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www.onguma.com

RATES 2024 RACK

01 November 2023 - 31 October 2024

ONGUMA CAMP KALA 01 November 2023 – 31 October 2024		
Accommodation	All Inclusive Per Person sharing	Single Supplement
4 Suites	N\$ 24,630.00	N\$ 12,320.00
Rhino Levy	N\$ 150.00	

ACCOMMODATION AND FACILITIES:

With its central tower resembling a termite hill and the whole camp elevated on wooden decks, Onguma Camp Kala sets a new benchmark for luxury whilst offering panoramic views over the floodlit waterhole below. The thatched camp is centered around game viewing with numerous vantage points to take it all in – be it the comfortable lounge, the intimate cocktail bar or the beautiful deck - which is sunny by day and warmed by a fire pit at night. The dining area has an open plan “show” kitchen and all-day pantry to ensure everyone feels right at home. Below the deck, guests can while away the hours in absolute comfort in the air-conditioned water-level photographic hide. Other facilities include a fully equipped gym, yoga deck and spa.

Complete with butler service, it doesn't get more exclusive – linked with raised walkways, there are just four Suites. Spacious and private, the Suites have sumptuous twin/king beds and indoor lounges with full mini bar and tea/coffee making facilities, with beautiful bathrooms featuring double vanities, full-size free-standing bathtub, separate indoor shower, and private toilet. Outdoors, each Suite has its own private deck with wood-fired hot tub, plunge pool, loungers, seating area and private Sala (gazebo) with king-size daybed. Free Wi-Fi is available throughout. No children under 12 are allowed unless the entire property is reserved for exclusive use. When booked for exclusive use the camp can accommodate up to 10 guests rather than the usual 8.

CHILD POLICY:

Onguma Camp Kala is unfenced and therefore no children under the age of 12 years will be allowed.

ALL INCLUSIVE PACKAGE INCLUDES:

Accommodation, Activities, Breakfast, Lunch, Afternoon Tea, Dinner (4-course), Beverages - bar and personal bar (beers, local spirits, soft drinks, water and house wines).

All activities are available subject to time restrictions and availability.

Transfer from and to the Onguma airstrip, VAT, Social Development Levy and NTB tourism levy.

Excludes: Rhino Levy, Mokuti Airfield Transfers, Dream Cruiser Sleep Out, Spa Treatments, Auction Wines, Premium Brand Drinks, Staff Gratuities and Safari Shop Purchases.

GUIDES:

- N\$ 2,780.00 per guide per night, this is a nett rate and includes all meals and non-alcoholic beverages.
- If the Guide Room at Onguma Camp Kala is already booked, Guides will be accommodated at any other available camp at Onguma Camp Kala guide rate.
- Rhino Levy of N\$ 150.00 per bed night (per person per night) will be applicable to all lodge-based bed nights.

ONGUMA THE FORT

01 November 2023 – 31 October 2024

Accommodation	Dinner, Bed & Breakfast Per Person sharing	Single supplement	Fully Inclusive Per Person sharing	Package: 3 Night - Dinner, Bed & Breakfast Per Person sharing
11 Bush Suites (Children 7-11)	N\$ 8,120.00 (N\$ 4,060.00)	N\$ 2,710.00	N\$ 11,590.00 (N\$ 5,795.00)	N\$ 19,386.00 (N\$ 9,693.00)
Rhino Levy	N\$ 150.00		N\$ 150.00	N\$ 450.00
1 Sultan Suite (Children 7-11)	N\$ 9,890.00 (N\$ 4,945.00)	N\$ 3,010.00	N\$ 13,360.00 (N\$ 6,680.00)	N\$ 23,388.00 (N\$ 11,694.00)
Rhino Levy	N\$ 150.00		N\$ 150.00	N\$ 450.00
1 Honeymoon Suite (Children 7-11)	N\$ 11,340.00 (N\$ 5,670.00)	N\$ 5,700.00	N\$ 14,810.00 (N\$ 7,405.00)	N\$ 27,318.00 (N\$ 13,659.00)
Rhino Levy	N\$ 150.00		N\$ 150.00	N\$ 450.00

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.

