

“THE FINE PRINT”

Booking Conditions & Acceptance

Please ensure that you are aware of our booking conditions. Taking this journey with us implies your acceptance of these terms.

Insurance

It is a condition of booking with Wilderness Safaris that you have the correct comprehensive travel and medical insurance to cover yourself, as well as any dependants/travelling companions for the duration of your trip to Africa. This is the sole responsibility of the traveller. This insurance should include cover in respect of, but not limited to, the following eventualities:

Compulsory Insurance:

- emergency evacuation expenses,
- medical expenses,
- repatriation expenses,

Recommended Insurance:

- cancellation or curtailment of trip,
- damage/theft/loss of personal luggage, money and/or goods.

Wilderness Holdings and its subsidiary companies, and any person or agent acting for, through or on behalf of said companies, will not take responsibility for any costs, losses incurred or suffered by the guest, or guests' dependents or travelling companions. This is with regards to, but not limited to, any of the above mentioned eventualities.

Guests will be charged directly by the relevant service providers for any emergency services they may require, and may find themselves in a position of being unable to access such services should they not be carrying the relevant insurance cover.

- **Health Insurance:** It is compulsory to have full medical, emergency evacuation and repatriation cover for the full period of time that you are travelling.
- **Cancellation & Curtailment:** If for any reason you cancel your trip close to departure date, you could forfeit the entire cost. Should you have to leave prior to completion of your journey, we cannot refund you the cost of the portion of the package you do not complete. In the eventuality of this happening, insurance may cover you, depending on the reason for cancellation and curtailment.
- **Luggage & Money Insurance:** It is advisable to take out luggage and money insurance especially if you are carrying a substantial amount of cash or expensive camera/electronic equipment. You should always carry such equipment as carry-on items as there is an inherent risk of items of value being stolen from checked-in luggage, or said luggage being delayed or lost.
- **Claims:** If you anticipate an insurance claim upon your return, be sure to document as accurately as possible any accident, injury or loss. Police reports and any notes from a medical practitioner will aid any claim.

Responsibility

Wilderness Holdings and its subsidiary companies – or any person, agent acting for, through or on behalf of said companies – will not be liable for any loss or damage whatsoever arising from any cause whatsoever and, without restricting the generality of the foregoing, shall particularly not be responsible for loss or damage arising from any errors or omissions contained in its brochure or other literature, loss or damage caused by delays, sickness, theft, injury or death.

In addition the Company shall have the right at any time at its discretion to cancel any safari or the remainder thereof or make any alteration in route, accommodation, price or other details and, in the event of any safari being rendered impossible, illegal or inadvisable by weather, strike, war, government or interference or any other cause whatsoever, the extra expenses incurred as a result thereof shall be the responsibility of the passenger.

The Company may at its discretion and without liability or cost to itself at any time cancel or terminate the guest's booking and in particular without limiting the generality of the foregoing it shall be entitled to do so in the event of the illness or the illegal or incompatible behaviour of the guest, who shall in such circumstances not be entitled to any refund.

The person making any booking will, by the making of such booking, warrant that he or she has authority to enter into a contract on behalf of the other person included in such a booking and in the event of the failure of any or all the other persons so included to make payment, the person making the booking shall by his/her signature thereof assume personal liability for the total price of all bookings made by him/her.

TRAVEL INFORMATION & REQUIREMENTS FOR YOUR JOURNEY WITH WILDERNESS SAFARIS

Wilderness Safaris looks forward to hosting you on your journey with us! In order to ensure that you have the best experience possible, please read this document carefully. It includes general information pertinent to your booking and your travels in our areas of operation in Africa and the Seychelles, as well as facts and details relating to the specific country or countries that you will be visiting. Should you have any further queries that may require clarification, please contact your travel consultant.

Travel Documents

Visitors to Africa must have a passport that is valid for at least 6 months beyond your intended departure date, together with onward travel documents, proof of accommodation and sufficient funds for the duration of your stay. In addition, each country you may be visiting generally requires at least 2 consecutive/side by side blank pages on entry for both visas and stamps. Should your itinerary include more than one country, excluding the country of departure and return, please ensure that you have a sufficient number of blank **visa** pages (not endorsement pages) in your passport. Should there be insufficient blank pages in your passport then entry into a country could be denied.

Any applicable visas, costs and/or relevant documentation are your responsibility. Please verify with your travel agent or relevant consulate concerning visa entry requirements and, if extending your journey to other countries, visa entry requirements for those countries need to be established as well. Kindly ensure that you have all necessary visas prior to departure from your home country (unless these can be obtained on arrival) as Wilderness Safaris, its staff, agents and operators cannot be held liable should entry be denied.

In addition, it is your responsibility to ensure that the duration of stay in each of the countries visited on your itinerary is correctly noted on your visa/arrival paperwork or communicated to the Immigration Official, so that the appropriate number of days is stamped in your passport. If this is not done, there is a risk of being detained or charged for the number of days that you have "overstayed" in the relevant country/ies.

If a parent/guardian is travelling alone with a minor child/ren (aged 18 years or younger) to South Africa then the parent/guardian must be in possession of a certified letter of consent from the non-accompanying parent or guardian.

