



P.O. Box 24046, Windhoek, Namibia
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www.onguma.com

RATES 2027 RACK

01 November 2026 - 31 October 2027

ONGUMA CAMP KALA 01 November 2026 – 31 October 2027		
Accommodation	All Inclusive Per Person sharing	Single Supplement
4 Suites	N\$ 30,400.00	N\$ 14,320.00
Conservation Levy	N\$ 350.00	

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 photographic hide. Other facilities include a fully equipped gym, yoga deck and spa.

Complete with butler service, it does not get more exclusive – linked by raised walkways, there are just four Suites as well as 2 single tour guide rooms. Spacious and private, the Suites have sumptuous twin/king beds with mosquito nets 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 8 adults and 2 children rather than the usual 8 guests.

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, 2 scheduled Activities per night stayed, Breakfast, Lunch, Afternoon Tea, Dinner, Beverages - bar and minibar (selected beverages).

All activities are available subject to time restrictions and availability. 60 Minute spa treatment per person. Transfer from and to the Mokuti & Onguma airstrips, VAT, Social Development Levy and NTB tourism levy.

Excludes: Conservation Levy, Dream Cruiser Sleep Out, Additional Spa Treatments, Auction Wines, Premium Brand Drinks, Staff Gratuities and Safari Shop Purchases. Free Wi-Fi is available to guests.

GUIDES:

- N\$ 3,360.00 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.
- Conservation Levy of N\$ 350.00 per bed night (per person per night) will be applicable to all lodge-based bed nights.

ONGUMA THE FORT 01 November 2026 – 31 October 2027				
Accommodation	Dinner, Bed & Breakfast Per Person sharing	Single supplement	All Inclusive Per Person sharing	Package: 3 Night - Dinner, Bed & Breakfast Per Person sharing
11 Bush Suites (Children 7-11)	N\$ 11,250.00 (N\$ 5,620.00)	N\$ 3,770.00	N\$ 16,170.00 (N\$ 8,080.00)	N\$ 26,844.00 (N\$ 13,410.00)
Conservation Levy	N\$ 350.00		N\$ 350.00	N\$ 1,050.00
1 Sultan Suite (Children 7-11)	N\$ 13,690.00 (N\$ 6,840.00)	N\$ 4,190.00	N\$ 18,610.00 (N\$ 9,300.00)	N\$ 32,361.00 (N\$ 16,170.00)
Conservation Levy	N\$ 350.00		N\$ 350.00	N\$ 1,050.00
1 Honeymoon Suite (Children 7-11)	N\$ 15,680.00 (N\$ 7,840.00)	N\$ 7,940.00	N\$ 20,610.00 (N\$ 10,310.00)	N\$ 37,782.00 (N\$ 18,879.00)
Conservation Levy	N\$ 350.00		N\$ 350.00	N\$ 1,050.00

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.

ALL INCLUSIVE PACKAGE INCLUDES:

Accommodation, 2 scheduled Activities per night stayed, Breakfast, Lunch, Afternoon Tea, Dinner, Beverages - bar and minibar (Selected beverages).

All activities are available subject to time restrictions and availability.

Transfer from and to the Mokuti & Onguma airstrips, VAT, Social Development Levy and NTB tourism levy.

Excludes: Conservation Levy, Dream Cruiser Sleep Out, Spa Treatments, Auction Wines,

Premium Brand Drinks, Staff Gratuities and Safari Shop Purchases.

ACCOMMODATION AND FACILITIES:

Onguma The Fort consists of a fort style main complex on split levels, 11 Bush Suites (includes outdoor shower and wood-fired hot tubs), 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 have twin/king beds with mosquito nets as well as 3 single tour guide rooms. 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 7 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\$ 1,700.00 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.
- Conservation Levy of N\$ 350.00 per bed night (per person per night) will be applicable to all lodge-based bed nights.

ONGUMA TENTED CAMP 01 November 2026 – 31 October 2027		
Accommodation	All Inclusive Per Person sharing	Single Supplement
7 Luxury Safari Tents	N\$ 15,900.00	N\$ 3,260.00
Conservation Levy	N\$ 350.00	

ALL INCLUSIVE PACKAGE INCLUDES:

Accommodation, 2 scheduled Activities per night stayed, Breakfast, Lunch, Afternoon Tea, Dinner, Beverages - bar & minibar (Selected beverages).

All activities are available subject to time restrictions and availability.

