

1 9 **O&L** 1 9

# LEISURE

NAMIBIA THROUGH OUR EYES

## Terms and conditions

### 1. Membership Eligibility

1.1 The O&L Leisure Club is open to individuals aged 18 and above, including Namibian residents, African nationals, and international guests.

1.2 Membership is subject to approval by O&L Leisure and may be revoked at any time at the sole discretion of O&L Leisure, should there be any breach of these terms and conditions, misuse of benefits, submission of false information, or any conduct deemed inappropriate.

1.3 Employees of O&L Leisure and the O&L Group of Companies may be excluded from certain benefits unless otherwise specified.

### 2. Membership Registration

2.1 Members must provide accurate, complete, and truthful information upon registration.

2.2 Members are responsible for keeping their personal details and contact information up to date.

2.3 Membership is personal, non-transferable, and assigned to one individual only.

### 3. Benefits & Rewards

3.1 Members are entitled to exclusive offers, discounts, promotions, and updates as part of their Club membership.

3.2 Accommodation discounts apply per room, per booking, and are valid only for reservations made directly by the registered member.

3.3 A single member may book multiple rooms under one reservation, subject to availability and at the discretion of O&L Leisure.

3.4 A valid form of identification matching the name on the membership must be presented at check-in to redeem benefits.

3.5 Food & Beverage discounts are available only to in-house guests with an active room booking and are valid exclusively at Strand Hotel Swakopmund's outlets:

- Brewer & Butcher
- Ocean Cellar
- Farmhouse Deli

3.6 Benefits may vary depending on property, season, or availability, and are subject to change without prior notice. The most current terms and conditions will be published on the official O&L Leisure website and will take immediate effect upon posting.

3.7 Club benefits and offers cannot be combined with other promotions or discounts, unless explicitly stated.

3.8 If discounts or rebates apply to offers in a selected period, they should be used within the specified period because after its expiry, these Benefits will not be active and it will not be possible to redeem them

### 4. TECHNICAL REQUIREMENTS

4.1. An internet connection and active email account are required. For assistance or questions, please contact O&L Leisure.



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### 5. Bookings & Redemption

5.1 All bookings must be made directly via the official O&L Leisure website or through an authorised reservations team.

5.2 To redeem Club benefits, members must provide their registered email address or membership ID at the time of booking.

5.3 O&L Leisure reserves the right to cancel any booking (non-refundable) if, in its reasonable discretion, the member is found to be in breach of these terms and conditions.

5.4 All bookings are subject to the individual property's standard terms, conditions, and cancellation policies.

5.5 Leisure Club discounts apply for Mokuti Etosha, Strand Hotel Swakopmund, Midgard Otjihavera Windhoek and Chobe Water Villas Zambezi.

### 6. Privacy & Communication

6.1 By joining the O&L Leisure Club, members consent to receive marketing and promotional communications from O&L Leisure.

6.2 Members may opt out of communications at any time; however, this may result in limited access to certain Club benefits.

6.3 Personal data is collected, stored, and managed in accordance with the O&L Group Privacy Policy.

### 7. Liability

7.1 O&L Leisure shall not be held liable for any loss, damage, or inconvenience arising from the use or misuse of Club benefits.

### 8. Governing Law

8.1 These Terms & Conditions are governed by the laws of the Republic of Namibia.

8.2 Any disputes arising shall be subject to the exclusive jurisdiction of the courts of Namibia.

### 9. COMPLAINTS

9.1. The Member has the right to submit a complaint and have it considered by the Organizer within 14 days of its receipt. Please submit complaints by letter or electronically to the Organizer's address. The complaint should include the following data of the Member: name, surname, e-mail address, description of the problem.

9.2. Immediately after considering the complaint, the Organizer provides the Member with a response regarding the decision. The response will be sent in the same form in which the complaint was submitted.