As of 01 June 2015, all passengers under 18 years of age will need to present an unabridged birth certificate as well as a valid passport when entering, departing or transiting South Africa. This requirement applies to minors of all nationalities – whether travelling unaccompanied, with both parents, with one parent or with a guardian/s or another adult/s.

An "Unabridged Birth Certificate" contains the following details:

- Particulars of the child/ren: date & place of birth, gender and name in full.
- Particulars of the parents: full names, date & place of birth and their citizenship at time of birth.

For single parents, or those travelling alone with their child/ren, the following must be provided:

- An affidavit (no more than 3 months old on the date of travel) in which the absent parent gives consent for the child to travel, or
- A court order granting full responsibilities or legal guardianship of the child, or
- The death certificate of the absent parent.

Currency

Except for Zimbabwe, which currently uses US Dollars, all other countries in which we operate have their own currency and this is used as standard tender when paying by either cash or credit card, with applicable exchange rates being taken into account. Generally speaking, at camps/lodges in central, east and southern Africa, cash payments for curios or gratuities to guides and staff, can be made in US Dollars, GBP Sterling, Euro and/or South African Rand. Travellers Cheques in any of the above currencies are accepted in most cases.

Please ensure that all US Dollar notes are the 1996 series or after with "large heads/presidential portraits". While some banks may accept notes issued before 1996 with "small heads", this is the exception. We recommend that currency should only be changed at banks and/or hotels that offer this service.

Safety Guidelines

It is sensible to take basic precautions whilst travelling anywhere in the world. Below are recommendations that we feel hold true for travel in general and which we thus suggest are followed if travelling to Africa. We also advise that you learn about your surroundings and ask Tourist Information Officers, camp/lodge and hotel staff and local residents about areas to avoid.

It is advisable to secure your luggage with a suitable lock or at least with cable ties when flying both locally (within South Africa), regionally (to neighbouring countries) and internationally. As an additional precaution we suggest that check-in luggage is shrink-wrapped. Please do not check in any valuables or chronic medication as these should be kept in your carry-on luggage. Never leave luggage unattended.

Always drive with your doors locked and your windows closed, with handbags/backpacks/parcels and valuables stored out of sight in the boot/trunk of the car. Keep mobile phones, wallets and cameras well hidden and avoid wearing expensive jewellery. Never leave your luggage unattended (e.g. do not leave handbags under tables, on the backs of chairs or on restroom hooks). Please report any stolen property and/or any incident involving your safety and security to the establishment where you are staying.

Separate your cash and credit cards and do not carry all your cash with you. Avoid counting cash in the open. Be vigilant whenever approaching an automated bank teller machine (ATMs). If you feel unsafe, rather return at another time or use an alternate machine. Never let a stranger assist you at an ATM and shield the keypad and screen with your body, especially when entering your **pin** code. If you suspect that the machine has been tampered with, walk away from it and report your suspicion to the bank or security guard.

Please note that no bank will ever ask for confidential details like **pin** codes so do not share this information with anyone. Keeping large amounts of foreign currency notes poses several risks, rather settle your bills via credit or debit card where possible.

Please store any valuables, travel documents (passports/airline tickets/vaccination cards) and additional cash or Travellers Cheques in your camp/lodge/hotel room safe or the property's main safe. Keep your room locked at all times and hand in room keys or cards whenever you leave your hotel. Take note of and abide by any warnings posted in public areas and parks.

Accommodation Check-in and Check-out Times

Times may vary depending on the establishment. Generally speaking for hotels, check-in is after 14:00 and check-out is by 10:00. At most safari camps/lodges, the rooms need to be vacated by noon, however, this will be reconfirmed once you are in camp/at the lodge. Where possible, camps/lodges and hotels will assist with your requirements, however, if you wish to guarantee an early arrival or a longer stay in your room, we recommend you arrange and pay for this in advance to secure it.

At Wilderness Safaris and Wilderness Collection properties, check-out is timed according to scheduled commercial flight times, the scheduled flying circuit and/or private charter arrangements. Use of your room, until such time as you are scheduled to depart for the airstrip/airport for onward transfers, will be arranged where possible, bearing in mind this is subject to availability and therefore not guaranteed.

Language

Whilst travelling in Africa as well as the Seychelles, business is normally conducted in English. It is therefore beneficial for you to have knowledge of English and be able to communicate in that language – for safety reasons and also with regard to compatibility with fellow travellers.

Health

There are a few basic health matters that require care and attention. The following points are recommended guidelines only – please consult your medical practitioner and check with your health department/travel clinic prior to departure from your home country, in the event there have been changes in the health regulations of the country you are visiting.

➤ **Malaria**

Malaria within South Africa's borders is encountered mainly in:

- northern and eastern Mpumalanga,
- northern KwaZulu-Natal,
- the border areas of the Northern and North West provinces.

Outside of the South African borders it is found in:

- the lower lying areas of Swaziland,
- in Mozambique, Zambia and Zimbabwe,
- northern parts of Botswana (more specifically Kasane),
- in northern Namibia,
- in the Republic of the Congo and Kenya.

