

Sandune's Terms and Conditions

Check-In & Check Out Times - Check-in time: 2pm or later Check-out time: 10am or earlier

Child Policy - Children are more than welcome to stay in any of our units as long as they are accompanied by an adult. The maximum number of occupants is clearly stipulated in the information provided for each unit and children must be taken into account when calculating the number of occupants –See the pricelist for rates for children. The minimum age for an occupant checking-in alone is 21 years of age (at the time of check-in).

Rates - Rates fluctuate based on demand and you may therefore find a different rate for the same unit at a different time or date, on the same or on a different website.

Bed Layouts - Bed layouts in units are fixed and cannot be changed. Please ensure that a unit's bed layout meets your requirements before booking the unit.

No Noise - All of our units are “no noise” zones. No parties may therefore be held inside any unit, and any noise, which constitutes a nuisance to or a disturbance of any other accommodation unit, will not be tolerated. We therefore respectfully request that you abide by the following: Under no circumstances are you allowed or permitted to host or start a party at a unit. Under no circumstances are you allowed or permitted to have visitors at a unit. Noise in the form of music or loud talking at a unit will not be tolerated or permitted. Alcohol and drug abuse which leads to any disruption whatsoever will not be tolerated or permitted. Contravention of the aforementioned will result in the cancellation of the visitation agreement. In such event, the said client will forfeit any deposit or amount paid for accommodation or visitation and will be expected to vacate the premises immediately.

Pets - Pets are unfortunately not allowed on the game lodge

Currency - All accommodation units booked via websites for establishments in Namibia will be quoted and charged in Namibian Dollars and all accommodation units booked via websites for establishments in South Africa will be quoted and charged in South African Rands.

No-Smoking - All units are strictly non-smoking. Contravention of the aforementioned will result in a fine being levied against the client's account. Continued disregard of this policy will result in a client being asked to vacate the premises.

Liability (Theft and Injury) - All clients who make use of accommodation units and their associated facilities (restaurants, etc) do so entirely at their own risk. Owners, management and staff specifically accept no responsibility or liability for any loss or damage sustained by clients or visitors as a result of accident, theft, injury and/or death.

Booking & Cancellation Policy – Accommodation Only

A 100% confirmation deposit is required 30 days or more prior to arrival to secure the booking. Should the confirmation deposit not be paid within the specified period and no other arrangement is made with us in writing, the reservation will be cancelled without further notice.

Orders are only valid if issued by an approved account holder/government department. Orders must stipulate clearly what services are to be rendered and must be received prior to arrival. Any amount that is due to be refunded to a client will be refunded within 48 working hours once the relevant deposit confirmation has been received.

30+ days prior to arrival – 25% cancellation fee
20 – 29 days prior to arrival – 50% cancellation fee
10- 19 days prior to arrival – 75% cancellation fee
0 – 9 days prior to arrival – 100 % cancellation fee

Unless the client is an approved account holder or government department with an approved order, all outstanding amounts must be settled upon arrival and any additional charges incurred during the stay must be paid at the time of check-out. Any items not covered by the order must be paid for by the client on the same terms.

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