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

Excludes: Conservation Levy, Dream Cruiser Sleep Out, Spa Treatments, Auction Wines, Premium Brand Drinks, Staff Gratuities 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 as well as 3 single guide rooms. Each Safari Tent is equipped with an evening breeze air-conditioning unit, twin/king size beds with mosquito nets, a bath as well as an indoor and outdoor shower and wood-fired hot tub. 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 as well as personalized butler service on request.

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.

GUIDES:

- N\$ 1,700.00 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.
- Conservation Levy of N\$ 350.00 per bed night (per person per night) will be applicable to all lodge-based bed nights.

ONGUMA TRAILS CAMP 01 November 2026 – 31 October 2027	
Accommodation	All Inclusive Per Person sharing
4 Bell Tents	N\$ 13,240.00
Conservation Levy	N\$ 350.00

ALL INCLUSIVE PACKAGE INCLUDES:

Includes: Accommodation in bell tents with private bathrooms, all meals and drinks (guests can specify drink preferences before arrival). Guided walking trails, bush skills learning, sundowner drives, and stargazing. Return transfers from Onguma Forest Camp. VAT, Social Development Levy and NTB tourism levy.
Excludes: Conservation Levy, Dream Cruiser Sleep Out, Spa Treatments, Auction Wines, Premium Brand Drinks, Staff Gratuities and Safari Shop Purchases.

ACCOMMODATION AND FACILITIES:

Onguma Trails Camp, offers a unique 2- or 3-night walking trail experience that combines adventure with Onguma's renowned comfort. The camp comprises four en-suite glamping bell tents, accommodating a maximum of eight guests. Each tent features extra-length king or twin beds with mosquito nets, luxurious bedding, and a private en-suite outdoor bathroom with a hot bucket shower. Guests can unwind in front of their tents or soak in the wilderness from their private wood-fired hot tubs.

Camp facilities include solar-powered lighting, lamps, torches, and charging points for cameras and cell phones. The Trails Camp is eco-friendly, with no Wi-Fi or phone signal, ensuring a full immersion in nature. Emergency radio communication is available.

CHILD POLICY:

Minimum age: 16 years. Participants must be reasonably fit and in good health.

GENERAL CONDITIONS:

- Trails Camp is open from April to September. Minimum 2 nights to be booked. Can be extended to 3 nights
- Check-in: Meet at Onguma Forest Camp by 13:00.
- Check-out: 11:00 at Onguma Forest Camp.
- Guests are advised to bring a 35-liter day backpack, hat, sunglasses, sunscreen, a light raincoat, and neutral-colored clothing suitable for walking safaris.

ONGUMA BUSH CAMP 01 November 2026 – 31 October 2027			
Accommodation	Dinner, Bed & Breakfast Per Person sharing	Single supplement	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
3 Rondavels (Children 3-11)	N\$ 3,060.00 (N\$ 1,530.00)	N\$ 1,160.00	N\$ 7,230.00 (N\$ 3,603.00)
Conservation Levy	N\$ 350.00		N\$ 1,050.00
3 Loft rooms & 3 Family rooms (Children 3-11)	N\$ 3,530.00 (N\$ 1,760.00)	N\$ 1,510.00	N\$ 8,451.00 (N\$ 4,212.00)
Conservation Levy	N\$ 350.00		N\$ 1,050.00
8 Deluxe Rooms (Children 3-11)	N\$ 4,450.00 (N\$ 2,220.00)	N\$ 1,510.00	N\$ 10,557.00 (N\$ 5,268.00)
Conservation Levy	N\$ 350.00		N\$ 1,050.00
1 Settler's Room (Children 3-11)	N\$ 4,650.00 (N\$ 2,330.00)	N\$ 1,510.00	N\$ 11,163.00 (N\$ 5,571.00)
Conservation Levy	N\$ 350.00		N\$ 1,050.00

DINNER BED AND BREAKFAST PACKAGE INCLUDES:

Accommodation, Breakfast and Dinner. Transfer from and to the Mokuti & Onguma airstrip, VAT, Social Development levy and NTB tourism levy.

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

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, mini-fridge, air conditioning (heat and cool functions) and tea & coffee facilities with 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.

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 nett rate. Children under the age of 3 years stay free of charge. Game Drives are conducted on open safari vehicles. Children under 7 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\$ 1,700.00 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.
- Conservation Levy of N\$ 350.00 per bed night (per person per night) will be applicable to all lodge-based bed nights.