Malaria prophylactic recommendations for travellers to Africa:

Expert opinion differs regarding the best approach to malaria prophylaxis. It is important to bear in mind that malaria may be contracted despite chemoprophylaxis, especially in areas where chloroquine resistance has been reported. Both chloroquine-resistant and normal strains of malaria are prevalent in Africa.

- Please remember that the best precaution is the preventative kind.
- Avoid being bitten by using mosquito repellents liberally. Wilderness Safaris provides a locally made repellent, however, please feel free to bring your own if you suffer from any skin sensitivities or allergies.
- Wear long-sleeved shirts and trousers/slacks in the evenings.
- Please use the mosquito net over your bed where supplied/available.
- Where provided, please use the insecticide supplied to kill any mosquitoes that may have flown into your room.
- Mosquito coils are also effective.
- If you are a **scuba diver**, please consult your medical practitioner regarding the use of Larium in conjunction with diving.

Malaria is transmitted by a very small percentage of female *Anopheles* mosquitoes. They are mainly active in the early evening and throughout the night. Malaria transmission is at its highest during the warmer and wetter months of November through to April. From May through to October the risks of contracting malaria are reduced. There is also less prevalence in remote areas where our camps/lodges are situated; nonetheless, you need to consider taking preventative measures.

There is a 6 to 7 day minimum incubation period before symptoms present themselves. If you become ill on your return, while still on prophylaxis or even once you have stopped taking them, ensure that your medical practitioner does everything to establish that your illness is not malaria. Malaria can be prevented if you are sensible and take basic precautions. There have been very few cases of our guests contracting malaria in our nearly 30 years of operation. It is inadvisable for pregnant women to visit malarial areas as malaria infection during pregnancy can be detrimental to mother and child. Caution should be exercised with small children as they can be more susceptible and are unable to take some forms of medication.

➤ **Tsetse Flies**

Tsetse flies do occur in some of the areas in which we operate: parts of northern Botswana, Zambia, Mana Pools in Zimbabwe and the Republic of the Congo. They look similar to other large flies except that when perched, both wings are held folded directly over the other above the abdomen and they have a long proboscis extending forward from a large head.

They are best known as the carrier of trypanosomiasis – causing sleeping sickness in humans that can be fatal, however, is easily treated and cured. Not all tsetse flies transmit all variations of the disease and in Wilderness areas of operation they are regarded more as an irritation (the bites are sharp) than as a serious threat. Enormous efforts have been made in the eradication of tsetse flies in various countries and sleeping sickness has now largely disappeared from southern Africa. The World Health Organisation (WHO) reports that very few cases have been reported in Zambia since 2005 and none in Botswana from where it has long been absent.

The disease is easily treated with modern medicine and in the unlikely event that symptoms are recorded after a visit to an area containing tsetse flies we recommend that a medical practitioner be consulted. These symptoms can present a few weeks to months after a visit and begin with fever, headaches and pains in the joints followed by dramatic swelling of the lymph nodes. If left untreated these symptoms can evolve to cause anaemia as well as cardiac and kidney disorders before the sleep cycle is disrupted by alternate bouts of fatigue, insomnia and sleep.

What precautions can I take against tsetse fly bites?

The most important precaution is to be aware of tsetse flies and what they look like. In order to differentiate them from other flies look closely at the wings. If they are held closed and overlapping over the abdomen it is likely that it is a species of tsetse fly. Other characteristics include a long, defined biting proboscis. While on game drive or walks, be aware that they occur in wooded areas rather than out in grasslands or on the plains. Generally brushing the flies off your body once they have landed there is enough to prevent getting bitten. This can be a challenge in areas of high fly density, however, these are avoided wherever possible by the guides. The colour of clothing worn can be helpful (see below) and while in camp/at the lodge keep your tent or room closed to insects. The insects are tough and easily survive a gentle slapping.

What clothing should I wear to avoid attracting tsetse flies?

Dark coloured clothing is generally more attractive to tsetse flies since the majority of their host species are dark coloured large mammals such as buffalo. Wearing long-sleeved neutral coloured clothing is probably the best approach. It is possible for the flies to bite through light clothing and some people do wear heavy fabrics to avoid this.

If I get bitten and get infected or have an allergic reaction, how can I treat the bite and how common is this?

Infected tsetse bites can be treated by simply applying an antihistamine cream to the bite area. This will ease the itch which is commonly associated with insect bites of this nature. Allergic reactions are not at all common and should this occur, it can be treated with any of the antihistamine tablets available off the shelf and kept in our camps /lodges and vehicles.

➤ **Ticks**

Ticks occur the world over and are well known ecto-parasites. The most obvious species in the savannah regions of Africa are the 'hard ticks' which attach themselves to their hosts to feed before they either fall or are brushed off. Ticks are also well known as carriers of diseases that affect both animals and humans; in southern Africa this is referred to as tick bite fever.

Symptoms of this disease present after a 5 to 7 day incubation period and include fevers, headaches, malaise and even a skin rash, however, effects can vary dramatically from person to person. A dark black mark usually results at the site of the infected bite and is a helpful diagnostic. The disease is easily treated with antibiotics although this is not always necessary.

