



ONGAVA

GENERAL INFORMATION MANUAL



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INTRODUCTION

This General Information Manual sets out the policies and procedures that guests and agents should follow during the quoting and booking process.

The General Information Manual is a source of information and a supporting document that must be read and referred to in conjunction with the nett rate sheets, quotations, booking processes and all other Ongava documentation.

Should you have any further queries, require additional information or explanation at any stage, please do not hesitate to contact your reservations consultant.

Ongava offices are open from 08:00 to 17:00 on weekdays should you have any queries.

RESERVATIONS

HOW TO MAKE A RESERVATION

When making the initial enquiry, please provide us with the following minimum information, in order for us to respond efficiently and accurately in creating a booking that will best suit the guests' requirements:

- Name of party
- Number of persons in the party and ages of children for a family booking
- Accommodation requirements – Lodge, number of double, twin and/or single rooms
- If a guide/pilot is travelling with the guests, please specify the number of rooms
- Rate basis (Full Board or Fully Inclusive)
- Dates of travel and whether flexible (Arrival, departure and length of stay)
- Any other additional information (e.g. medical conditions and / or allergies, etc.)

BOOKING VIA THE ONGAVA ONLINE RESERVATIONS SYSTEM

The Ongava online reservations system is a real-time online booking service, it has been designed to allow you access to Ongava reservations – our camp / lodge inventory.



PROVISIONAL BOOKINGS

Ongava will hold a provisional booking for a specified period of time, after which the booking will be automatically released by our system. Should the guest need more time to reach a decision or a consultant need more time to discuss with their guests, they can request an extension. This should allow sufficient time for the guests to finalise their itinerary, confirm their booking and settle their deposit. Provisional reservations do not attract any cancellation fees.

QUOTE VALIDITY

All pricing is subject to price variance relating to currency fluctuations, fuel prices, taxes, duties, levies, supplier cost increases and other variations or adjustments.

Pricing is valid for a period of 7 days from the date of quotation.

Variations in pricing might occur in this instance based on a variety of factors including but not limited to:

- currency fluctuations
- special offers and/or changes in discounts and policies
- data changes in the underlying systems
- changes in supplier costing

Please note:

We work with fluctuating Best Available Rates (BAR) from time to time. Our rates are occasionally yielded when a room is booked or cancelled; therefore, the rates may go up or down. Consequently, rates and availability are time and date sensitive and are subject to change.

Once a rate/booking is made, it cannot be changed to a different rate / package or neither be transferred to a third party.

All rates are quoted in Namibia Dollars (N\$) at a per person per day rate and are inclusive of 15% Namibian VAT and 1% Tourism Levy.



RATES

RATE BASIS DEFINITIONS FOR NAMIBIA

Fully Inclusive includes accommodation, all meals, twice-daily scheduled camp activities, park fees, laundry, Namibian VAT, Tourism levy, and local drinks. Excludes premium imported brands and champagne.

Full Board includes accommodation, all meals, Namibian VAT and Tourism Levy. All other extras must be settled directly by the guest in camp.

Rates for guides and pilots per single unit. Includes all accommodation and meals, excluding beverages.

CHANGE OF RATES

The reserve and the individual lodges reserve the right to amend the quoted tariffs should there be any change in the percentage rate of VAT or other statutory levy, tax or impost becoming payable or due to any other unforeseen circumstances.

CONFIRMED BOOKINGS

Bookings are only confirmed upon receipt of at least the 25% non-refundable deposit. Where bookings are made by an agent on behalf of a guest, the agent will become liable for the non-refundable deposit and / or any cancellation fees should the booking not materialize.

Once a booking has been confirmed to us in writing and the deposit has been paid, Ongava will change the booking's status from "provisional" to "confirmed". All reservations in a confirmed status, are liable for the below cancellation parameters should the booking be cancelled.

Please note that Ongava does not change "confirmed" bookings back to "provisional" status. In some parts of the world it has been customary for the guest/s to pay a nominal deposit for a holiday, with a nominal penalty should they cancel. Ongava camps/lodges are relatively small, making the fixed running costs and resultant break-even occupancies extremely sensitive. The cancellation of a mere two guests can put the camp/lodge into a loss situation and we, therefore, cannot accept bookings made with a nominal deposit, nor can we afford lenient cancellation terms.

We urge you to review the booking conditions between your company and your guest/s. We believe that guests who are firmly committed to travelling and who are covered by full travel insurance, in the event that they cancel for insurable reasons, e.g. medically related concerns, should have no problem in committing to this non-refundable deposit.



Please contact us for further details and please do not confirm a booking unless you have this non-refundable deposit in hand, as you will become liable for cancellation fees should the booking not materialise.

During confirmation, kindly submit the following information:

- Rooming List (who is in a twin / double / single)
- Nationality
- any special occasions e.g. birthdays / anniversary ?
- any special interests e.g. photography or bird watching ?
- any medical conditions and/or allergies that we should be aware of ?
- dietary requirements and any specific beverage and meal requests ?
- on the day of arrival please will you let us know from where you will be travelling ?
- your next destination ?
- mode of travel ?
- Contact number while travelling

FULL PAYMENTS

Full payment must be made within 30 days of date of invoice, unless otherwise specifically agreed by Ongava Game Reserve.

Ongava Game Reserve reserves the right to charge interest on any overdue accounts at 3% over the prevailing bank prime rate, and to claim immediate payment on demand of all other amounts owing at that time, whether payment be overdue or not.

DIRECT RESERVATIONS POLICY

The following applies to individual reservations:

DEPOSIT & PAYMENT

All individual bookings are provisional until the requested 25 % deposit is received. Payment on confirmed bookings will be taken on credit card details entered during the booking process, within 48 hours of making the reservation. Outstanding balances will be debited from the same credit card at 45-60 days prior to check-in. You will be required to present your card on check-in, for verification of filed credentials.

All rates are net and non-commissionable unless otherwise agreed in writing by the reservations manager prior to booking.



CANCELLATION POLICY

The cancellation policy is in force on all reservations in a “confirmed” status and has been implemented to cover Ongava’s estimated loss caused by the cancellation.

The parties agree that all cancellations or alterations to bookings shall be done in writing only, to reach the Ongava office by email at reservations@ongava.com. No verbal cancellations of reservations are accepted. Any modification/amendment/alteration to an existing confirmed booking itinerary resulting in the value of the revised booking being less than the original booking will constitute a cancellation in part or in full.