ONGUMA FOREST CAMP 01 November 2026 – 31 October 2027			
Accommodation	Dinner, Bed & Breakfast per person sharing	Single supplement	Package: 3 Night Dinner, Bed & Breakfast Per Person sharing
4 Heritage Bungalows (Children 3-11) Conservation Levy	N\$ 3,300.00 (N\$ 1,650.00) N\$ 350.00	N\$ 1,160.00	N\$ 8,670.00 (N\$ 4,323.00) N\$ 1,050.00
3 Bush Suites Double Triple Quad (Children 3-11) Conservation Levy	N\$ 3,710.00 N\$ 3,480.00 N\$ 3,250.00 (N\$ 1,860.00) N\$ 350.00	N\$ 1,510.00	N\$ 9,813.00 N\$ 9,186.00 N\$ 8,553.00 (N\$ 4,893.00) N\$ 1,050.00
3 Explorer Bungalows (Children 3-11) Conservation Levy	N\$ 4,190.00 (N\$ 2,090.00) N\$ 350.00	N\$ 1,510.00	N\$ 11,097.00 (N\$ 5,535.00) N\$ 1,050.00
1 Honeymoon Bungalow (Children 3-11) Conservation Levy	N\$ 4,400.00 (N\$ 2,200.00) N\$ 350.00	N\$ 1,510.00	N\$ 11,922.00 (N\$ 5,949.00) N\$ 1,050.00

DINNER BED AND BREAKFAST PACKAGE INCLUDES:

Accommodation, Breakfast and Dinner. Transfer from and to the Mokuti & Onguma airstrip, VAT, Social Development levy and NTB tourism levy.

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

ACCOMMODATION AND FACILITIES:

Onguma Forest Camp has a total of 11 well-appointed rooms located along the dry “Omuramba Owambo” riverbed. Onguma Forest Camp consists of 4 twin bedded Heritage Bungalows, 3 twin bedded Bush Suites with optional additional day beds, 3 twin bedded Explorer Bungalows, 1 Honeymoon Bungalow as well as 1 single tour guide room. 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 with 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.

CHILD POLICY:

Onguma Forest Camp is mostly fenced in. However adult supervision of children is required at all times. 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 7 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\$ 1,700.00 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.
- Conservation Levy of N\$ 350.00 per bed night (per person per night) will be applicable to all lodge-based bed nights.

ONGUMA LEADWOOD CAMPSITE 01 November 2026 – 31 October 2027		
Accommodation	Per person	Remarks
6 Camping Sites	N\$ 540.00 nett per adult N\$ 270.00 nett per child (3-11 years) Under the age of 3 years free of charge	Max. 2 tents / 4 Persons per campsite.
Conservation Levy	N\$ 80.00 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. One starter pack of wood is supplied on day of arrival. Free Wi-Fi is available to guests at reception.

PLEASE NOTE:

- The facilities of Onguma Bush Camp are available to guests camping at Leadwood Campsite.
- Meals & Activities need to be pre-booked when making the reservation to avoid disappointment.
- Leadwood Campsite is fenced. Adult supervision of children is required at all times.

ONGUMA TAMBOTI CAMPSITE 01 November 2026 – 31 October 2027		
Accommodation	Per person	Remarks
25 Camping Sites	N\$ 540.00 nett per adult N\$ 270.00 nett per child (3-11 years) Under the age of 3 years free of charge	Max. 2 tents / 4 Persons per campsite.
Conservation Levy	N\$ 80.00 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. One starter pack of wood is supplied on day of arrival. Free Wi-Fi is available to guests at reception.

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.
- Wood, Ice as well as Braai Packs are available.

GENERAL CONDITIONS APPLICABLE TO ALL ACCOMMODATION

EXPERIENCES OFFERED:

Experiences can be added for all Campsite or DBB bookings. Rates are nett.

Please note that the Onkolo Hide has a minimum of 2 people and maximum of 7 and is bookable in advance - subject to availability. All activities include beverages & snacks.

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|---|---------------------------|
| • Morning / Afternoon Etosha Game Drive (Duration 4 hours): | N\$ 1,930.00 per person |
| • Onguma Sunrise Drive (Duration 3 hours): | N\$ 980.00 per person |
| • Onguma Sundowner Drive (Duration 3 hours): | N\$ 980.00 per person |
| • Interpretive Nature Walk (Duration 1 ½ hours): | N\$ 980.00 per person |
| Minimum age of 16 years to join this activity | |
| • Mid-Morning Onkolo Hide (Duration 3 hours): | N\$ 720.00 per person |
| Minimum age of 7 years to join this activity | |
| • Morning / Afternoon Young Explorers Walk (Duration 1 ½ hour): | N\$ 460.00 per person |
| • Private Game Drive per activity (Duration 4 hours): | N\$ 10,680.00 per vehicle |
| • Private Game Drive Full Day (Duration 8 hours): | N\$ 17,070.00 per vehicle |
| • Private Game Drive per activity (Fully Inclusive Surcharge): | N\$ 6,610.00 per vehicle |
| • Private Game Drive Full Day (Fully Inclusive Surcharge): | N\$ 8,260.00 per vehicle |

