



## Rules and Regulations

Irmgard and Jürgen Rannersmann  
Tel. +264 - (0)61 – 389 700  
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E-mail: [info@hotelUmland.com](mailto:info@hotelUmland.com)  
[www.hotelUmland.com](http://www.hotelUmland.com)

### Cancellation policies

Up to 2 rooms:

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

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

For bookings via our website the credit card details are requested to guarantee the booking. The credit card will not be charged but in case of cancellation as to the cancellation policy above. Payment to be done upon departure either in cash (Namibia Dollar or Southafrican Rand), Visa or Mastercard.

**SuperSaver:** For this special rate the breakfast is not included, and the full rate will be deducted from the credit card upon reservation. This reservation is only guaranteed if full payment has been finalised and confirmed by hotel. In case of cancellation the prepayment is not refundable.

All our rates include VAT and Tourism Levy. Safe Parking is free of charge.  
Reliable, fast 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.

<b>Breakfast times:</b>	Monday to Saturday	7h00 - 9h00
	Sunday and Public Holiday	7h30 - 10h00

Jaguar Investments Fifteen t/a  
**Hotel Umland**  
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