Ongava Game Reserve strongly recommends that you obtain travel insurance to prepare for any unforeseen events that may affect your travel plans.

CANCELLATION FEE STRUCTURE

Once a reservation has been confirmed, the following cancellation policy is imposed with immediate effect. A confirmed booking is immediately accountable for a 25% non-refundable amount of total booking value.

The cancellation fee is calculated on the entire length of stay and the total booking value, including extras such as pilot / guide accommodation, activities, private vehicles, etc.

The cancellation parameters will be levied as follows:

Cancellation parameters	Cancellation fee
Cancellation 4 weeks or more before arrival (28 days and more)	25% of total booking
Cancellation 3 weeks before arrival (21 days inclusive)	50% of total booking
Cancellation 2 weeks before arrival (14 days inclusive)	75% of total booking
Cancellation within 1 week before arrival (7 days inclusive)	80% of total booking
No show	100% of total booking

Ongava has the right to request confirmation of an expired provisional reservation at any time. Where Ongava is able to accept another confirmed reservation, Ongava shall reserve the right to request the confirmation status of a provisional reservation. Within 48 hours of receipt of such advice from the Ongava team, please either fully confirm the reservation in writing or cancel the reservation. If no reply has been received after 48 hours Ongava has the right to release this booking.

In the event that you cancel a reservation for any reason, such cancellation must be made in writing, or via any web enabled booking system to Ongava (if the reservation was made online) and will only be effective upon written acknowledgement by Ongava of the receipt of the notification of cancellation. In such instance, you as the agent are essentially liable for the cancellation charges.



Should a guest fail to arrive or any cancellations are made after the departure date, Ongava will be entitled to treat the reservation as cancelled without giving notice and 100% of the booking value as a cancellation fee will apply (including repatriation and any administrative fees incurred by Ongava as a result of such cancellation, including but not limited to cancellations due to ill health or injury).

PLEASE BE ADVISED THE ABOVE CANCELLATION TERMS STIPULATED MAY NOT BE CEDED NOR ARE THEY NEGOTIABLE.

Ongava reserves the right to make changes to the Cancellation Policy terms and conditions at any time and will keep the industry informed of such changes.

NAMIBIA VALUE ADDED TAX (VAT)

Rates are quoted in Namibia Dollars (N\$) and are listed in our Rates Sheets inclusive of 15% VAT where applicable, i.e. on taxable supplies.

Local agents and operators – applicable VAT will be included at the time of quoting and invoicing. VAT is payable in N\$ and any VAT in foreign currency will be converted at our system rate and will be shown on the face of the invoice in N\$. The rate of exchange, used to convert at, is our bank's average spot rate on the date of invoicing and is the rate in our system for that date. The N\$ VAT disclosed on the invoice is the VAT included in our Output VAT for VAT return purposes.

NAMIBIA TOURISM BOARD LEVY

NTB bed levies are charged 1% on a Fully Inclusive basis.

ONGAVA CONSERVATION LEVY

The Ongava Conservation Fee is a non-commissionable, mandatory charge applied per person, per day at all Ongava camps, separate from the accommodation rate as specified in the rates table.

Your contribution directly supports vital initiatives, including endangered species protection, wildlife conservation, habitat management, anti-poaching efforts, infrastructure improvements, research, and conservation education. These efforts not only safeguard Namibia's natural heritage but also enhance your game-viewing experience and deepen your connection to the environment.

Included in the Ongava Conservation Fee is a donation of 2% of accommodation revenue that supports the Ongava Research Center, allowing guests to engage with conservation efforts through the Discovery Center.

The Ongava Conservation Fee is itemized separately on all invoices and is not subject to discounts or special offers.



BANK TRANSFER DETAILS

In terms of the Reserve Bank regulations, one Namibian company cannot pay another Namibian company in a foreign currency without prior approval. For this purpose, you need to have a CFC (Customer Foreign Currency) account in place. If this is the case, you may approach Ongava to make an application on your behalf to effect payments directly from your CFC account into our applicable CFC account.

If you need to pay in a currency other than the invoiced currency, the currency conversion must be contracted at a rate of exchange as determined by Ongava. Please ensure that you contact us to establish this exchange rate in advance of payment. Contracted rates will be confirmed to you in writing by way of email.

Please note that you are responsible for the cost of any bank charges incurred in any of the payment processes.

Once your payment has been processed please make sure you send notification to accounts@ongava.com. Please include details of the payee, the name of the party/ies and invoice number/s. Without this information we will not be able to credit the account/booking and the account/booking will continue to show as unpaid in our records and on your statements.

FOREIGN (NON-NAMIBIA) OPERATORS & AGENTS

We request that remittances are made in the currency of the underlying invoice/s. This allows you to control the rate of exchange used and as the invoice amount is settled in its matching currency, there will be no account discrepancies (rate of exchange differences).

If you, however, need to pay in a currency other than the invoiced currency, the currency conversion must be contracted at a rate of exchange as determined by Ongava. Please ensure that you contact us to establish this exchange rate in advance of payment. Contracted rates will be confirmed to you in writing by way of email.

Please note that you are responsible for the cost of any bank charges incurred in any of the payment processes.



WIRE TRANSFER/BANK TRANSFER PAYMENTS

Bank Details:

Ongava Game Reserve (Pty) Ltd
Nedbank Bank Namibia LTD
Account Number: 11000082599
Branch Code: 461609
Swift Code: NEDSNANX

Ongava Game Reserve (Pty) Ltd
Bank BIC Namibia Limited, Windhoek, Namibia Current Account
Account Number: 77590411001
Branch Code: 884001
Swift Code: BBNLNANA

TRAVEL INFORMATION

Travel information will be sent to you on confirmation and we request that you please provide your clients with a copy accordingly. This information is updated as and when there are relevant changes. If you keep a copy on file (which we do not recommend as documentation is subject to regular review and amendment), please ensure that you have the most up-to-date version at all times. Please note that we do not take responsibility for any edits you might make to our original documentation or the use of outdated versions.

ACCESS

Self-Drive Basis

All lodges are accessible via a private airfield conveniently located on Ongava Game Reserve. Alternatively road access from Windhoek is a comfortable 5 hour drive and while we welcome guests on self-drive, all activities within our private concession are operated with your Ongava guide in our game viewers.

