



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 the 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 person or entity (including 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, the Availability Status given by our booking agent is not 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.

Email the Proof of payment to your Booking Consultant or to info@gondwanacollection.com

It is imperative to have your proof of payment and booking confirmation from Gondwana with you at time of check-in.

Payment Options

Payments for all Gondwana properties, excluding The Weinberg Windhoek and Okapuka Safari Lodge.

Bank: Bank Windhoek Limited

Account Name: Gondwana Collection Namibia (Pty) Ltd.

Account Number: 8014638686

Branch Code 481-972

International Bank Transfer

SWIFT: BWLINANX (International Transfers only)

Swift Fees apply and will be for payee's account.

Bank: FNB 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 (International Transfers only)

Swift fees apply and will be for payee's account.

Credit Card Payment Facility

Use our direct secure sites; please enter your Booking Number as Reference.

Direct clients: <https://shop.directpay.online/paymybills/DirectLodgePayments>

Operators: <https://shop.directpay.online/paymybills/GondwanaOperators>

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.

Click here to see our [GDPR Compliance Document](#)