

## RACK RATES TERMS AND CONDITIONS FOR STRAND HOTEL SWAKOPMUND

### 1. NOTES:

- Rates are quoted per person per night and include full hot & cold breakfast as set out on the rate sheets.
- Rates quoted are valid for **Individual** Travel.
- Rack Rate validity is as indicated on the Rack Rate Sheets and Rates are subject to change at any time without prior notice.
- Rates are however guaranteed and NOT subject to change once reservation made is fully confirmed by submitting full payment for BB Rates confirmed for entire length of stay reserved.
- Rates include VAT at 15%.
- Rates include Tourism Levy at 2% on Bed and Breakfast Rates.
- Should VAT and/or Tourism Levies change during the above validity period, rates quoted could be revised accordingly.
- 10% Commission is paid to Bona Fide Retail Travel Agents on fully prepaid bookings and is based on the BB Rate.

### 2. RESERVATION PROCEDURES & POLICIES – INDIVIDUALS:

- Check in time is 2pm and departure time is 10am.
- Reservations and payments can be made online (see Web address below) or must be made with O&L Leisure Central Reservations in Windhoek. Contact details below.
- Rates quoted and reservations made are ONLY secured and guaranteed once full payment is received.
- Payments by Credit Card (Visa | MasterCard), direct Bank Transfer (EFT - quoting Reservation Number as reference) or direct Bank Deposit (quoting Reservation Number as reference) will be accepted.
- Cash and Cheques are not accepted as a form of payment.
- All such payments must be received within 5 working days of date reservation is made.
- Payments not received on due date will result in reservation being automatically cancelled without prior notice.
- Once payment is received the reservation made will be automatically secured and the Rate quoted guaranteed.
- **Cancellation Policy:** Any rooms cancelled are subject to the following cancellation policy and will be based on the BB rate reserved and for the entire length of stay reserved:
  - a) 31 days or more prior to arrival = 10% Cancellation fee.
  - b) 15 to 30 days prior to arrival = 50% Cancellation fee.
  - c) 7 to 14 days prior to arrival = 75% Cancellation fee.
  - d) Less than 7 days prior to arrival = 100% Cancellation fee.
  - e) Any “no –shows” = 100% “no-show” charge based on the BB rate reserved and for the entire length of stay reserved.
- All reservations/amendments/cancellations must be channeled through to:  
O&L Leisure Central Reservations Windhoek (Mon. to Fri. 8am to 5pm excluding public holidays)

#### Contact for O&L Leisure Strand Reservations:

Tel: + 264 64 411 4308  
Fax: + 264 64 411 4010  
Email: strand.res@ol.na

- Reservations **must** be booked and confirmed in writing or email by O&L Central Reservations.
- All amendments/cancellations **must** be processed and confirmed in writing by O&L Reservations within 24 hours

### 3. FAMILY PLAN:

#### a) CHILDREN SHARING PARENTS/ADULTS ROOM:

- 0 to 6 years = complimentary
- 7 to 15 years = 50% of per person adult sharing BB Rate

#### b) SINGLE PARENT'S/GUARDIAN'S:

- Sharing room with at least one infant or child, pay only the per-adult sharing rate and NOT the single room rate. Children then sharing the room with parent/Guardian pay the applicable (room type) children sharing rates.
- This special is only applicable to the STANDARD and LUXURY room types.

O&L Leisure Reservations: Tel: +264 64 411 4308 | Fax: +264 64 411 4010 | strand.res@ol.na

[www.ol-leisure.com](http://www.ol-leisure.com) or [www.strandhotelswakopmund.com](http://www.strandhotelswakopmund.com)

Midgard Country Estate | Mokuti Etosha Lodge | Strand Hotel Swakopmund | Chobe Water Villas

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### c) **INTER-LEADING ROOM:**

- Due to room configurations adults or children (16+ years) cannot share a room with 2 other adults. Inter-leading rooms are available and children (0 to 15 Years) in a room inter-leading to their parents' room pay only 75% of the applicable adult rate. Adults or children (16+ years) accommodated in inter-leading rooms pay the applicable adult rates.

### 4. **CHILDREN ACCOMMODATION AT STRAND HOTEL SWAKOPMUND:**

- Children of all ages welcome. They can be accommodated as follows:
- **NOTE:** 1 x Cot can be placed in many Standard or any Luxury Rooms and in all Junior, Luxury and Presidential Suites

#### **CHILDREN SHARING PARENTS' STANDARD OR LUXURY ROOM:**

- In Standard Rooms (2 rooms) = 1 or 2 children, 3 to 15 years on a sleeper couch
- In Luxury rooms (8 rooms) = 1 child 3 to 15 years on a sleeper couch
- In Luxury rooms (32 rooms) = 1 or 2 children, 3 to 15 years on a sleeper couch

#### **CHILDREN SHARING PARENTS' JUNIOR OR LUXURY SUITE:**

- In Junior Suites (6 suites) = 1 or 2 children, 3 to 15 years on a sleeper couch
- In Luxury Suites (2 suites) = 1 or 2 children, 3 to 15 years on a sleeper couch

**NOTE:** No children 3 to 15 years are accommodated in the Presidential Suite as 1 x Standard inter-leading room is available

#### **CHILDREN IN OWN ROOM INTER-LEADING WITH PARENTS' ROOM/SUITE:**

**Inter-leading combinations available are:**

- 7 x Standard to Standard = 14 rooms
- 2 x Luxury to Luxury = 4 rooms
- 2 x Junior Suite to Luxury = 2 suites/2 rooms
- 2 x Luxury Suite to Standard = 2 suites/2 rooms
- 1 x Presidential Suite to Standard = 1 suite/1 room

#### **THIRD PERSON/ADULT IN ROOM:**

**NOTE:** Given the configurations of all rooms/suites at the Strand a "3<sup>rd</sup> adult in room" option is not possible. See above inter-leading options available. A 3<sup>rd</sup> adult is any person 16+ years and for such occupants of any required additional or inter-leading rooms the applicable full adult single or double rate will apply.

### 5. **BANKING DETAILS FOR STRAND HOTEL SWAKOPMUND:**

- O & L Leisure (PTY) LTD t/a Strand Hotel Swakopmund
- BANK WINDHOEK Main Branch
- Branch Code: 481-972
- Account no: 8003 904 027
- Swift Code: BWLINANX