Closer to the time of travel, we recommend that you contact your travel consultant with regards to road conditions which may be affected by seasonal changes, e.g. high rains.

Fly-In Basis

Airstrip Name: Ongava Airstrip

Duration to Camp: Approximately 15-minute road transfer (depending on wildlife sightings, scenery and photographic opportunities along the way)

Airstrip Coordinates: S19 19 44 Latitude
E15 54 05 Longitude



These GPS coordinates are for the purposes of locating and plotting our airstrips on Google Earth only.

Altitude/Elevation: 3 774 feet

Runway Length: 1 700 metres

Runway Heading: 07/25

Airstrip Surface: Calcrete

Airstrip Services: Anderssons at Ongava, Ongava Lodge, Horizon, Ongava Encounter

Aircraft Type: Our airstrip is restricted to “At Owner / Operator / Pilot in Command discretion” to operations for aircraft types having maximum certified take-off weight (MTOW) of 5700kg or less. For more detailed information, please contact your travel consultant.

The Owner / Operator / Pilot in Command needs to sign our Indemnity, Waiver and Disclaimer policy for authorization to land at our airstrip. In addition, the Owner/Operator/Pilot in Command is required to acknowledge the preferred supplier and self-fly-in information notice. Please consult your travel consultant, as all procedures need to be finalized in advance.

Ongava Game Reserve makes no representation whatsoever regarding the suitability of the aerodrome, its safety and/or its fitness for purposes of use by any type of aircraft under any conditions. The Company warrants that it will make enquiries with the relevant Aviation Authorities regarding the suitability of any aerodrome for any particular type of aircraft and activity. Any information provided to the Company shall not amount to or imply a representation by Ongava Game Reserve as to suitability or fitness for purpose.

Ongava Game Reserve Airfield is only accessible for commercial aircraft with Ongava Game Reserve Guests. If Guests are not booked at Ongava Game Reserve, the pilot may not use Ongava Airfield. Ongava Airfield is available for Diversion for Humane, Conservation and / or Safety related use.

PERSONAL TRAVEL INSURANCE & EVACUATION

It is compulsory that all clients have the necessary insurance to cover: Emergency evacuation expenses, all medical and hospitalisation expenses including emergency assistance, accidental death and disability, personal injury and repatriation expenses.

Furthermore, it is recommended that all clients have the necessary insurance to cover: Cancellation or curtailment of the tour for any reason whatsoever, damage / theft / loss of electronic goods, camera equipment, mobile phones, personal baggage, money and any other personal effects or goods of whatsoever nature and value. The client/s should ensure cancellation and curtailment cover is sufficient, in the event that the client/s has to cover



additional costs incurred as a result of changes to arrangements beyond the control of Ongava, such as the cost of a private charter should the client/s miss his/her connecting flights for any reason whatsoever.

By taking out cancellation insurance at the time the deposit is paid, the guest/s can usually recover any cancellation fees incurred.

We will not accept guests on safari if they do not have adequate insurance cover issued in their home country. In some parts of the world, it is illegal to let a guest/s book travel arrangement without travel insurance. We echo these sentiments and insist on full insurance cover.

A good policy will usually cover the costs of ensuring that the patient (and family) reaches the best hospital with the best doctors. In addition, the policy should take care of all the medical bills and should pay for the cost of repatriation as well. Most scheduled commercial air tickets cannot be changed without incurring expenses and the insurance should cover this cost as well.

No policies issued in Africa will cover this with certainty. If guests do not have medical insurance, they will probably not be admitted to the better private hospitals and will have to accept whatever treatment is received in the public hospitals (many of which are not up to First World standards).

Ongava considers the health and safety of their guests very seriously. However, in the event of a guest falling ill or being injured, there exists a protocol to be followed by each of our camps/lodges to ensure that the best possible medical treatment is either delivered to the guest/s at the camp/lodge, or if more appropriate, that the guest/s is moved to the best possible medical facility.

To ensure that the above takes place in the most efficient manner possible, we work with a reputable incident management company supported by medical doctors, who have experience in moving ill or injured patients from the areas in which our camps/lodges and operations are located. Furthermore, Ongava have lodged various financial guarantees with the emergency evacuation service provider. This means that in the event of the service provider receiving a distress call from any of the Ongava camps/lodges or operations they will immediately respond without question. There will, therefore, be no delays while guests travel insurance or medical insurance details are located, confirmed and authorisation is obtained from the guests' international insurance company.



The remote location of these camps/lodges can make communication and coordination with international travel insurers and inexperienced evacuation service providers very difficult. It is for this reason that Ongava takes such a proactive approach to emergency management even though it is, to an extent, outside of our scope of responsibility.

It should be noted that although Ongava provides a financial guarantee, this does not mean that we will cover the cost of the emergency evacuation. The purpose of the guarantee is to make sure the evacuation takes place as expeditiously and efficiently as possible.

Once the guest/s has/have been evacuated, Ongava will request details of the guests' travel insurance or medical insurance and they will submit, or request the guest/s to submit, a claim against the relevant insurance company for full reimbursement of costs.

With the above in mind, it is essential that the guest/s carries the correct travel insurance. Should they, for some reason, not have insurance or their insurance is not correct, Ongava will look to the guest for reimbursement of the full costs.

Another equally important reason for the guest/s having travel insurance is that the private hospitals and clinics in southern Africa will not admit patients unless they have the correct medical insurance/travel insurance, or they can personally provide a guarantee for costs.

FORCE MAJEURE

"Force Majeure" means, in relation to the Company, any circumstances beyond the reasonable control of the Company and/or its suppliers including, but without limitation to acts of God, explosion, flood, tempest, fire or accident, war or threat of war, terrorist attacks, sabotage, insurrection, civil disturbance or unrest, or requisition, illness, quarantine, government intervention or hindrance of any kind, weather conditions or other untoward occurrences.

The Company shall not be deemed to be in breach of its terms and conditions or otherwise be liable to the agent, because of delay in performance, or by non-performance of any of its obligations hereunder to the extent that any such delay or non-performance is due to any Force Majeure.

If the Company or any of its suppliers are affected by Force Majeure it shall be entitled to, and may in its sole and absolute discretion, vary or cancel any itinerary or arrangement in relation to a confirmed booking. Payment of any refund by the Company to the agent as a result of the non-performance of any of the Company's obligations hereunder shall remain at its sole and absolute discretion although the Company shall use its reasonable endeavours to reimburse the agent where possible. In all cases, the Company shall be entitled to deduct from any refund recoverable, the reasonable actual and potential costs to the Company, of the Force Majeure.