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 night stayed – Sundowner Drive (on Onguma Reserve) and Etosha AM Game Drive.
Other activities are available subject to time restrictions and availability.
Transfer from and to the Onguma airstrip, VAT, Social Development Levy and NTB tourism levy.
Excludes: Rhino Levy, Mokuti Airfield Transfers, Massage Treatments, Auction Wines, Champagne and Safari Shop Purchases.

ACCOMMODATION AND FACILITIES:

Onguma The Fort 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, shower and wood-fired hot tub), 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, Safari Boutique, an Art Gallery and 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 child rates. This is a nett rate.
Game Drives are conducted on open safari vehicles. Children under 10 years are not permitted on game drive vehicles (unless private game drives are booked; private game drives are an extra cost, are subject to availability and should be booked in advance).

ADDITIONAL MEALS:

- Lunch (3-Course) N\$ 300.00 per person nett
- Lunch packs N\$ 210.00 per person nett

GUIDES:

- N\$ 1,120.00 per guide per night, this 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.
- Rhino Levy of N\$ 150.00 per bed night (per person per night) will be applicable to all lodge-based bed nights.

ONGUMA TENTED CAMP 01 November 2023 – 31 October 2024				
Accommodation	Dinner, Bed & Breakfast Per Person sharing	Single supplement	Fully Inclusive Per Person sharing	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
7 Safari Tents	N\$ 5,500.00	N\$ 1,840.00	N\$ 8,970.00	N\$ 13,143.00
Rhino Levy	N\$ 150.00		N\$ 150.000	N\$ 450.00

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.

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 night stayed –Sundowner Drive (on Onguma Reserve) and Etosha AM Game Drive.
Other activities are available subject to time restrictions and availability.
Transfer from and to the Onguma airstrip, VAT, Social Development Levy and NTB tourism levy.
Excludes: Rhino Levy, Mokuti Airfield Transfers, Massage Treatments, Auction Wines, Champagne and Safari Shop Purchases.

ACCOMMODATION AND FACILITIES:

Onguma Tented Camp is situated around a waterhole and consists of 7 luxury tents, each overlooking the waterhole. Each Safari Tent is equipped with an evening breeze air-conditioning unit, 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:

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.

ADDITIONAL MEALS:

- Lunch (3-Course) N\$ 300.00 per person nett
- Lunch packs N\$ 210.00 per person nett

GUIDES:

- N\$ 1,120.00 per guide per night, this 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.
- Rhino Levy of N\$ 150.00 per bed night (per person per night) will be applicable to all lodge-based bed nights.

ONGUMA BUSH CAMP 01 November 2023 – 31 October 2024				
Accommodation	Bed & Breakfast Per Person sharing	Dinner, Bed & Breakfast Per Person sharing	Single supplement	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
3 Rondavels (Children 3-11) Rhino Levy	N\$ 1,920.00 (N\$ 960.00) N\$ 150.00	N\$ 2,440.00 (N\$ 1,220.00) N\$ 150.00	N\$ 920.00	N\$ 5,787.00 (N\$ 2,893.50) N\$ 450.00
3 Loft rooms & 3 Family rooms (Children 3-11) Rhino Levy	N\$ 2,300.00 (N\$ 1,150.00) N\$ 150.00	N\$ 2,820.00 (N\$ 1,410.00) N\$ 150.00	N\$ 1,200.00	N\$ 6,768.00 (N\$ 3,384.00) N\$ 450.00
8 Deluxe Rooms (Children 3-11) Rhino Levy	N\$ 3,040.00 (N\$ 1,520.00) N\$ 150.00	N\$ 3,560.00 (N\$ 1,780.00) N\$ 150.00	N\$ 1,200.00	N\$ 8,463.00 (N\$ 4,231.50) N\$ 450.00
1 Settler's Room (Children 3-11) Rhino Levy	N\$ 3,210.00 (N\$ 1,605.00) N\$ 150.00	N\$ 3,730.00 (N\$ 1,865.00) N\$ 150.00	N\$ 1,200.00	N\$ 8,955.00 (N\$ 4,477.50) N\$ 450.00

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 family rooms with a children's sleeping area in the loft, 3 family units with 4 beds, 8 twin Deluxe Rooms, 1 Settlers' Room as well as 4 single tour guide rooms. All rooms have en-suite facilities with a shower, document safe, minibar, air conditioning (heat and cool functions) and tea & coffee facilities plus large mosquito nets. There is a swimming pool and a thatched bar, lounge and dining area that overlooks the extensive waterhole, two massage rooms and a small safari shop. Free Wi-Fi is available to guests.

