**NAMIBSROOS OVERVIEW**

**Property & Occupancy Details: Private Rooms**

**The Royal Suite:**

* Ground Floor
* 180° Sea-View
* One King-Size Bed
* Television
  + Wall-Mounted
  + Flat Screen
  + Smart TV
* Fast Unlimited Wi-Fi Available
* Large Dressing Table
* Walk-In Closet
* Ensuite Bathroom
  + Toilet
  + Double Basin
  + Jetted Spa Bath with Sea-View
  + Rain Shower
* Maximum Occupancy: 3 Adults / 4 Children

**The Artist’s Retreat:**

* First Floor
* 180° Sea-View
* One Super-King-Size Bed
* One Couch
* Television
  + Wall-Mounted
  + Flat Screen
* Fast Unlimited Wi-Fi Available
* Dressing Table
* Ensuite Bathroom
  + Toilet
  + Single Basin
  + Large Bath
  + Rain Shower
* Balcony
  + Outdoor Seating Area with Sea-View
* Maximum Occupancy: 4 Adults / 5 Children

**The Serenity Suite:**

* First Floor
* 180° Sea-View
* One Double Bed
* One Single Bed
* One Comfortable Papasan Chair
* Television
  + Wall-Mounted
  + Flat Screen
* Fast Unlimited Wi-Fi Available
* Dressing Table
* Ensuite Bathroom
  + Toilet
  + Single Basin
  + Large Bath
  + Rain Shower
* Maximum Occupancy: 3 Adults / 5 Children

**The Captain’s Quarters:**

* First Floor
* Partial Sea-View
* Two Single Beds
* Fast Unlimited Wi-Fi Available
* Ensuite Bathroom
  + Toilet
  + Single Basin
  + Rain Shower
* Balcony
  + Outdoor Seating Area with Sea-View
* Maximum Occupancy: 2 Adults / 4 Children

**Property & Occupancy Details: Common Areas**

**Large Lounge:**

* Ground Floor
* 180° Sea-View
* Three Sofas
* Television
  + Wall-Mounted
  + Flat Screen
  + Smart TV
* Fast Unlimited Wi-Fi Available
* Bathroom
  + Toilet
  + Basin
* Patio
  + Outdoor Seating Area with Direct Beach Access
* Maximum Occupancy: 3 Adults / 3 Children

**Large Kitchen:**

* Ground Floor
* Kitchen Utensils
* Cutlery
* Breakfast Island with Capacity for 4 Adults
* Large Fridge
* Large Freezer
* Gas Stove
* Large Gas Oven
* Microwave
* Kettle
* Ice Machine
* Food Preparation Basin with Water Purification System
* Wash-Up Basin
* Plenty of Counter Space

**Scullery:**

* Large Fridge
* Large Freezer
* Double Basin
* Plenty of Counter Space

**Large Dining Area:**

* Dining Table One: Capacity for 8 Adults
* Dining Table Two: Capacity for 8 Adults

**Firewood Barbeque Station:**

* Built-In Barbeque Station
* Double Station

**Outdoor Boma Area:**

* Ground Floor
* Seating Area with Direct Beach Access
* Bonfire Pit
* Area to Prepare Potjiekos

**Coffee Station:**

* First Floor
* Fridge
* Freezer
* Basin
* Kettle

**Parking:**

* Free On-Site Parking Available Outdoors

**Security Features:**

* Safety Bars on Windows
* Security Gate leading to the Royal Suite
* Alarm System Inside & Outside the Property
* Fake CCTV Cameras Surrounding the Property
* Registered on Armed Response

**Extra Services:**

* Laundry at Extra Cost: R per load
* Up to Two Blow-Up Mattresses on Request (Increase Maximum Capacity by 2 Adults / 2 Children)
* XX Units of Electricity Included in Each Reservation. Electricity Top-Up is charged according to Current Electricity Rates

**Maximum Occupancy**

**Royal Suite:** One King-Size Bed

3 Adults / 4 Children

**The Artist’s Retreat:** One-Super King-Size Bed & One Couch

4 Adults / 5 Children

**The Serenity Suite:** One Double Bed & One Single Bed

3 Adults / 5 Children

**The Captain’s Quarters:** Two Single Beds

2 Adults / 4 Children

**Lounge:** Three Couches

3 Adults / 3 Children

**On Request:** Two Blow-Up Mattresses

2 Adults / 2 Children

**CHECK-IN & CHECK-OUT TIMES**

Guests can **check-in** to the property **from 15:00 p.m.** on the day of their reservation.

Guests must **check-out** up **until 10:00 a.m.** on the day of their departure.

**Time Between Guests:**

The time between a check-out & the next check-in **(10:00 a.m. to 15:00 p.m.)** should be used to **Clean** & do **Stock-Taking** to prepare for the next guests.

**Early Check-In Requests:**

If guests arrive to the property **earlier than 15:00 p.m**. and would like to **check-in early**, you are welcome to invite them into the property if:

* **Previous guests** have been checked out.
* The property has been **cleaned thoroughly** and is up to standard for welcoming guests.
* **Stock-taking** has been completed.