Where a Force Majeure event has occurred, it shall remain in the Company's sole and absolute discretion whether or not to proceed with the trip. If, after having made all reasonable and proper enquiries, the Company is of the opinion that the trip may proceed, and the agents' guest/s choose to cancel their trip, no refund will be payable to them and the standard cancellation clause will apply.

HEALTH, SAFETY & INSURANCE

EMED RESCUE 24 – OUR SAFETY MANAGEMENT INITIATIVE

EMED rescue 24 is Ongava's own risk mitigation and incident management initiative. This is a holistic approach to overall safety in which we have taken a proactive approach by building a skilled capacity with necessary equipment which is tied to a 24/7/365 specialised assistance team. When incidents occur, we are able to give our guests the highest possible level of safety and support. We want our guests to not only have the best Ongava experience whilst with us, additionally, have the peace of mind that they can enjoy these experiences in a safe camp/lodge and safari environment.

Please note that this is not a travel insurance product, nor does it replace a guests' travel insurer's emergency protocols. All guests are required to ensure that adequate coverage prior to travelling to our camps/lodges is secured.

EMED rescue 24 specialised assistance team comprises professional Incident Managers and Doctors who are available to our guests 24/7/365. Access to this service is a complimentary service to all our guests and we see this as an integral value-add to ensure the utmost safety and support for all our travellers.

HIGH RISK TRAVELLERS & PRE-TRAVEL PLANNING

We want to accommodate any traveller, including elderly, those with chronic conditions and disabled travellers, who want to explore Ongava Game Reserve. We want to ensure that their experience with us is memorable and unique, with the peace of mind of having all aspects of their needs attended to while on holiday.

With regards to guests travelling on safari with either disability requirements (quadriplegic/paraplegic) or limited mobility challenges (walking stick, crutches, wheelchair bound or a prosthesis), recuperating from any recent surgery (knee/hip/heart) or impaired health condition/s (elderly or frail, incontinence, hearing impaired/visually impaired, Asthma/Epilepsy/Diabetes/early stages of Alzheimer's or mild Dementia), or may be terminally ill or suffering a serious illness requiring chronic medication – please be sure to notify your Reservations Consultant in advance, so that the necessary ground arrangements can be made.



CONTACT US IF:

Contact us if you are uncertain about whether a guest's travel plans are suitable for them or if you have a client who:

- Has specific medical needs
- Has a chronic or high-risk medical condition
- Is elderly (> 70 years) or infirm
- Is a young child (< 8 years old)
- Is disabled
- Is at risk for any reason
- Is asking questions about the risks of the destination to which they are travelling
- Is asking questions about the capabilities of the facilities of the destinations to which they are travelling

INSURANCE & LIABILITY COVER

To back up this initiative, Ongava makes use of Williams & Knight Insurance Brokers, underwritten by Hollard Short Term Insurance.

Williams & Knight Insurance Brokers (Pty) Ltd specialises in providing insurance products and services directly to the African tourism industry.

TRAVEL REGULATIONS FOR CHILDREN IMPORTANT HOME AFFAIRS REGULATIONS

As of 01 June 2015, all passengers under 18 years of age entering, departing or transiting South Africa, Botswana and Namibia will need to present an unabridged birth certificate. Abbreviated versions or baptismal certificates are not accepted. This requirement applies to minors of all nationalities – whether travelling unaccompanied, with both parents, with one parent or with a guardian/s or another adult/s. A sworn translation (certified/authenticated) in English should accompany all documentation that is in a language other than English.

An "Unabridged Birth Certificate" contains the following details:

- Particulars of the children: date & place of birth, gender and name in full.
- Particulars of the parents: full names, date & place of birth and their citizenship at time of birth.

For single parents, or those travelling alone with their child/ren, the following must be provided:

- An affidavit (no more than 3 months old on the date of travel) in which the absent parent gives consent for the child to travel, or
- A court order granting full responsibilities or legal guardianship of the child, or The death certificate of the absent parent.



CHILD POLICY

CHILD POLICY ITEM	DETAILS
Exclusive Use Booking (Ages 0-5)	Ongava Lodge and Anderssons at Ongava: Bookings with children aged 0-5 require the entire camp/lodge to be booked and paid for on an exclusive-use basis.
Exclusive Use Booking (Ages 0-11)	Encounter and Little Ongava: Bookings with children aged 0-11 require the entire camp/lodge to be booked and paid for on an exclusive-use basis.
Private Activities (Ages 0-11)	Parties with children 11 years and younger are required to book and pay for private activities unless the lodge is booked on exclusive use basis. A family booking will depend on the availability of a private vehicle/activities and is only available in conjunction with the Fully Inclusive basis.
Accommodation Sharing (Ages 0-16)	Children aged 16 years and younger must always share accommodation with at least one adult.
Adult Rates (Ages 17+)	Persons aged 17 years and older are considered adults, and normal adult rates will apply.

Our Child Policy is applicable to children aged 0 to 16 years inclusive, with compulsory private vehicle and activities for bookings with children 11 years and younger.

The prime responsibility for the safety of children travelling to our camps/lodges lies with the parent/guardian. Children aged 16 years and younger must share a room with at least one adult. They must also be accompanied always by an adult especially when on boardwalks and pathways or around the camp fire and pool.

Children aged 12 years and older will be accommodated on game drive vehicles along with other guests. For all general activities such as nature trails, swimming and game drives – young children must be accompanied by a parent/s or an adult/s. Private activities will need to be booked and paid for separately.

The minimum age requirement for animal approaches on Ongava Game Reserve is 16 years in Namibia (due to Save The Rhino Trust regulations, rhino encounters by foot will be on a shared basis in a group).



The minimum age for walking activities is 16 years.

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The minimum age for use of the Photographic Hides is 11 years.

Adhering to age restrictions may mean losing bookings or revenue, however, our primary concern when hosting children in our camps/lodges is safety and guest satisfaction. We have found that younger children do not have the same attention span as adults and this can impact on other guests. Please respect this policy.

For children travelling please advise the ages at the time of travel date, therefore please provide a scan of passport / identity card or birth certificate or similar that contains name and date of birth.

Please note:

When booking sole use of any of the camps/lodges, the minimum age restriction does not apply.