After walking in the bush with your guide it is best to brush your clothes down and to examine your body for ticks, taking care to remove these entirely without leaving the biting mouth parts behind in your skin. Anti-tick sprays such as Bayticol can be very effective against ticks and wearing long pants will prevent many bites.

➤ **Yellow Fever**

Yellow Fever is a viral illness for which there is no cure, however, there is an effective vaccine that will prevent it. It is transmitted by a daytime biting mosquito. The Yellow Fever virus is found in certain areas of Africa, Central and South America. Proof of vaccination is required when visiting countries like the Republic of the Congo, Kenya, Tanzania and Zambia. When flying into Botswana, Mozambique and South Africa, travelling from a Yellow Fever destination, proof of inoculation will be required upon entry.

- **Time:** Inoculations must be had at least 10 days before travel, as the vaccine is not effective within 10 days.
- **Validity:** The vaccine provides immunity against the disease for 10 years. You will receive a Yellow Card which you have to carry with you when you travel. Failure to produce the card during travel could result in penalties by immigration or refusal to enter the country.
- **People Exempt:** Pregnant women, HIV-positive, anyone undergoing chemotherapy or with a suppressed immune system. You still need to go to a clinic/medical practitioner for a consultation and to be given an exemption certificate which will still allow you to travel without having had the injection. Babies under the age of 9 months and people over the age of 60 years can qualify for an exemption, however, this is at the discretion of the medical practitioner.
- **Symptoms:** The illness develops within six days of being bitten by an infected mosquito, and the onset is usually sudden: fever develops, with headache, body pains, and most often nausea. Jaundice develops with a bleeding tendency, coma and death.
- **Yellow Card:** Travellers immunised against Yellow Fever are issued with an internationally recognised vaccination certificate for inspection by immigration officials. The international health regulations concerning Yellow Fever are unequivocal, and unvaccinated travellers may face denial of entry, quarantine in certain circumstances or even deportation. This strict control is maintained to ensure that both the individual traveller and the broader communities are protected against outbreaks of this disease. Persons arriving in South Africa from a country/ies designated by The World Health Organisation as Yellow Fever risk areas (including Zambia despite being a low risk Yellow Fever country) will require a valid Yellow Fever vaccination certificate or a waiver letter, unless the traveller was only in transit in that country. In transit is defined as a period less than twelve hours with the traveller remaining in the airport terminal, and in this case, a Yellow Fever vaccination certificate or waiver letter will not be required.

➤ **Traveller's Diarrhoea**

When travelling to a foreign country it is possible to contract a viral infection of the intestines. It is not serious or dangerous and causes the very common condition known as "traveller's diarrhoea". Viral gastroenteritis should clear up on its own when the patients' immune system kills the viruses – similar to a common cold. Recommendations to provide relief from the symptoms are the following:

- Take medication for nausea or vomiting, diarrhoea and abdominal cramps if required (we suggest bringing your own with you).
- Rest as much as possible and avoid any strenuous activities.
- Sip fluids slowly through the day – preferably using electrolyte solutions.
- Take precautionary measures so as not to spread the illness to other people, in particular washing hands well and not sharing food.

- It is recommended that medical advice is sought before starting a course of antibiotics as this may lead to a worsening of symptoms.

➤ **Fluids/Hydration**

It is very important that you drink plenty of fluids, especially during the warmer months. It is generally recommended that you drink at least 2 to 3 litres of water per day and/or other fluids such as fruit juice, soft drinks/sodas or iced tea per day to limit the effects of dehydration. This excludes tea, coffee and alcoholic beverages, which act as diuretics and can therefore, actually contribute to dehydration.

Generally, water throughout southern Africa is safe to drink directly from the tap. However, bottled or filtered water is readily available, so please do not allow yourself to become dehydrated.

➤ **Dietary Requirements**

If you have any specific dietary or religious (i.e. Halaal or kosher) requirements please ensure that Wilderness Safaris is notified prior to arrival. We can accommodate most reasonable requests, however, need advance warning to do so.

➤ **Medical Conditions**

You need to notify Wilderness Safaris of any medical condition you may have prior to your arrival. This includes any allergies e.g. bee stings, nuts, shellfish, or intolerances such as lactose or gluten.

Flight Check-in Times

Due to newer, larger airports, increased volumes of passengers and heightened security measures we recommend that you arrive at the airport at least two hours prior for domestic and regional flights, and three hours prior for all international flights.

Reconfirming Flights

Please check with your airline or ticketing agent whether your onward flights need to be reconfirmed. This is your responsibility, however, we will assist where necessary.

Flights & Charters

➤ **Scheduled Commercial Air Flights**

These refer to all flights booked on Air Botswana, SA Airlink, Air Namibia, British Airways, South African Airways, etc. We are able to assist with bookings on any regional air as long as it originates from or lands in South Africa. We can also assist with flights to the Republic of the Congo, Kenya, Seychelles and Tanzania (if required) – to or from South Africa.

