

## **Terms and Conditions**

### **1. Scope of Application**

These Terms and Conditions apply to all contracts for the provision of hotel accommodation and related services by **Hotel Uhland**, Windhoek, Namibia (hereinafter referred to as “the Hotel”).

Any terms and conditions of the guest that differ from these Terms and Conditions shall not apply unless expressly agreed to in writing by the Hotel.

### **2. Conclusion of Contract**

A contract is concluded when the guest submits a booking request and the Hotel confirms the booking. Bookings may be made in writing, electronically (email, website, online booking platforms), or by telephone.

The Hotel reserves the right to refuse bookings at its discretion.

### **3. Services, Rates and Payment**

The Hotel undertakes to provide the rooms booked by the guest and the agreed services. The guest undertakes to pay the agreed rates or the rates published by the Hotel.

All rates are quoted in **Namibian Dollars (NAD)** unless stated otherwise. Applicable taxes and statutory charges are included unless expressly indicated.

The Hotel may require a reasonable advance payment or security deposit at the time of booking or upon arrival. Unless otherwise agreed, the full amount is payable no later than upon departure.

Accepted methods of payment are published on the Hotel’s website.

### **4. Check-in and Check-out**

Rooms are available from the check-in time stated by the Hotel on the day of arrival. On the day of departure, rooms must be vacated by the stated check-out time.

Early check-in and/or late check-out may be subject to additional charges or the full room rate.

### **5. Cancellation by the Guest**

Cancellation of the booking by the guest is subject to the following conditions:

- Cancellations made within the period stated in the booking confirmation are free of charge.

- In the event of late cancellation or no-show, the Hotel is entitled to charge cancellation fees of up to **100% of the agreed accommodation rate**.

The guest may provide proof that the Hotel has suffered no damage or a lesser amount of damage.

## **6. Cancellation by the Hotel**

The Hotel may withdraw from the contract for valid reasons, in particular if:

- force majeure or other circumstances beyond the Hotel's control make fulfilment of the contract impossible;
- rooms are booked under misleading or false information;
- the guest violates these Terms and Conditions.

In such cases, the guest shall not be entitled to compensation.

## **7. Use of Rooms**

Rooms may only be used for accommodation by the registered guests. Subletting or transfer to third parties is not permitted.

The guest undertakes to treat the room and hotel facilities with care. Any damage must be reported immediately. The guest is liable for damage caused by themselves, accompanying persons, or visitors.

## **8. Liability of the Hotel**

The Hotel shall only be liable for damages resulting from intentional or grossly negligent conduct by the Hotel or its agents.

Liability for items brought into the Hotel is limited to the extent permitted under the laws of Namibia. Liability for valuables is only accepted if they have been expressly handed over to the Hotel for safekeeping.

## **9. Liability of the Guest**

The guest is liable for all damage caused by themselves, their companions, or visitors. This includes costs resulting from excessive soiling, loss of keys, or damage to inventory.

## **10. Pets**

Pets are only permitted with the prior explicit consent of the Hotel. The Hotel may charge additional fees for pets.

## **11. Smoking Policy**

Hotel Umland is a non-smoking hotel. Smoking is only permitted in designated areas. A cleaning fee may be charged in the event of non-compliance.

## **12. Parking and Vehicles**

The Hotel offers a parking area located within its courtyard. Access is secured by a gate, and all registered guests receive a remote control for convenient entry and exit.

While we do our best to provide a safe and secure environment, the use of the parking facilities is at the guest's own risk. The Hotel does not accept liability for loss of or damage to vehicles, vehicle accessories, or contents, except in cases of intent or gross negligence on the part of the Hotel.

Please note that no liability is accepted for vehicles parked outside the Hotel premises.

Guests are kindly requested to ensure that vehicles are locked at all times and that no valuables are left visible inside the vehicle.

## **13. Data Protection**

The Hotel processes personal data of guests exclusively in accordance with the applicable data protection laws of Namibia. Further details are available in the Hotel's Privacy Policy.

## **14. Final Provisions**

The law of the **Republic of Namibia** shall apply.

The place of jurisdiction, where legally permissible, is Windhoek.

Should any provision of these Terms and Conditions be or become invalid or unenforceable, the validity of the remaining provisions shall remain unaffected.

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Last updated: January 2026