ADDITIONAL MEALS:

- Lunch packs N\$ 210.00 per person nett
- Dinner (3 course set menu) N\$ 520.00 per person nett

CHILD POLICY:

Onguma Bush Camp is mostly fenced in. However adult supervision of children is required at all times. 3 of the Deluxe rooms are in an unfenced section of the camp and are therefore not recommended for children. Children 3 to 11 years sharing with adults, pay the above children rate. This is a net rate. Children under the age of 3 years stay free of charge. Game Drives are conducted on open safari vehicles. Children under 10 years are not permitted on game drive vehicles (unless private game drives are booked; private game drives are an extra cost, are subject to availability and should be booked in advance).

GUIDES:

- N\$ 1,120.00 per guide per night, this 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 Onguma Bush Camp guide rate.
- Rhino Levy of N\$ 150.00 per bed night (per person per night) will be applicable to all lodge-based bed nights.

ONGUMA FOREST CAMP 01 November 2023 – 31 October 2024				
Accommodation	Bed & Breakfast per person sharing	Dinner, Bed & Breakfast per person sharing	Single supplement	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
4 Heritage Bungalows (Children 7-11) Rhino Levy	N\$ 2,120.00 (N\$ 1,060.00) N\$ 150.00	N\$ 2,640.00 (N\$ 1,320.00) N\$ 150.00	N\$ 920.00	N\$ 6,945.00 (N\$ 3,472.50) N\$ 450.00
3 Bush Suites Double Triple Quad (Children 7-11) Rhino Levy	N\$ 2,450.00 N\$ 2,260.00 N\$ 2,080.00 (N\$ 1,230.00) N\$ 150.00	N\$ 2,970.00 N\$ 2,780.00 N\$ 2,600.00 (N\$ 1,490.00) N\$ 150.00	N\$ 1,200.00	N\$ 7,866.00 N\$ 7,359.00 N\$ 6,852.00 (N\$ 3,933.00) N\$ 450.00
3 Explorer Bungalows (Children 7-11) Rhino Levy	N\$ 2,830.00 (N\$ 1,415.00) N\$ 150.00	N\$ 3,350.00 (N\$ 1,675.00) N\$ 150.00	N\$ 1,200.00	N\$ 8,895.00 (N\$ 4,447.50) N\$ 450.00
1 Honeymoon Bungalow (Children 7-11) Rhino Levy	N\$ 3,000.00 (N\$ 1,500.00) N\$ 150.00	N\$ 3,520.00 (N\$ 1,760.00) N\$ 150.00	N\$ 1,200.00	N\$ 9,558.00 (N\$ 4,779.00) N\$ 450.00

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 Forest Camp 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 bedrooms, 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, minibar, air conditioning (heat and cool functions and tea & coffee facilities plus large mosquito nets. There is a swimming pool, bar, lounge and guest dining area that overlooks an impressive waterhole located in front of an outside veranda and viewing deck, as well as a small safari shop. Free Wi-Fi is available to guests.

ADDITIONAL MEALS:

- Lunch packs N\$ 210.00 per person nett
- Dinner (3 course set menu) N\$ 520.00 per person nett

CHILD POLICY:

Onguma Forest Camp 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 child rates. This is a nett rate. Children under 10 years are not permitted on game drive vehicles (unless private game drives are booked; private game drives are an extra cost, are subject to availability and should be booked in advance).