Bookings with children aged 11 years and younger can only be confirmed if a private vehicle/guide are available and have been booked for activities. This is not applicable:

Ø where the camp/lodge has been booked on an exclusive basis

TRIPLE SHARE ACCOMMODATION

Booking family accommodation for children is preferable, however, triple share accommodation is available on a request basis and only allowed for children 16 years and under sharing with adults – not for three adults sharing. Guests must accept that there is usually an impact on space and comfort in the case of triple share accommodation.

Three adults booking a Family Unit will be quoted as one double room and one single room, not as three persons sharing.

PILOTS/GUIDES/ESCORTS ACCOMMODATION

Please note that the pilot/guide/escort accommodation (hereafter referred to as staff accommodation) available at Horizon, Anderssons at Ongava, Ongava Encounter and Ongava Lodge is not of the same standard as guest rooms and in some cases, does not guarantee the occupant automatic participation in guest activities. For pilot/guide/escort with guests staying at Lodge with no available accommodation for the pilot/guide/escort, accommodation is provided for at another Lodge with availability.



The nightly rates for pilot/guide/escort accommodation are priced per person per room. The standard pilot/guide/escort rate includes accommodation, all meals, and laundry.

NOTES TO DRINKS:

Guides / Pilots / Hosts drinks are not included. Any consumption is for private use / own account, irrespective of number and types of drinks. Must be settled directly in camp before departure.

As per standard aviation practice, all pilots require single accommodation. Please quote and book accordingly.

Should tour leaders, escorts and company/agency representatives be joining the trip, we recommend booking standard guest accommodation so as not to impact in any way on their experience or expectation at our camps/lodges.

THIRD PARTY GUIDES & VEHICLES ON THE ONGAVA GAME RESERVE

A third-party guide is allowed to drive directly into camp/lodge or to a pre-designated parking area with their own vehicle.

Relevant details as to the driver, the estimated time of arrival, contact number, etc. must form part of the reservation. Guests will need to book a private vehicle with a Ongava guide who will do the driving and the third-party guide will then accompany said party in the private vehicle.

Should tour leaders, escorts and company/agency representatives be joining the trip, we recommend booking standard guest accommodation so as not to impact in any way on their experience or expectation at our camps/lodges.

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Relevant details as to the driver, the estimated time of arrival, contact number, etc. must form part of the reservation. Guests will need to book a private vehicle with a Ongava guide who will do the driving and the third-party guide will then accompany said party in the private vehicle.



TOUR LEADER POLICY APPLICABLE TO ONGAVA LODGES

To qualify for this Tour Leader Policy on Ongava Game Reserve, the tour leader/s must be employed by the agent of the group travelling.

When making an enquiry, please specify as to whether the tour leader must be accommodated in standard (guest) accommodation or in staff accommodation (pilot/guide/escort) at the applicable rate.

Should the tour leader wish to be accommodated in standard (guest) accommodation, then the tour leader policy as per the below will apply.

Depending on availability and/or the size of the group, the tour leader may have to stay in staff accommodation.

Note that the staff accommodation available at most of our camps/lodges is not of the same standard as guest rooms and in some cases, does not guarantee the occupant automatic participation in guest activities. Staff accommodation is priced at a much lower rate because of this, which assists with cost-effective pricing.

The nightly rates for staff accommodation are priced per person per room. With the exception of activities and drinks, the standard staff rate is on the same bases as the guest rate.

Please confirm all inclusions and exclusions with your Reservations Consultant.

Dress Code:

The guide/pilot/hosts/rental car representative need to be in recognizable uniforms when dealing with guests. Should the dress code be disrespected and if the guide/pilot/host/rental car representative not have a Reservation at the Ongava Game Reserve, then entry to Ongava Game Reserve will be denied.

It is mandatory that the guide/pilot/hosts/rental car representative are in recognizable uniforms or professional attire when dealing with guests. Should the dress code be disrespected and found inappropriate by the lodge/camp, the camp managers reserve the right to request to change into appropriate attire.



RESPECTING WILDLIFE & SAFETY WHEN STAYING AT ONGAVA GAME RESERVE

Safety is of utmost concern to us and we request that you and your clients take note of the following guidelines:

- The wild animals are not like those found in theme parks – they are not tame.
- The lodges and camps on Ongava, with the exception of Anderssons at Ongava, are unfenced and dangerous animals can (and do!) wander through the area. Many of the animals and reptiles guests will see are potentially dangerous. Attacks by wild animals are rare, however, there are no guarantees that such incidents will not occur. Ongava Game Reserve staff members, associates, agents and/or their suppliers cannot be held liable for any injuries caused during an incident involving the behaviour of wild animals.
- Please listen to the camp/lodge staff and guides. The safety precautions need to be taken seriously and strictly adhered to. On arrival in camp/at the lodge, management will clarify the situation relevant to that particular camp/lodge.
- For safety reasons in wildlife areas, do not walk about on your own without a guide – even to the rooms/tents. Once guests have been escorted to their room/tent at night, they should not leave them.
- Observe animals silently and with a minimum of disturbance to their natural activities. Loud talking on game drives can frighten the animals away.
- Guests should never attempt to attract an animal's attention. Do not imitate animal sounds, clap hands, pound the vehicle or throw objects.
- Please respect the guide's judgement about proximity to lion, cheetah and leopard. Do not insist that he take the vehicle closer so that a better photograph may be taken. A vehicle driven too close can hinder a hunt or cause animals to abandon a hard-earned meal.
- Do not litter. Litter tossed on the ground can choke or poison animals and birds, is unsightly and environmentally-unfriendly.
- Guests should never attempt to feed or approach any wild animal on foot.
- Our Smoking Policy refers to both regular cigarettes and e-cigarettes. Smoking in the camps/lodges is permitted in selected areas only. While not visibly marked, these areas will be identified by our camp/lodge staff. Please note that in accordance with Namibian law, we have a strict No Smoking Policy in our main area, vehicles and guest tented rooms (including private rooftop areas), except on the verandas. On activities a stop will be made for refreshments, at which time smokers may enjoy a cigarette. Fires are often the result of discarded cigarette butts as the dry African bush ignites very easily and the resulting flash fire/s are hazardous to both animal and plant life. While that risk is not the same for e- cigarettes, the use of e-cigarettes on our vehicles is similarly not allowed as this may negatively impact the experience of a fellow traveller.
- Firearms must be declared on the Ongava Game Reserve. Should guests travel with a security and safety escort that carry firearms, the camp must be booked on sole use. Further, the security and safety escort may at no time use these firearms.
- No pets are allowed.
- No motorcycles allowed



