

UPDATED: Wolwedans, 1 August 2021

Important update for our trade partners

QUICK SUMMARY

3 PHASED TRANSFORMATION: August 2021 to December 2023

Going ahead, we want to go **slow** (in term of duration of stay), **active** instead of passive, **mindful** instead of stressful (maximising offering), and strive for a good **balance** of head|hand|heart when it comes to crafting the overall guest experience. Below we share a quick summary of changes to be implemented over the next 30 months:

PHASE 1: August'21 – March'22

WOLWEDANS COLLECTION	<ul style="list-style-type: none"> • Dunes Lodge – operational until 14 September. CLOSED from 15 September for refurbishment except for Mountain View Suite, see below. • NEW: Dune Camp – reopens 15 September • NEW: Dune Camp Private – from 15 September (exclusive 4 guests) • Mountain View Suite @ Dune Lodge – operational (exclusive 2 guests) • Boulders Camp – open for EXCLUSIVE USE bookings only (8 guests) • Private Camp – CLOSED for renovations until April 2022
KEY POLICIES	<ul style="list-style-type: none"> • MINIMUM STAY: 2 nights at all camps with 3 nights at Boulders • NEW: Wolwedans Immersion: First 2 nights at full rate. Thereafter every night is at 50% of the published full rate. Only valid for stays in the same camp, not for a combination of camps. • All camps have flexible arrival days.
EXPERIENCES	<ul style="list-style-type: none"> • NEW: Heart & Home Tour of the Wolwedans Village • RENEWAL: of vehicle fleet from Landrovers to Suzuki jeeps • NEW: additional fat e-bikes • INTRODUCE: Wolwedans Water Walk • FULL DAY: Full-day excursion drive only available for stays of 3+ nights • Our signature experiences remain the same: scenic drives, sundowners, solitude, horse riding, bushman walks. • SOSSUSVLEI: Excurions to Sossusvlei from Wolwedans by road are not offered anymore.

WOLWEDANS WAY

Pursuit of Happiness | Business in Balance | 5 C's Sustainability

BOOKING TERMS & CONDITIONS

- No commitment fee required for new bookings
- Full payment 30 days before arrival
- 'BOOK WITH CONFIDENCE' Pandemic Disclaimer in place for bookings impacted by Covid. 100% refund up to 48hours prior to arrival and 90% credit less than 48hours prior to arrival.
- **NEW:** In this phase we will be moving to a new reservations system.

PHASE 2: April'22 – December'22

WOLWEDANS COLLECTION

- **NEW:** Desert Lodge – reopens, was former *Dunes Lodge*
- Dune Camp
- Dune Camp Private
- Mountain View Suite @ Dune Lodge
- Boulders Camp – open for individual bookings
- **NEW:** Plains Camp – reopens with 4 rooms, was former *Private Camp*
- **NEW:** Star Beds – opening in June 2022

KEY POLICIES

- **MINIMUM STAY:** 2 nights at all camps with 3 nights at Boulders
- **FIXED ARRIVAL:** at **Boulders Camp** (Mon & Thur)
- **FIXED ARRIVAL:** at **Desert Lodge** (Mon, Wed, Fri).
- **RATES:** All camps offer fully inclusive rates of meals, drinks and activities EXCEPT for Desert Lodge where guests still pay for drinks.
- **NEW:** Desert Lodge now the home of the **Wolwedans Training Academy**, closed on Sunday and maximum 10% agent commission. 15% of total turnover at Desert Lodge funds the Academy.
- **SINGLE NIGHTS:** only available at Star Beds when booked in combination with 2 nights at any of the other camps.
- **Wolwedans Immersion:** First 2 nights at full rate. Thereafter every night is at 50% of the published full rate. Only valid for stays in the same camp, not for a combination of camps.

PRODUCT DEVELOPMENTS

- **INTRODUCING:** 6 night Retreats at Desert Lodge
- **NEW:** "Antares" – Naked eye star safari | Pottery and Leather Craft at Wolwedans Village
- **NEW:** 1-day Horticulture Course at Wolwedans Village at extra cost
- **EXTRA:** Massages available at all camps at extra cost

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January’23 – December’23

WOLWEDANS COLLECTION

- Desert Lodge: FIXED ARRIVAL / Closed Sunday
- Dune Camp: FIXED ARRIVAL
- Dune Camp Private
- Mountain View Suite @ Dune Lodge
- Boulders Camp: FIXED ARRIVAL
- Plains Camp
- Star Beds

KEY POLICIES

- MINIMUM STAY: 2 nights at Desert Lodge, Dune Camp, Mountain View Suite, Dune Camp Private and Plains Camp.
- MINIMUM STAY: 3 nights at Boulders Camp.
- FIXED ARRIVAL: at Boulders Camp (Mon & Thur)
- FIXED ARRIVAL: at Desert Lodge (Mon, Wed, Fri). Closed Sunday
- **NEW FIXED ARRIVAL: at Dune Camp** (Sun, Tues, Thur). This is pending for 2023 after reviewing the success of the fixed arrival at Desert Lodge in 2022.
- SINGLE NIGHTS: only available at Star Beds when booked in combination with 2 nights at any of the other camps.
- **Wolwedans Immersion:** First two nights at full rate. Thereafter every night is at 50% of the published full rate. Only valid for stays in the same camp, not for a combination of camps.

BOOKING TERMS & CONDITIONS

- No commitment fee required for new bookings
- Full payment 30 days before arrival
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These plans and policies are subject to change. This is our current 30 month plan and as the world evolves so we will adapt accordingly and may decide to make adjustments to our offering. This will always be done to support our underlying purpose of the Wolwedans Way.

Your Team Wolwedans

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