GUIDES:

- N\$ 1,120.00 per guide per night, this is a nett rate and includes all meals.
- If the Guide Room at Onguma Forest Camp is already booked, Guides will be accommodated at any other available camp at Onguma Forest Camp guide rate.
- Rhino Levy of N\$ 150.00 per bed night (per person per night) will be applicable to all lodge-based bed nights.

ONGUMA LEADWOOD CAMPSITE 01 November 2023 – 31 October 2024		
Accommodation	Per person	Remarks
6 Camping Sites	N\$ 400.00 nett per adult N\$ 200.00 nett per child (3-11 years) Under the age of 3 years free of charge	Max. 2 tents / 4 Persons per campsite.
Rhino Levy	N\$ 35.00 per person per night	
Included:	VAT and Social Development Levy per adult	

ACCOMMODATION AND FACILITIES:

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

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. Adult supervision of children is required at all times.
- Camping guests are advised to bring along their own foodstuffs.

ONGUMA TAMBOTI CAMPSITE 01 November 2023 – 31 October 2024		
Accommodation	Per person	Remarks
25 Camping Sites	N\$ 400.00 nett per adult N\$ 200.00 nett per child (3-11 years) Under the age of 3 years free of charge	Max. 2 tents / 4 Persons per campsite.
Rhino Levy	N\$ 35.00 per person per night	
Included:	VAT and Social Development Levy per adult	

ACCOMMODATION AND FACILITIES:

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

PLEASE NOTE:

- Onguma Tamboti Campsite is fenced. However adult supervision of children is required at all times.
- Meals need to be booked upon arrival at reception to avoid disappointment. Restaurant has an à la 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 Campsite, BB or DBB bookings. Rates are nett.

Please note all activities have a minimum of 2 people and are bookable in advance - subject to availability.

- Morning / Afternoon Etosha Game Drive (including beverages): N\$ 1,160.00 per person
- Onguma Sundowner Drive (including beverages): N\$ 630.00 per person
- Morning Guided Walking Safaris (including beverages): N\$ 630.00 per person
(Minimum age of 16 years to join this activity):
- Mid-Morning Onkolo Hide (including beverages): N\$ 520.00 per person
(Minimum age of 16 years to join this activity)
- Afternoon Young Explorers Walk (including beverages): N\$ 300.00 per person
- Private Game Drive per activity: N\$ 7,430.00 per vehicle
- Private Game Drive Full Day: N\$ 11,890.00 per vehicle
- Private Game Drive per activity (Fully Inclusive Surcharge): N\$ 5,250.00 per vehicle
- Private Game Drive Full Day (Fully Inclusive Surcharge): N\$ 6,530.00 per vehicle

ONGUMA DREAM CRUISER:

- Onguma Dream Cruiser (max 2 guests): N\$ 7,500.00 per vehicle
This rate is applicable when Dinner is already included in the rate. Should it not be included, dinner will be charged additionally at N\$ 620.00 per person. (i.e. B&B Bookings)
Additional Surcharge for Leadwood and Tamboti Campsite N\$ 3,960.00 per vehicle
- This activity is offered from all Onguma Nature Reserve's camps and should be booked in advance, when making your accommodation booking. The Dream Cruiser can also be booked directly at the lodge, but advanced booking is recommended to avoid disappointment.
- Guests book this experience in conjunction with a lodge of their choice and pack an overnight bag with the essentials.
- This activity is weather dependent and might possibly not be available in the rainy season.

BUSH BREAKFAST / DINNER:

- Surcharges for Bush Breakfast / Dinner are charged as follows:
 - N\$ 650.00 per person for 1 – 9 guests
 - N\$ 430.00 per person for 10 or more guests
- A Bush Breakfast can be added as an extra on the Guided Walking Safaris for Group Bookings at a surcharge of N\$ 200.00 per person.
- Minimum of 2 guests per Bush Breakfast / Dinner.
- These surcharges are applicable when Breakfast and/ or Dinner are already included in the rates, should they not be included the actual breakfast and/ or dinner will be charged additionally. (i.e. campsites)

MESSAGE TREATMENTS: A consultation prior to each treatment ensures that your treatment is tailored to your specific needs and preferences.

