



Terms and Conditions

These terms and conditions apply for all bookings at Hotel Uhland, no matter which booking medium (Email, Website, Agent, company, telephone, walk in etc.) has been used.

Cancellation policies

Cancellation of up to 2 rooms:

Up to 2 days before arrival free of charge
Later than 2 days before arrival and no show 100% of room rate

Non-refundable bookings need to be paid in advance in full and are not refundable in case of cancellation or no show. Amending of the arrival date free of charge is possible if availability allows.

For our fully flexible rates free cancellation is possible any time. We hold the room until 16h00 on the day of arrival, should you arrive later, please let us know.

Cancellation of Groups (more than 2 rooms):

28 - 22 days before arrival 25 % of room rate
21 - 15 days before arrival 50 % of room rate
14 - 8 days before arrival 75 % of room rate
later than 8 days or no show 100% of room rate

Premature departure (vacating of room before confirmed departure date)

If reception has been informed before 10h00 on day of departure 50% of one night's rate
If reception has been informed after 10h00 on day of departure 1 night's rate
Longstay discount only applies for stays of 3 nights and longer. In case of premature departure, the discount might not be applicable anymore and the rack rate will be charged.

To guarantee the booking we request credit card details or a deposit payment into our bank account as below. Final payment to be done upon departure either in cash (Namibian Dollar or South-African Rand), American Express, Visa or Mastercard. If EFT banking charges apply, they need to be covered by the guest.

Our rates include VAT and Tourism Levy. Safe Parking in our yard. Wifi available free of charge.

Reception times: From 6h00 until 21h00 the reception is available, from 21h00 until 6h00 there is a night guard available for check-in or departure. If you leave early morning before 6h00 please finalize payment with the receptionist until 21h00 the night before.

Breakfast times:

Monday to Saturday	7h00 - 9h00
Sunday and Public Holiday	7h30 - 10h00

Jaguar Investments Fifteen t/a
Hotel Uhland

VAT-Registration No. 3632894-01-5

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