GAME DRIVE ETIQUETTE

Unless the guest/s have booked and paid, in advance, for a private vehicle and guide, they will be expected to share vehicles with other guests. It would be greatly appreciated that the following guidelines are adhered to:

- Refrain from smoking both regular cigarettes and/or e-cigarettes on vehicles as a consideration to fellow travellers and because it is a fire hazard. Your guide will be happy to stop for the occasional smoke break for the smokers on board.
- Please rotate seats with fellow travellers.
- We highly recommend that guests bring their own binoculars for viewing both wildlife and birds. The general-purpose binocular specifications are 8x40 and 10x42. Field guides and species checklists are available on all game drives.
- Please keep noise levels to a minimum to avoid disturbing fellow travellers and to avoid chasing the game away. Guests are free to discuss anything of this nature with their guide.
- Please stand in the vehicle only with the guide's consent. Many animals will flee on seeing the outline of a human shape as opposed to the outline of the vehicle.
- Please remember that we are bound by the rules of the various National Parks which specify that we cannot drive off road without good reason and that we cannot do night drives. These rules help to ensure that animals are not disturbed.
- Please return with all litter (cans/paper/cigarette butts, etc.). This may be left in the vehicle and the guide will take care of it.
- We request that guests take very special care with all their belongings and equipment while on activities. The game drives can be bumpy and there is always a risk that items may fall off the vehicle. Please ensure that your clients are aware of the risks as we cannot be held reliable for any damages or losses.

PRIVATE ACTIVITIES

We are able to offer guests an exclusive game experience with a private activity/guide service if this is desired. This service is mandatory for family bookings with small children and highly recommended for family bookings in general, for family bookings and for guests with specific photographic or wildlife interests so that their guide can concentrate on their specific area of interest without having to cater for the more general interests of other guests on activities. This service can only be booked in conjunction with Fully Inclusive.

To enhance your safari experience, Ongava limits vehicles to six guests, ensuring everyone has a window seat. Our camp managers endeavour to maintain group integrity whenever possible. Related parties of six will have exclusive use of a guide and vehicle when participating in activities together. However, for a guaranteed private experience, please inquire about our Private Activity rate.



Please refer to rate sheets for rates. This applies if only a vehicle/guide has to be provided and may be higher if extra rooms have to be blocked off and paid for in order to provide the facility.

Each reservation's scenario is different, please contact us whenever guests want any private services on Ongava. We will endeavour to keep any additional costs to a minimum dependent on the prevailing conditions at that camp/lodge during that time.

All standard camp/lodge activities are then provided on a private basis with the same guide accompanying the throughout, if this Private Activity service is booked.

Please be aware that when booking Private Activity use, the service commences with the afternoon activity (game drive, guided nature walks, etc.) on day of arrival and ends with the morning activity on the day of departure.

Private vehicles and activities can only be booked for consecutive days within an entire booking. However, availability is not guaranteed.

SELF-DRIVE NOTES

It is possible to self-drive to Ongava Game Reserve, however, guests may not do self-drive activities in our private game reserve. Self-drive guests must report to reception for the lodge check-in.

All guests visiting Ongava on a self-drive basis are responsible for all required paperwork and relevant costs, particularly with regard to border crossings. In addition to carrying fuel, spare parts, and additional tyres where necessary and a good supply of drinking water, guests must carry a mobile phone, as well as maps and/or a GPS device.

Please contact the Ongava Reservations Consultant for further details and directions, bearing in mind that all directions provided are correct to the best of our knowledge. Due to circumstances beyond our control, signage may disappear, and roads may become damaged, resulting in unforeseen detours or delays.

Prior to departing on safari, please provide Ongava with the relevant arrival and departure details, as well as a contact number for the guest/s.

Should a guest/s not arrive at Ongava due to losing their way, become stranded or experience technical difficulties with their vehicle, it is not the responsibility of Ongava to recover or search for them. That being said, for assistance after hours, guests may call the Ongava after Hours emergency number and we will do everything possible to facilitate the hiring of someone to recover and/or assist them. All costs incurred will be for the guests' own account and Ongava cannot be held liable for any delays or missed services.



When travelling on a self-drive basis, Ongava will not accept any liability, responsibility or claim for compensation, for any incident or accident involving the guest, their vehicle and/or any third party. If hiring a car, requirements may vary depending on country and/or car-hire Company. We highly recommend that guests are covered by comprehensive travel insurance as per our booking terms and conditions.

Closer to the time of travel, we recommend that you contact your Reservations Consultant with regards to road conditions which may be affected by seasonal changes, e.g. high rains. If guests are traveling to Ongava through Etosha National Park, it is important to note and adhere to the strict gate times of the Park. The opening and closing times change weekly and are based on sunrise and sunset. Please contact your Reservations Consultant with regards to the detailed timetable.

Etosha National Park Gate Times - (latest opening to earliest closing)

Summer

06:09 – 19:40 07:02 – 18:49

Winter

06:03 – 17:49 06:30 – 17:25

Anderssons at Ongava, Horizon, Ongava Lodge and Ongava Encounter can be accessed by road, however, guests may not do self-drive activities in our private game reserve. Parking in camp at own risk.

SUGGESTED PACKING LIST

CLOTHING

The weather in southern Africa is generally pleasant throughout the year – warm to hot days, and cool to warm nights – with summer (September to April) being the hotter months. During our winter months, however (May to August), it can get really cold at night and in the early morning, particularly when on safari, so we would like to suggest that you pack accordingly.