Where possible, we do try to book IT fares, however, if not available or bookings are subject to reduced ticket time limits, then we will book the next best fare or standard economy class. Regrettably, we are unable to assist with booking international air, i.e. to Australia, Europe, United Kingdom or United States.

➤ **Scheduled Charter Flights**

These refer to transfers by air in light or smaller aircraft (usually Cessna Caravans and on other occasions King Airs, Beechcraft 1900s, etc.). Operated by the likes of Federal Air, with set departure and arrival times (similar daily schedules with a specific number of seats available), these access camps/lodges in the Kruger area such as Singita or Royal Malewane, Phinda in KwaZulu-Natal or Madikwe in the western part of the country.

➤ **Scheduled Seat-in-plane Flying Circuit**

These refer to our "seat-in-plane" light aircraft transfers between airports and our camps/lodges in Botswana, Namibia, Zambia (operated by Staravia Air Charters) and Zimbabwe, i.e. from Maun Airport (Maun) to Mombo Camp, from Hosea Kutako International Airport (Windhoek) to Little Kulala or from Harry Mwaanga Nkumbula International Airport (Livingstone) to Shumba Camp or from Victoria Falls Airport to Little Makalolo Camp. These shuttle routes have set departure and arrival times, as well as specific routings. This allows us to reduce our carbon footprint, have better visibility of times for itinerary planning, plus operate more efficiently and effectively. A physical seat is booked for the guest on a light aircraft for an air transfer between locations which will leave at a specific time.

In most cases there will be stops en-route (usually no more than two, with the third stop being your destination) and other people will join your guests on these air transfers. Depending on weather or other circumstances beyond our control, the times for pick-ups and drop-offs can vary slightly and there may be additional stops, resulting in a slightly longer air transfer.

In general, the flying schedule allows for guests to experience a morning activity on the day of departure or an afternoon activity on the day of arrival. On occasion this may not be possible depending on the timetables of the scheduled commercial airlines and / or the scheduled routing.

➤ **Private Charter**

There are a number of occasions where private charters may need to be booked and charged for. These circumstances would be as follows:

- If guests are unable to connect with existing schedules or wish to visit camps /lodges not on the relevant scheduled flying circuit;
- If guests prefer exclusivity on the aircraft;
- If flight connections, often across border, are not possible due to timing constraints or limited frequency of scheduled commercial air, i.e. it is not possible to connect on the same day between the Kruger camps and Botswana or Livingstone/Victoria Falls using only scheduled commercial air. This option usually operates on a pick-up and drop-off basis.
- If guests require the aircraft and pilot to travel with them for the duration of the itinerary. The plane and pilot are then at the guests' disposal for that trip, i.e. from Johannesburg to Kruger to Victoria Falls to Kings Pool Camp to Vumbura Plains Camp and back to Johannesburg. Timings are more flexible and the inconvenience of long check-ins or weight allowance restrictions can be minimised.

Weight Allowance on Flights

➤ **Scheduled Commercial Flights**

Scheduled commercial airlines in Africa generally carry a weight restriction of 20 kg (44 lb) per economy class traveller, and 30 kg (66 lb) for business class. Please ensure that you comply with the applicable restrictions – further details regarding number of luggage pieces and exact dimensions for a particular carrier can be obtained from your ticketing agent.

Please note when combining scheduled airline flights and air transfers (as specified below), then the smaller restriction of the two will apply unless alternative arrangements have been made for the storage or separate transfer of excess luggage.

It is very important that you do not put anything of high value (personal or financial) or vital medication in your checked-in baggage, as luggage can be tampered with and valuables removed. This includes, but is not limited to, jewellery, cameras, video equipment, reading glasses, sunglasses, laptops, or other computer/electronic equipment, medication (especially chronic medication), etc. Please also lock your luggage with a suitable lock to deter opportunistic theft.

In the event of your luggage being delayed or going missing, we would like to recommend that you pack a change of underwear, a clean T-shirt or similar, plus essential toiletries and medication into your carry-on/hand luggage to minimise the inconvenience experienced by this loss or delay.

➤ **Light Aircraft Transfers**

Wilderness Air is Wilderness Safaris' flying wing and generally operates Cessna Caravan 208, Cessna 206 and Cessna 210 aircraft in Botswana, Namibia, Zambia (operated by Staravia Air Charters) and Zimbabwe on our scheduled flying circuits. The maximum permissible luggage allowance - including carry on – is 20 kg (44 lb) per person.

The amount of permissible luggage per person on a **private charter** booked with Wilderness Air is subject to a number of variables – type of aircraft used, number of passengers, route flown, airstrips utilised on the itinerary, etc. Details will be provided on quotation, on a case by case basis.

Note that weight allowances on **non-Wilderness Air aircraft** may vary. Should guests be flying a combination of Wilderness Air and non-Wilderness Air flights, guests are to please ensure that they adhere to Wilderness Air luggage restrictions. When guests are collected by Wilderness Air from a camp/lodge after flying in with a non-Wilderness Air flight and their bags **do not** conform to Wilderness Air luggage specifications, guests' bags will be left behind and flown at a later stage (this cost will be for the guests' expense).