- Therapeutic Full Body Massage 60 min – N\$ 910.00 / 90 min – N\$ 1,070.00
 - An invigorating massage where a combination of various techniques from Western and Eastern therapies are used. This combination stimulates circulation and energy flow, relieves muscle tension, increases flexibility and mobility, encouraging relaxation and a sense of wellbeing.
- Lymphatic Drainage Massage 60 min – N\$ 910.00
 - This gentle and specialized form of massage stimulates the lymphatic system, aiding in the removal of toxins and other cellular waste products and restoring the body to health by making the immune system more efficient.
- Back, Neck and Shoulders 45 min – N\$ 640.00 / 60 min – N\$ 910.00
 - An uplifting massage to 'combat the weight on our shoulders'. It is excellent for relieving chronically tense muscles while it calms the nervous system and reunites body and mind.
- Head and Face Massage 45min – N\$ 590.00
 - At times we 'live in our heads' and 'hide behind masks'. Surrender to this rejuvenating massage that will lead to a sense of deep relaxation and a blissful experience of being in the moment.
- Thai Foot Massage 45min – N\$ 590.00
 - This is the gentle art of stretching and applying pressure to certain points on the feet, relieving stress, redirecting energy which encourages our body's natural ability to heal itself.

- Unique Combination of Therapeutic Massage and Thai Yoga Massage 90min – N\$ 1,230.00
 - A unique massage therapy, combining intuitive massage techniques, acupressure and stretching. A powerful form of energy rebalancing, enhanced blood circulation, greater flexibility in the joints, improved posture and additional stimulation of the internal organs. It also transmits a feeling of relaxation and tranquility that is invaluable for today's stressful lifestyle.

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 Nature Reserve. Onguma Camp Kala, Onguma The Fort, Onguma Tented Camp, and Onguma Forest Camp are not fenced and children should therefore be under constant adult supervision.
- Onguma Tented Camps cannot accommodate a 3rd bed.
- Game Drives are conducted on open safari vehicles. Children under 10 years are not permitted on game drive vehicles (unless private game drives are booked; private game drives are an extra cost, are subject to availability and should be booked in advance).
- 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 is compulsory and will be utilized exclusively to guard and protect the Rhino population on Onguma Nature Reserve.
- N\$ 150.00 per bed night (per person per night) will be applicable to all lodge-based bed nights, including children and guides.
- N\$ 35.00 per bed night (per person per night) will be applicable to all campsite-based bed nights, including children and guides.
- 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 and transfer is included for all Onguma lodges.
- Landing and parking fees at Mokuti Airstrip are for the clients account and should be paid on arrival at Mokuti Lodge.
- A fee of N\$ 1,290.00 will be charged per vehicle for return transfers from Mokuti Airstrip.

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 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 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 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%

CAMPSITE CANCELLATION POLICY

In the event of a confirmed reservation being cancelled and not postponed (in writing) 100% cancellation fees will be charged and pre-payments will be non-refundable.

GROUP BOOKING PROCEDURE:

- Onguma Collection do not accept block bookings.
- Bookings of more than 3 rooms (including guide room) will be viewed as a group booking.
- 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 which are not confirmed and deposit paid, will be lost and can be booked subject to availability at a later stage on a first come first serve basis.

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.
- 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 administration fee will be charged on all FIT and private bookings cancelled before cancellation fee period applies.
- Please note 25% non-refundable administration fee 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, Onguma Tented Camp, Onguma Camp Kala, Onguma The Fort and Onguma Leadwood Campsite should be made into the account of Onguma Safari Camps.
- Payments for Onguma Forest Camp and Onguma Tamboti Campsite should be made into the account of Fishers Pan Nature Reserve.
- Electronic or direct payments can be made into the respective accounts:

Onguma Safari Camps

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

Fishers Pan Nature Reserve

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.

RESERVATIONS:

E-mail: reservations@onguma.com / reservations3@onguma.com / info@onguma.com
Tel: +264 (0)61 237055, Fax: +264 (0)61 235677
Post: P.O. Box 24046, Windhoek, Namibia

ACCOUNTS:

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