested for the child to sleep on. This is entirely subject to there being enough space within the accommodation unit for the additional mattress

5. Commission Policy

Unless otherwise agreed to in writing, 10% commission is payable on the rack rates nett of VAT and the NTB Levy (the rack rate less VAT and NTB levy) for accommodation services only. Proof of NTB registration must be presented and specials are not subject to commission. Commission is payable monthly once a statement has been presented and reconciled with Arebbusch Travel Lodge's records. Payment will only be made once any disputes arising from the reconciliation have been resolved.

6. Pet Policy

Pets are not allowed in accommodation units, but subject to prior arrangement with management, alternative housing arrangements can be made.

7. Pensioner Policy

Pensioners are entitled to 10% discount on the rack rates for accommodation services only. Pensioners must present proof of their pensioner status and specials are not subject to pensioner's discount.

SEND TO CORPORATE CLIENTS, TRAVEL AGENTS/TOUR OPERATORS, FRONT OFFICE and REST STAFF & QUALITY ASSURANCE

- should any of the above be in conflict with your requirements – please feel to contact us to discuss the issue.
- Cheques and other forms of accepted payments, Voids at Restaurant, AA policy – these are the client side policies – have to do with our interactions with clients.