

## General Terms & Conditions

Please read these terms and conditions carefully. By accessing the website, sending an email booking, or booking direct at our offices or Lodges, you agree to be bound by the below terms and conditions. These terms and conditions are subject to change in our sole discretion of the Board. The Terms and conditions as published on the Website at the time of the booking shall apply.

Gondwana shall not be obliged to notify of any amendments or change to the conditions.  
Gondwana shall not be obliged to notify **card holders** of any amendments or change to the conditions.

### GENERAL:

- Proof of payment and booking confirmation from Gondwana shall be presented at check-in
- Rates and details as published on the Website on date of booking shall apply and are subject to change without prior notice.
- Prices relating to the bookings will be indicated during the booking process.

### ONLINE BOOKINGS

**Accommodation** facilities of the Gondwana Collection can be booked online at <https://store.gondwana-collection.com>

Online **Availability check** of the Gondwana Collection can be checked online at <https://store.gondwana-collection.com>

Online **Payments** for the Gondwana Collection can be done: \* See Options below

Online bookings for several Gondwana Card Members can only be accepted if valid Gondwana Card numbers are submitted for all persons.

### ONLINE ENQUIRY VIA WEBSTORE:

For General Enquiries only

For Accommodation Availability Enquiries only

For Quotation Enquiries/Requests only

Due to the nature of the Enquiry, replies will be on a **Quotation-Basis** only and are non-binding

### BOOKING PROCEDURE:

- Check ALL booking Details on the Booking Summary received
- Advise Gondwana Booking Agent of incorrect booking details or changes immediately
- It is the duty of the Purchaser to check the final Booking Summary
- **Payment strictly 72 Hours (3 days) after receipt of the Booking Summary**, failing which, the booking will be **deleted from the system automatically without prior notice.**
- The Status of the Booking Summary is **PROVISIONAL** and will only be converted to **CONFIRMED**, once the **full Payment** reflects on our Bank Statement.
- Bookings are subject to availability at the time of the booking
- Bookings made directly on arrival have to be paid in full at the facility (discounts for Card Holders applicable)

### CANCELLATION POLICY:

29 days prior to arrival:	10%
22 - 28 days prior to arrival:	20%
15 - 21 days prior to arrival:	30%
08 - 14 days prior to arrival:	50%
04 - 07 days prior to arrival:	75%
01 - 03 days prior to arrival:	90%

### PAYMENT PROCEDURE:

- Always use the **Booking Reference Number** on the proof of payment

- Send the Proof of payment to [your Booking Consultants email: @gondwana-collection.com](mailto:your Booking Consultants email: @gondwana-collection.com) [or info@gondwana-collection.com](mailto:info@gondwana-collection.com)
- It is inevitable to have your proof of payment and booking confirmation from Gondwana with you at time of check-in.

#### **EFT Payment**

- Bank: FNB Business (First National Bank Business)
- Account Name: Gondwana Collection Namibia (Pty) Ltd.
- Account Number: 622 624 541 78
- Branch Code 281 872 (from RSA please use universal branch Code 282 672)

#### **International Bank Transfer**

- SWIFT FIRNNANX (Intern. Transfers only) Fees apply and will be for payee's account

#### **Credit Card Payment Facility**

Use our direct secure site <https://vcs.co.za/vvonline/ccpay.asp?p1=N046> - (enter your **Booking Number as Reference**)

#### **Credit Card Payment Facility at the Lodges**

All additional payments made at Lodges can be done with major credit cards.  
*DINER and AMERICAN EXPRESS CARDS are no longer accepted.*

The Link to our GDPR Compliance Document:

[https://www.gondwana-collection.com/fileadmin/Content/Disclaimer/Gondwana\\_Collection\\_Namibia\\_GDPR.pdf](https://www.gondwana-collection.com/fileadmin/Content/Disclaimer/Gondwana_Collection_Namibia_GDPR.pdf)

---