Safety is the number one priority for Wilderness Air. Adhering to aviation regulations, whilst taking the following into account, means that there have to be strict measures in place to ensure weight allowances are not exceeded and that these parameters are adhered to by all our partners world-wide. Physical limitations of the aircraft we use take into consideration:

- Size and type of aircraft
- Size of the luggage pod and seats

The strict weight restrictions in place on any itinerary which includes light aircraft transfers are for the following reasons:

- The aircraft are designed with a maximum bodyweight and luggage weight allowance.
- Most of our airfields are at a fairly high elevation and located in the warm to hot tropics. Therefore the permissible aircraft carrying capacity is reduced.
- The aircraft have physical space restrictions. Please refer to the images below for an indication on the cargo hold compartment limitations.



Cessna C206 Luggage Pod



Cessna C208 Caravan Luggage Pod



Incorrect Bag Sizes & Types



Incorrect Bag Sizes & Types

These important luggage and weight guidelines below must please be noted for all air transfers with Wilderness Air:

- Luggage, including camera equipment and hand luggage, is restricted to 20 kg (44 lb) per person travelling on seat rates, in Botswana, Namibia, South Africa, Zambia (operated by Staravia Air Charters) and Zimbabwe.
- Only soft bags will be accepted – **no frames or rigid structures** can be transported as they physically cannot fit into the aircraft. **Wheels on a bag are only permissible if they are not part of a solid frame or rigid structure.** A collapsible wheeled luggage frame/trolley (separate to the bag) is allowed, as long as the basic dimensions are similar to that of the bag.
- The maximum dimensions of the soft bags which can be accommodated are as follows: 25 cm (10 inches) wide x 30 cm (12 inches) high and 62 cm (24 inches) long. Should your guest require a bag, we do have a supply of soft canvas carry-all bags at a reasonable cost. These bags are ideal for use on light aircraft and are the correct dimensions. Please keep in mind that the baggage compartments on the light aircraft are only 25 cm high (10 inches), so the pilots must have the ability to manipulate the bag into the compartment.
- These limits are applicable to guests travelling on a seat rate basis so may differ if guests have booked a private charter option, in which case the parameters may vary depending on the type of aircraft and the number of passengers booked.
- Additionally, please be advised that weight restrictions apply to all helicopter transfers and scenic flights – allowances are dependent on the itinerary and routing so this information is required in advance.

Whilst these weight and size allowances appear minimal, please bear in mind the following:

- Most safari camps/lodges and hotels provide basic toilet amenities.
- Laundry is provided on a daily basis (weather permitting). Many camps/lodges offer this service free of charge on the Fully Inclusive (FI) rate basis, however, some camps/lodges and hotels do charge a nominal fee that would need to be settled directly prior to departure.
- More formal attire is usually required only when staying in the more prestigious city hotel establishments or on any of the luxury trains. On a wildlife safari, casual clothing is the order of the day. Please refer to our suggested packing list as a guideline.

Passengers travelling on light aircraft:

- Each and every aircraft has a legal take-off and landing weight which includes fuel, luggage and **per seat** passenger weight.
- Wilderness Air operates relatively small aircraft in wilderness areas where a number of factors influence the weight limitations of the aircraft: the length and condition of the runway, temperature and weather conditions, accessibility to fuel in these areas, as well as the distances flown.

After intensive research and a thorough assessment of our operations, we have reviewed our guest weight allowance policy and as of 11 January 2014, Wilderness Air will no longer enforce the purchase of additional weight allowance for all passengers weighing more than 100 kg (220 lb).

Although additional seats will no longer have to be booked and charged for, we continue to maintain our strict focus on safety and a quality air service for our guests, your customers.

Wilderness Air have to comply with very strict controls and legislation regarding weight on our aircraft – taking not just the weight of the passenger into account, however, luggage and fuel requirements as well. Therefore, in order to operate efficiently whilst still maintaining this strict focus on safety and a quality air service, it is vital that we manage all weight and balance calculations ahead of time. For these reasons, we still require **ALL** guest weights prior to travel. Should weights not be provided in advance and additional aircraft need to be arranged on the day, your clients will be liable for the relevant costs.

Note that there is **NO** change in 2014 to our luggage restrictions guidelines, which remain 20 kg (44 lb) per person in a soft bag including camera equipment and hand luggage, and within the relevant dimensions.

Packing Suggestions

Please find herewith a list of suggested items which should be used as a guideline whilst planning your trip. Kindly bear in mind that there are luggage restrictions of between 15 kg (33 lb) and 20 kg (44 lb) – in a soft bag with no frames or rigid structures, however, wheels are permissible if not part of a solid frame or rigid structure – on some light aircraft transfers and 20 kg (44 lb) on most scheduled airline flights.

Clothing

The weather in southern Africa is generally pleasant throughout the year – warm to hot days, and cool to warm nights – with summer (September to April) being the hotter months. During our winter months, however (May to August), it can get really cold at night and in the early morning, particularly when on safari, so we would like to suggest that you pack accordingly.