**Late Check-Out Requests:**

If guests request more time to check-out and expect to depart later than 10:00 a.m., you are welcome to allow them some more time if:

* There are **no guests** checking in later on the same day.
* There will still be enough time to **thoroughly clean** the property after the guests have left.
* There will still be enough time to complete **stock-taking** after the guests have left.

**Unexpected Delays:**

In some rare instances, the previous guests may be delayed with their check-out, or cleaning and stock-taking might not be completed by the standard 15:00 p.m. check-in time and new guests arrive for their reservation.

In these situations, please follow these steps:

* Greet the new guests warmly and apologize for the inconvenience. Explain the situation politely and let them know you are working diligently to get the property ready for them as soon as possible.
* Offer the guests a comfortable place to wait.
* Provide an estimated wait time. Be as transparent as possible about the delay. If unsure, give a conservative estimate and update them if the room is ready sooner.
* Check in with the departing guests (if applicable). If the previous guests are running late, politely remind them of the check-out time and request they vacate the property as soon as possible.
* Prioritize cleaning the incoming guest's room. While waiting for the previous guests to depart, focus your efforts on cleaning the room the new guests will be occupying.
* Express your gratitude for their patience. Thank the new guests for their understanding once the room is ready.

By following these steps, you can ensure a smooth transition even in unexpected situations, leaving a positive first impression on your new guests.

**SEASONS & DATES OF INTEREST**

**Low Season Dates:**

|  |  |
| --- | --- |
| Today – 06 December 2024 | 15 January 2025 – 28 March 2025 |
| 21 April 2025 – 13 June 2025 | 22 July 2025 – 05 September 2025 |
| 15 September 2025 – 03 October 2025 | 13 October 2025 – 05 December 2025 |

Standard Flexible: R7,099 p/n

* Free cancellation up to 14 days prior to check-in
* No minimum stay requirement

Standard Weekly Flexible: R6,389.10 p/n (10% discount)

* Free cancellation up to 14 days prior to check-in
* Minimum stay requirement of 7 nights

Standard Non-Refundable: R6,389.10 p/n (10% discount)

* Non-Refundable
* No minimum stay requirement

Standard Weekly Non-Refundable: R6,034.15 p/n (15% discount)

* Non-refundable
* Minimum stay requirement of 7 nights

**High Season Dates:**

|  |  |
| --- | --- |
| 06 December 2024 – 11 December 2024 | 05 January 2025 – 15 January 2025 |
| 28 March 2025 – 21 April 2025 | 13 June 2025 – 22 July 2025 |
| 05 September 2025 – 15 September 2025 | 03 October 2025 – 13 October 2025 |
| 05 December 2025 – 22 December 2025 | 03 January 2026 – 15 January 2026 |

High Season Standard Non-Refundable: R7,808.90 p/n (10% increase)

* Non-Refundable
* Minimum stay requirement of 2 nights

High Season Weekly Non-Refundable: R7,099 p/n (0% increase)

* Non-Refundable
* Minimum stay requirement of 7 nights

**Festive Season Dates:**

|  |
| --- |
| 22 December 2025 – 29 December 2025 (Christmas Only) |

Festive - Christmas Only: R7,808.90 p/n (10% increase)

* Non-Refundable
* Minimum stay requirement of 7 nights (22 December - 29 December)

|  |
| --- |
| 29 December 2025 – 03 January 2026 (New Year Only) |

Festive – New Year Only: R7,808.90 p/n (10% increase)

* Non-Refundable
* Minimum stay requirement of 5 nights (29 December - 03 January)

|  |
| --- |
| 22 December 2025 – 03 January 2026 (Christmas & New Year) |

* Festive – Christmas & New Year: R7,099 p/n (0% increase)
* Non-Refundable
* Minimum stay requirement of 12 nights (22 December - 03 January)

**Blackout Dates:**

|  |
| --- |
| 11 December 2024 – 05 January 2025 |

**A MANDATORY CLEANING FEE OF NAD 200 PER NIGHT IS NOT INCLUDED IN THE RATES ABOVE**

**VALUE ADDS**

**Bookings of 7 nights or more:**

* 1-4 passengers: 1 x Bottle of Wine
* 5-8 passengers: 2 x Bottles of Wine
* 9+ passengers: 3 x Bottles of Wine

**Booking for Christmas (22 December – 29 December):**

* 1-4 passengers: 1 x Bottle of Wine
* 5-8 passengers: 2 x Bottles of Wine
* 9+ passengers: 3 x Bottles of Wine

**Booking for New Year (29 December – 03 January):**

* 1-4 passengers: 1 x Bottle of Champagne
* 5-8 passengers: 2 x Bottles of Champagne
* 9+ passengers: 3 x Bottles of Champagne

**Booking for Christmas & New Year (22 December – 03 January):**

* 1-4 passengers: 1 x Bottle of Wine & 1 x Bottle of Champagne
* 5-8 passengers: 2 x Bottles of Wine & 2 x Bottles of Champagne
* 9+ passengers: 3 x Bottles of Wine & 3 x Bottles of Champagne