



Lodge Etale

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INTRODUCTION OF LODGE ETALE GROOTFONTEIN

Dear Reservation, Operation Manager and fellow colleagues,

I am writing to introduce you to an exciting new addition to the tourism landscape near Grootfontein, Namibia. Set to open near the Namibian Winter season, our lodge is designed to provide travellers with a serene and unforgettable overnight stop as they journey through Namibia.

Grootfontein is the northern “hub” for travelling to Etosha park and the Kavango Region. This makes Grootfontein a wonderful stop over to make tourist’s journey lighter and much more reliable to get to their destination.

Lodge Etale is a newly built lodge, situated on 5 hectar of land surrounded by trees, plants and a man-made natural water stream flowing throughout the lodge, offering a perfect blend of comfort and adventure. Not to forget, an outstanding swimming pool to enjoy coral blue water with a small snack bar.

Our accommodation includes:

- **16 Luxury Tented Lodges:** spacious King size extra long, tastefully furnished room, ensuring maximum comfort. Each tented lodge also features its own braai area, a kitchen and private bathroom facilities. We offer **8 family units** which can accommodate up to 6 people. All tents are equipped with a smart tv, free WIFI and air-conditions to cool down those hot days in summer.
- **13 Campsites:** well-equipped with modern amenities to cater to self-sufficient travellers, as well as each campsite offering a braai area, a small kitchen area and private bathroom facilities.



To complement the accommodations, we also provide other facilities surrounding the restaurant with a beautiful view from the deck outside:

- **Restaurant:** featuring an à la carte menu with the focus on utilising locally produced products.
- **Pizza Corner:** adding an Italian twist, our pizza corner offers freshly made pizzas.
- **Bar:** a selection of cocktails, a wide variety of imported beers and other refreshing beverages.
- **Wine Cellar:** showcasing beautifully imported wines and offering a seating arrangement of roughly 20 pax. The highlight of this unique cellar is, is that is being build underground
- **Curio Shop:** stocked with locally made products.
- **Coffee shop:** offering a delicious breakfast and the wonderful aroma of freshly brewed coffee.
- **Shop:** What not to miss, before you leave, we have a huge shop as well what is stocked with all items what you can think of. A luxurious Deli corner as well as a huge variety of delicious breads and pastries baked from an international baker.

General Booking Terms:

When we receive a service enquiry, we prepare a proposal and quote according to the guest requirements as given, adjusted as necessary to cater for the availability of the services required on the relevant dates. We then make all the provisional bookings needed to allow the services to be provided. These provisional bookings can be held for up to ten (10) working days, if booked more than 2 months in advance, which should be enough time for the guests to decide whether they want to proceed and for the services to be confirmed. If necessary, we can request that an allowance of an extension on these provisional bookings, which request may be granted given the circumstances.

Cancellation Policy on Confirmed Bookings:

- Any cancellation of a confirmed booking must be done in writing (email) to the Lodge whereupon cancellation charges as per below:
 - 42 days or more 30% (deposit forfeited)
 - 29 – 41 days 50%
 - 15 – 28 days 75%
 - 0 – 14 days 100%
- A 30% deposit is required to secure a booking. This deposit forms part of the payment for the trip and shall be offset to the total amount charged to the client. If the full amount is not paid at least four (4) weeks prior to arrival, the Lodge reserves the right to treat the booking as cancelled and the deposit shall be forfeited. Clients booking within four (4) weeks of the tour, credit card payment is possible via the online payment platform with an additional 2,5% charges to your account.
- We reserve the right to cancel any reservations for which the required payment has not been received on the stipulated dates.

Yours sincerely,

G. Nederlof
Lodge Manager