- Sun hat/bush hat
- Headscarf/bandana – particularly for dusty dry regions
- Golf-shirts and/or T-shirts – preferably with sleeves to protect your shoulders from the sun
- Long-sleeved cotton shirts
- Shorts and/or skirts – really short skirts are not practical for getting in and out of game drive vehicles
- Long trousers/slacks
- Track suit
- Pyjamas – lightweight for summer and warm/thermal for winter



- Socks – thermal options are recommended for the winter months
- Good closed walking shoes (running/tennis shoes are fine)
- Sandals – preferably low heeled or flat if you are going on safari
- Swimming costume
- Lightweight jersey or fleece in summer
- Light rain gear or jacket for summer months
- Warm jersey or fleece plus anorak or parka in winter
- Additionally, a scarf, gloves and beanies/woollen hats for the cold winter months

EQUIPMENT & OTHER

- Good quality sunglasses, UV protected, preferably polarised. Tinted fashion glasses are not good in strong light
- If you wear contact lenses, we recommend that you bring along a pair of glasses in case you get irritation from the dust
- Torch or a head lamp
- Southern African bird guide if you are a keen birder, e.g. Newman's or Sasol
- Personal toiletries (basic amenities are supplied by most establishments)
- Malaria tablets (if applicable)
- Antihistamine tablets if you suffer from any allergies
- Anti-nausea tablets if you suffer from motion sickness
- Moisturising cream and suntan lotion – SPF 30 or higher recommended
- Lip balm
- Insect repellent for body application, e.g. Tabard, Rid, Jungle Juice, etc.
- Basic medical kit (aspirins, plasters, Imodium, antiseptic cream and antihistamine cream, etc.)
- Tissues/Wet Wipes
- Visas, tickets, passports, money, credit cards, insurance details, etc.
- Camera equipment including spare batteries, chargers, film, flash cards, memory sticks, etc.
- Waterproof/dustproof bag or cover for your camera

Binoculars – we highly recommend that you bring your own pair for viewing both wildlife and birds. 8x40 and 10x42 are the recommended general-purpose binocular specifications.



Note 1: Bright colours and white are not advised whilst on safari. Camouflage clothing is not recommended for travel in African countries.

Note 2: Laundry is provided on a daily basis (weather permitting) at Ongava, bearing in mind that access to a plentiful water supply may on occasion mean a laundry service is not possible. Note that the camps/lodges cannot be held responsible for any damage or loss to these articles.

Laundry is complimentary at Ongava properties if booked on an Fully Inclusive basis. This service is available at an additional cost if travelling on a Full Board basis.

Note 3: We carry reference materials in our camps/lodges and vehicles, so it is not necessary for guests to bring these with. However, we highly recommend that guests do bring their own pair of binoculars in order to get the most out of their safari.

Note 4: Where applicable, a printed copy of the guests' travel, medical and evacuation insurance that includes the policy reference number, name of insurer, name/s of person/s covered and the contact telephone number/s in the advent of a medical emergency.

COMMUNICATION IN THE CAMPS & LODGES

There is limited Wi-Fi and cell phone connectivity at Ongava. Wi-Fi access is limited to main reception areas, while cell phone coverage is sporadic, and dependent upon the principal provider in Namibia, MTC.

One key element to being out in the magnificence of the Ongava is the remoteness and inability to be disturbed by the inconveniences of modern communication.

We would like our guests to connect in a real way with the environment around them – whether it is their travelling companions, fellow safari enthusiasts from around the globe, our staff working in the camps/lodges, the wildlife or the scenery. An Ongava experience that changes how you view the world in general and the wild places of Africa in particular.

Many of our guests respond very positively to the liberating feeling of not being contactable, involved in work or global affairs. Naturally, should there be a need to communicate or an emergency, the camps/lodges will assist with relaying messages – a process which we have handled successfully for years.

Should a guest bring a satellite phone with them on safari or find that a mobile phone signal can be received, we would request that the guidelines we have laid out below are respected as most people come on safari to “get away from it all”:



- Ring tones must be kept at a very low volume or preferably on silent/vibrate to avoid disturbing other guests or wildlife.
- Phones must only be used in the privacy of the room and not in any of the common areas such as the lounge/dining/bar areas or on any of the game drive vehicles whilst on activity.
- Due to our remote operating environment, internet access speeds may be slow and/or intermittent due to limited available bandwidth. In addition, weather patterns may affect satellite connectivity and performance.

PHOTOGRAPHY

Ongava reserves the right, at their sole discretion and without prior notice, to make use of any photograph or film taken by photographers of the company on any of the trips arranged by yourself. Ongava will not be obliged to make payment to any agent or client for the use of any photograph, nor to obtain any release/s from such agent or client.

When using images made by or belonging to Ongava you must acknowledge the photographer and Ongava, as the case may be when using images in your promotional material.

TAKE ONLY PICTURES

The concept “take only pictures and leave only footprints” is important to us. Please do not pick up any plant (including seeds), animal material (including bone, teeth, feathers, quills, shells, etc.) or even a rock or stone while on activities or in the camp/at the lodge, thereby removing it from its natural habitat. In the areas in which we operate, no disturbance of fauna and flora, organic or inorganic, is permitted at all.

Be aware that Agricultural Officials and/or Customs Officials are allowed to do random inspections, of all passengers and/or their luggage, at airports to ensure that no material (as previously mentioned) has been removed from its environment.

HELP US TO PROTECT ONGAVA'S RHINOS

Guests at Ongava are requested to be a part of our conservation efforts by deleting all GPS references on your photographs of rhinos. It is critical that information on the exact where about of rhinos does not fall into the wrong hands. This is just one way that guests are essential in the fight to protect our rhinos.

MARKETING, BRANDING, INTELLECTUAL PROPERTY & COPYRIGHT

All content currently or anticipated to be displayed on Ongava website shall include, but shall not be limited to rates, literary works, musical works, artistic works, sound recordings, cinematograph films, sounds and television broadcasts, program-carrying signals, published editions and computer programs provided by members of Ongava, as well as certain other third parties.



The Ongava websites include all websites/URL owned and maintained by Ongava, or through which Ongava makes information relating to product, tours and services available to yourself and your client/s and/or members of the public, including those accessed via the following domain names / URL's:

Our URL: www.ongava.com

Content currently or anticipated to be displayed on the websites is provided by Ongava and certain other third party owners of such content.

Proprietary rights in and to the content shall, unless otherwise stated by Ongava, at all times vest in Ongava, and the content is protected by regional and international legislation.

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The user may not frame nor use framing technologies to enclose the websites or the content nor any part thereof without the express written consent of Ongava.

You undertake to market and promote the Ongava Group's products and services in a responsible and lawful manner, and in doing so shall not make representations or purport to create obligations without the express prior written consent of Ongava. Ongava shall supply relevant marketing material, including images and/or collateral as required, which is to be used exclusively for this purpose.



