Spitzkoppe Rest Camp
ESTD 2012

GENERAL RESERVATION POLICIES INDIVIDUAL TRAVELLERS

Valid from 1 November 2026 – 31 October 2027

Day Visitor fee	N$ 190	Per person
Day visit fee Child (4-11Yrs)	N$ 130	Per Child
Camping Adults	N$ 320	Per person
Camping Child (4-11Yrs)	N$ 220	Per Child

These fees include VAT & Conservancy Levy

Permit included

GENERAL BOOKING TERMS AND CONDITIONS:

• All written bookings, amendments and cancellations will be valid once we confirm in writing.

• Provisional bookings will be held for 14 days and will be automatically released where no written confirmation or cancellation is received. Higher demand periods and room shortages could incur shortened provisional booking periods. Please request an extension rather than confirming only to cancel again.

• Provisional bookings made within 31 days of travel will be held for a period of 24 hours and will be automatically released where no written confirmation or cancellation is received.

• Once a provisional booking is moved to confirmed status, a cancellation/administration fee of 15% will be charged if the booking is cancelled. Our normal cancellation policies will apply within 60 days of travel.

• Note re Nightsbridge: Any Nightsbridge bookings are only valid for direct bookings and not for trade bookings.

CANCELLATION POLICY FOR INDIVIDUAL TRAVELLERS:

0 – 30 days prior to arrival 100%
31 - 60 days prior to arrival 50%
61 - 90 days prior to arrival 25% PAYMENT CONDITIONS
Payment of the full accommodation account is required 30 days prior to arrival.

PLEASE NOTE: Whilst any booking is held in a provisional status and we receive another confirmed FIT booking request, we will inform you in writing that your provisional booking requires written confirmation within 3 working days (72 hours) or we will release the requested amount of rooms. Should we not receive a response within 3 working days (72 hours) the requested number of rooms will be released and you will be notified in writing thereafter.

BLOCK / GROUP BOOKING
GENERAL BOOKING TERMS AND CONDITIONS:

• Bookings of more than 3 rooms (including guide room) will be viewed as a group booking.

• Should the lodge receive a confirmed booking the lodge will notify the relevant block / group booking company and the company will have 48 hours to either confirm the room at our block / group booking cancellation policy or release the room back to us for sale.

• Block / group bookings must be confirmed with a rooming list, stating guests' full names, at the latest 90 days before the travel date, at which time the 25% non-refundable administration deposit is due.

• A group booking is only guaranteed once a 25% non-refundable administration deposit has been paid. We will endeavour to hold the rooms for you as long as possible but, only a deposit guarantees the booking.

• Any room/s not confirmed and paid for (deposit) 90 days before travel will be automatically released and can be booked subject to availability at a later stage on a first come first serve basis.

PLEASE NOTE: Should we be holding an unconfirmed group booking for you, and we have a confirmed booking for the space, you will have 48 hours in which to confirm the block booking by paying a 25% non-refundable administration fee – failing which the rooms will be sold to the confirmed request

GROUP BOOKING CANCELLATION POLICY:

• If a group booking or part thereof is cancelled more than 90 days prior to arrival, such a cancellation will be acknowledged and confirmed.

• If a group booking or part thereof is cancelled between 61 – 90 days prior to arrival, a 25% cancellation administration fee on the entire booking will be levied.

• If a group booking or part thereof is cancelled between 31 – 60 days prior to arrival, a 50% cancellation administration fee on the entire booking will be levied.

• If a group booking or part thereof is cancelled within 30 days of date of arrival, a 100% cancellation fee will be levied as a 30-day release period (or less) makes it quite impossible to fill our beds, resulting in losses.

GROUP BOOKING CANCELLATION POLICY:

0 – 30 days prior to arrival 100%
31 - 60 days prior to arrival 50%
61 - 90 days prior to arrival 25% PAYMENT CONDITIONS
Payment of the full accommodation account is required 30 days prior to arrival.

Reservations E-Mail : reservations@logufa.com
www.spitzkoppe.com