OMBILI FOUNDATION EXPERIENCE:

- In collaboration with the Ombili Foundation, Onguma has curated a self-drive cultural experience that offers insight into the current lives, past traditions and customs of the San people and their rich heritage. This tour provides a meaningful and educational encounter whilst supporting the important community work at the Ombili Foundation.
- Duration: approximately 2.5 hours at the Ombili Foundation
- Cost N\$ 750 per person
- This is available to self-drive guests only. Guests are responsible for their own transport to and from Ombili Foundation
- The schools will not be in session during weekends or school holidays. Availability of community performances depends on the availability of members on the day of the visit.
- Bookings should be made in advance via Onguma on behalf of guests to avoid disappointment.

ONGUMA DREAM CRUISER:

- Onguma Dream Cruiser (max 2 guests): N\$ 10,790.00 per vehicle/per night
Additional Surcharge for Leadwood and Tamboti Campsite N\$ 5,730.00 per vehicle/per night
- 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. It is booked as an activity, having the accommodation (lodge / campsite) as a back up.
- Please note this experience is charged additionally and not included in the All Inclusive Packages.
- 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\$ 940.00 per person for 1 – 9 guests
 - N\$ 620.00 per person for 10 or more guests
- 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)
- Please note this experience is charged additionally and not included in the All Inclusive Packages.

ADDITIONAL MEALS

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|-------------------|------------|
| • Breakfast | N\$ 320.00 |
| • Breakfast Pack | N\$ 320.00 |
| • Lunch 3 Course | N\$ 400.00 |
| • Lunch Pack | N\$ 320.00 |
| • Dinner 3 Course | N\$ 710.00 |
| • Dinner 4 Course | N\$ 890.00 |

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 are not fenced and children should therefore be under constant adult supervision.
- Onguma Camp Kala, The Fort, Tented Camp and Trails Camp cannot accommodate a 3rd bed.
- Game Drives are conducted on open safari vehicles. Children under 7 years are not permitted on game drive vehicles or the Onkolo Hide. The exception is only if a private game drives is 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.

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.

CONSERVATION LEVY

- The Conservation Levy is compulsory and is utilized to guard and protect the Rhino and other animals on Onguma Nature Reserve.
- N\$ 350.00 per bed night (per person per night) will be applicable to all lodge-based bed nights, including children and guides.
- N\$ 80.00 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\$ 1,980.00 will be charged per vehicle for return transfers from Mokuti Airstrip for any additional trips that needs to be made. Guest transfer for arrival and departure are included and not charged for.

CHECK IN / OUT POLICY:

Check-in time is from 14h00 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 n 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:

Once a booking is confirmed, it is liable for cancellation fees.

- 10% cancellation/ administration fees - Any date prior to 31 days before 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

- Bookings of more than 3 rooms (including guide room) will be viewed as a group booking.
- Group bookings of 3 rooms or more, need to be cancelled 91 days before travel.
- 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.
- To secure a booking, a deposit can be paid at any time prior to 90 days.
- 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.

GROUP BOOKING CANCELLATION POLICY:

- Bookings of 3 or more rooms (including guide room) will be viewed as a group booking.
 - 25% Cancellation Fees apply to all confirmed bookings, which are cancelled before 90 days prior to arrival.
 - If a group booking or part thereof is cancelled between 30 – 90 days prior to arrival, a 25% 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.
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- 30 – 90 days prior to arrival - 25%
 - 14 – 29 days prior to arrival - 50%
 - 0 – 14 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, Onguma Trails 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:

Company Name	Onguma Safari Camps		Fishers Pan Nature Reserve
Bank	First National Bank Namibia		First National Bank Namibia
Branch	Windhoek Corporate Centre		Maerua Mall
Branch Code	281872		282273
Account Number	62266585292		62266585614
SWIFT Code	FIRNNANX		FIRNNANX

- 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
Tel: +264 (0)61 237055
Post: P.O. Box 24046, Windhoek, Namibia

ACCOUNTS:

E-mail: accounts5@onguma.com
Tel: +264 (0)61 237055
Post: P.O. Box 24046, Windhoek, Namibia