In central and east Africa, the temperature variation is generally less – in the summer months it can be quite hot and/or humid and the winters usually do not get as cold. Requirements for a visit to the Republic of the Congo and the Seychelles are quite specific – please contact your travel consultant for further details.

- Sun hat/bush hat.
- Headscarf/bandana – particularly for dusty dry regions.
- Golf-shirts and/or T-shirts – preferably with sleeves to protect your shoulders from the sun.
- Long-sleeved cotton shirts.
- Shorts and/or skirts – really short skirts are not practical for getting in and out of game drive vehicles.
- Long trousers/slacks.
- Track suit.
- Pyjamas – lightweight for summer and warm/thermal for winter.
- Underwear – on game drives the roads can be bumpy and uneven so a suitable bra may be required.
- Socks – thermal options are recommended for the winter months.
- Good closed walking shoes (running/tennis shoes are fine).
- Sandals – preferably low heeled or flat if you are going on safari.
- Swimming costume.
- Lightweight jersey or fleece in summer.
- Light rain gear or jacket for summer months.
- Warm jersey or fleece plus anorak or parka in winter.
- Additionally, a scarf, gloves and beanies/woollen hats for the cold winter months.
- More formal attire for your stay at prestigious city hotels or on one of the luxury trains.

Equipment & Other

- Good quality sunglasses, UV protected, preferably polarised. Tinted fashion glasses are not good in strong light.
- If you wear contact lenses, we recommend that you bring along a pair of glasses in case you get irritation from the dust.
- Torch or a head lamp.
- Southern African bird guide if you are a keen birder, e.g., Newman's or Sasol.
- Personal toiletries (basic amenities are supplied by most establishments).
- Malaria tablets (if applicable).
- Antihistamine tablets if you suffer from any allergies.
- Anti nausea tablets if you suffer from motion sickness.
- Moisturising cream and suntan lotion – SPF 30 or higher recommended.
- Lip balm.
- Insect repellent for body application, e.g. Tabard, Rid, Jungle Juice, etc.
- Basic medical kit (aspirins, plasters, Imodium, antiseptic cream and antihistamine cream, etc.)
- Tissues/Wet Wipes.
- Visas, tickets, passports, money, credit cards, insurance details, etc.
- Camera equipment including spare batteries, chargers, film, flash cards, memory sticks, etc.
- Waterproof/dustproof bag or cover for your camera.
- We highly recommend that you bring your own pair of binoculars for viewing both wildlife and birds. The recommended general purpose binocular specifications are 8x40 or 10x42.

NOTE 1: Bright colours and white are not advisable whilst on safari. Camouflage clothing is not recommended for travel in African countries (camouflage or military-inspired clothing is prohibited when travelling in Zimbabwe).

NOTE 2: There may be a restriction on luggage limits on your safari – please ensure that you have the details from your agent according to your itinerary and ask your agent ahead of time if you would like details on the feasibility and costs of taking excess luggage with you on any of these restricted luggage safaris.

NOTE 3: We carry reference materials in our camps/lodges and vehicles, so it is not necessary to bring these with you. However, we highly recommend that you do bring your own pair of binoculars in order to get the most out of your safari.

NOTE 4: Where applicable, a printed copy of your travel, medical and evacuation insurance that includes the policy reference number, name of insurer, name/s of person/s covered and the contact telephone number/s in the advent of a medical emergency.

Photographic Tips

Capturing those unforgettable moments while on your African safari will often hinge on the correct choice of camera equipment; the selection of camera equipment determining the end result of your photographs taken on the trip. African conditions are certainly unique and these guidelines aim to make your equipment choice a little easier.

As the digital age has basically revolutionised the photography realm we focus our suggestions solely on that media.



Cameras – Compact

Super-zoom bridge cameras have also improved greatly in recent years like the Nikon P100 and the Canon Powershot SX50 HS. They offer an incredible focal range – from capturing that close-up of an elephant's eye to Namibia's dune landscape – while being far more affordable and portable than a SLR camera body and range of lenses.

For satisfying photography of birds and animals, a good SLR camera and telephoto lens is preferable:



Cameras – SLR

The new high-resolution digital cameras are outstanding and give superb quality images, especially if you are using a digital SLR camera body, with interchangeable lenses. The leaders are Nikon and Canon and one cannot go wrong with either. Semi-professional camera bodies like the Nikon D300s, D7100 or the Canon 70D or 7D are very good choices. They are fairly light, easy to hold and all produce excellent results. Top of the range include the Nikon D4s or the Canon 1DX – the ultimate in durability, high frames per second (ideal for capturing action scenes) and weather sealing, however, these are expensive and heavy to carry around.

A second camera is a worthwhile consideration, as digital cameras do occasionally fail. Apart from providing backup it is also ideal to put a wide-angle lens on one and a telephoto on the other.

The advantage of digital photography is that one can get instant feedback on images and adjustments can be made in the field to ensure that one's photographs are correctly exposed.