You undertake not to use the Ongava trademarks, trade names or brands or the company's logos or the company's other names, in its advertising and promotional material (including the Internet), or in any other manner, without Ongava's prior written permission. In addition, you shall not use these in a manner prejudicial to the commercial interests of Ongava.

Should the business relationship between yourself and Ongava come to an end, or at the written request of Ongava, you shall return all marketing, promotional and other works and material to Ongava, including (without limitation) any works in which copyright vests in Ongava and at the direction of the company delete and destroy any copies thereof.

Copyright in respect of all photographs, literature and other works produced by or created at the instance of Ongava shall accrue to and remain the legal property of Ongava, unless otherwise stated on such photographs, literature and other works.



LODGE SUMMARY

Ongava Lodge

This lodge can accommodate 30 guests plus 2 guide/pilot/tour leaders sharing, subject to concession numbers and / or concession availability.

Chalet Description

- Rock chalets under thatch, with paved walkways on the ground; Rooms 13 and 14 have elevated walkways
- Each chalet comprises of en-suite facilities with separate toilet, shower, double vanity basin and outside shower (except for the family unit) with a view, ceiling fan, electronic safe, tea & coffee making facilities and hairdryer
- Air-conditioned
- Private wooden viewing deck overlooking the reserve
- During winter hot water bottles and extra blankets are provided
- Bath robes, liquid soap, body wash, shampoo & conditioner, body lotion, room spray, insect repellents, washing powder, sewing kit, shower caps, cotton-tip swabs, cotton balls, tissues dispensers, umbrella and laundry bag are supplied in each chalet

14 x units in total comprising:

- 13 x twin-bedded chalets each with two three quarter beds
- 1 x family chalets- the unit consists of 2 bedrooms, each with two three quarter beds, and their own bathroom and entrance, joined by a hallway
- Mattress converters are available that transforms twin beds into king-size beds
To be arranged prior to arrival
- There are 2 extra beds available for children to create triples

Guide Unit:

Guide / pilot / tour leader accommodation comprising: 2 x rooms each with a three quarter bed and en-suite facilities (not of the same standard as a guest room.)

Ongava Lodge Coordinates:

19.19.59.9S Latitude

15.52.17E Longitude



CAMP SUMMARY

Encounter

This camp can accommodate 18 guests plus 2 guide/pilot/tour leaders sharing, subject to concession numbers and / or concession availability.

Luxury Tent Description

- Canvas tented rooms on a raised deck, double doors and gravel walkways on the ground
- Each room comprises of open plan en-suite facilities with flush toilet, vanity basin, indoor and outdoor shower, mosquito net, writing desk and chair, easy chair, luggage rack, tea & coffee making facilities and an electronic safe
- No air-conditioning, however, a ceiling fan is provided in all the rooms
- During winter hot water bottles and extra blankets are provided
- Bath robes, liquid soap, body wash, shampoo & conditioner, body lotion, room spray, insect repellents, washing powder, sewing kit, shower caps, cotton-tip swabs, cotton balls, tissues dispensers, umbrella and laundry bag are supplied in each tent

8 x tents in total comprising:

- 7 x twin-bedded canvas tents each with two three quarter beds
- 1 x family canvas unit consists of two separate tents, each with two three quarter beds in each bedroom (consists of 2 rooms at an angle to each other, with their own bathroom and entrance, linked by a short curved walkway
- Mattress converters are available that transforms the twin beds into king-size beds. To be arranged prior to arrival

Guide Unit:

Guide / pilot / tour leader accommodation comprising: 2 x rooms each with a three quarter bed and en-suite facilities (not of the same standard as a guest room)

Encounter Coordinates:

19.20.0.29S Latitude

15.47.55.7E Longitude



LODGE SUMMARY

Horizon

This lodge can accommodate 6 guests, subject to concession numbers and / or concession availability.

Luxury Villa Description

- Rock, wood and glass luxury villa under thatch, with elevated wooden walkways
- Each villa comprises of en-suite facilities with separate toilet, indoor and outdoor shower, double vanity basin and a bath with a view, mosquito net, tea & coffee making facilities, hairdryer, mini-bar fridge, electronic safe, private sala and sitting room with own viewing deck
- Air-conditioned bedroom
- Plunge pool
- During winter hot water bottles and extra blankets are provided
- In-room dining can be arranged
- During winter hot water bottles and extra blankets are provided
- Bath robes, liquid soap, body wash, shampoo & conditioner, body lotion, room spray, insect repellents, washing powder, sewing kit, shower caps, cotton-tip swabs, cotton balls, tissues dispensers, umbrella and laundry bag are supplied in each chalet

3 x units in total comprising:

3x luxury villas, each with one king-size bed that can be converted into twins upon request

Horizon Camp Coordinates:

19.20.01.4S Latitude

15.52.20.1E Longitude



LODGE SUMMARY

Anderssons at Ongava

This lodge can accommodate 18 guests plus 4 guide/pilot/tour leaders. 9 x suites in total comprising:

Suite Description

- The Anderssons at Ongava guest suites are designed as a direct extension of the landscape itself. The rock and other natural elements are used to reflect the environment and drama of Etosha. The natural stone and spacious solid build with innovative roof structure, offers guests a climate-controlled sanctuary in the bush
- Design includes a private viewing deck with 180-degree panorama
- Each suite comprises of en-suite facilities with separate toilet, double indoor shower and outdoor shower, double vanity basin, mosquito net, tea & coffee making facilities, hairdryer, electronic safe
- Air-conditioned bedroom
- During winter hot water bottles and extra blankets are provided
- Bath robes, liquid soap, body wash, shampoo & conditioner, body lotion, room spray, insect repellents, washing powder (for smalls), sewing kit, shower caps, cotton-tip swabs, cotton balls, tissues dispensers, hair dryer, umbrella and laundry bag are supplied in each chalet

8 x suites in total comprising:

- 7 x twin-bedded each with two three quarter beds
- 1 x Family Suite consists of 2 separate units, each with 2 bedrooms, each with two three quarter beds, and their own bathroom and entrance, joined by a walkway
- Mattress converters are available that transforms twin beds into king-size beds
To be arranged prior to arrival
- There are 2 extra beds available for children to create triples

Guide Unit:

Guide / pilot / tour leader accommodation comprising: 4 single units with each 1x three quarter beds and en-suite facilities (not of the same standard as a guest tent)

Anderssons at Ongava Coordinates:

19.20.37.0S Latitude

15.53.55.7E Longitude