

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. Lagoon Suites Walvis Bay CC 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 Lagoon Suites Walvis Bay 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 Lagoon Suites Walvis Bay can be booked online at <https://www.lagoonsuitesnamibia.com>

Online Payments for the Lagoon Suites Walvis Bay can be done: * See Options below

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 Lagoon Suites Walvis Bay of incorrect booking details or changes immediately
- It is the duty of the Purchaser to check the final Booking Summary
- 50% Deposit payment of full booking required 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. Final payment to be made on arrival at Lagoon Suites Walvis Bay Guesthouse
- The Status of the Booking Summary is PROVISIONAL and will only be converted to CONFIRMED, once the full Payment reflects on our Bank Statement. P O Box 528, Walvis Bay, Namibia Tel +264 220378 (cc.2011/5442)
- Bookings are subject to availability at the time of the booking
- Bookings made directly on arrival must be paid in full at the facility

CANCELLATION POLICY:

90 days prior to arrival: 25%

60 - 89 days prior to arrival: 50%

30 - 59 days prior to arrival: 100%

Should guest qualify for a refund the guest will be refunded via our online payment site within 10 working days from cancellation.

PAYMENT PROCEDURE:

- Always use the Booking Reference Number on the proof of payment
- Email the Proof of payment to your lagoonsuites1@gmail.com
- It is imperative to have your proof of payment and booking confirmation from Lagoon Suites Walvis Bay with you at time of check-in.

EFT Payment Banking Details: Lagoon Suites Walvis Bay Guest House CC Standard Bank ACC
60005452596 Walvis Bay Branch Code: 082272 Please email proof of payment to
lagoonsuites1@gmail.com

Fees apply and will be for payee's account Credit Card Payment Facility Use our direct secure site: To be advised (enter your Booking Number as Reference) Credit Card Payment Facility Lagoon Suites Walvis Bay and All additional payments made at guesthouse can be done with major credit cards. DINER and AMERICAN EXPRESS CARDS are no longer accepted.