Lenses – Interchangeable

A zoom lens can be extremely useful on safari and the minimum recommended size is 70 mm - 200 mm, although a 100 mm – 400 mm or 70 mm – 300 mm is ideal. Modern image-stabilised lenses are best as they allow photographers to handhold their cameras at slower shutter speeds with sharper results. Popular lens choices include: Canon 100 - 400 IS 4.5 - 5.6 lens, Nikon 80 - 400 VR f4.5 - 5.6 AF-S VR lens or the Canon 70 mm - 300mm f/4 - 5.6L IS USM lens. Fast fixed prime lenses have an edge when it comes to sharpness and low-light performance, however, one loses some versatility being confined to a fixed focal range. Choices here include the Canon or Nikon 300 f2.8 or f4 fixed lenses. A more cost-effective way to obtain further reach (without the bulk of a fixed 500 or 600) out of your camera is to use a teleconverter, particularly on f2.8 lenses – the 1.4X being ideal.

The Nikon 200 - 400 f4 VR II or the Canon 200 - 400 f4 IS (with built-in 1.4X teleconverter) are the ultimate wildlife lenses in terms of versatility, however, do come with a hefty price tag.



Spare Batteries, Recharging Facilities and Additional Storage

Spare batteries are essential and a storage device of some sort is recommended, such as a portable external hard drive. Make certain you have enough card storage – most people take more photographs than they expect to. Compact flash cards are continually dropping in price – 32 GB and 16 GB cards are the norm these days. Also try investing in the newer generation UDMA cards as they write data much faster so you can catch that split-second lion kill!

Camps/Lodges have facilities for recharging batteries. Strips for charging more than one device are suggested for more serious photographers.

Other Gear



Supports

On the back of a safari vehicle a monopod can be a compact, light-weight solution for providing additional stability for larger lenses.



Protection from the elements

Camera bags like the Lowepro, Gura Gear or Tamrac range are ideal to transport all your camera gear. Out on game drives remember to pack something to cover your camera gear and minimise dust – an inexpensive pillow case or kikoy often does the trick perfectly.



Binoculars

A good pair of binoculars will certainly enhance your overall safari experience – particularly with regards to smaller mammals and birds. Everyone should bring their own pair of binoculars in order to get the most out of the safari – roof prism 10x32/8x32 is the recommended general purpose binocular specification for both birding and mammal viewing.



A Petzl headlamp packed in your camera bag is a good hands-free idea for changing settings after dark and packing up your gear after night drives.



A Giotto Rocket Blower is excellent to remove unwanted dust from a camera sensor and for general cleaning before doing any lens changes in the field.

A rain-proof cover for your camera bag is a wise investment particularly for African safaris in the rainy season, when afternoon thunderstorms are frequent.

Loss of Articles

Please note that we cannot accept any responsibility for the misplacement of any articles whilst on your travels. Naturally, we will endeavour to reunite you with your misplaced items, however, please bear in mind that logistics may not always be favourable for the return of articles without incurring costs. Should you require the item/s to be returned to you, please note that any costs incurred in this process will be for your own account.

Lost Luggage

Luggage that goes missing on scheduled flights is beyond the control of Wilderness Safaris, and/or the airline concerned. The relevant airport controls what happens to passengers' luggage from when it is checked in until it is put on/taken off the aircraft. We would like to suggest that you take precautionary action and pack a small bag with your essentials, including any life sustaining medication, which can be carried with you as hand luggage. Pack a second bag containing non-essentials that can be loaded in the aircraft hold. If the second bag does not arrive, you will still have your essential items on hand to see you through the first couple of days while we try and recover your baggage.

Laundry

Laundry is provided on a daily basis (weather permitting) at most Wilderness properties, bearing in mind that location and access to a plentiful water supply may on occasion mean a laundry service is not possible. Note that the camps/lodges cannot be held responsible for any damage or loss to these articles.

At certain camps/lodges, the camp/lodge staff will not wash underwear, due to prevailing local traditions in the country. In these instances, washing detergent is supplied for you to wash your own underwear. At some camps/lodges, a mesh laundry bag is supplied for 'smalls' so that guests may place their underwear in this bag which will be machine washed and returned in the mesh bag. Specifics according to the itinerary booked are available on request.

Laundry is complimentary at Wilderness properties if booked on an FI, FB2, FB3 or FB4 rate basis; plus on the Discoverer Exploration Safaris. This service is available at an additional cost if travelling on a B&B, DB1 or DB3 rate basis to our camps/lodges. All Wilderness Adventurer Explorations trips exclude laundry – not possible due to lack of facilities.

Laundry facilities are available at most non-Wilderness camps/lodges and hotels in Africa and, where applicable, laundry is charged for accordingly.

Drinks Policy

Wilderness Safaris and Wilderness Collection properties include all local drinks in the standard Fully Inclusive (FI) rate basis, while premium imported brands are excluded. The inclusion of drinks may vary dependent on special deals and/or packages, or other rate bases booked. If you are travelling on a non-fully inclusive basis and participate in excursions at additional cost, you may enjoy the standard beverages included in the activity rate. On the occasions where drinks are excluded from the nightly rate, you are required to settle your drinks bill prior to departure. Drinks policies in non-Wilderness camps/lodges and hotels may differ.

Please contact your travel consultant for specific details on drinks for all Wilderness Explorations itineraries – Discoverer, Adventurer and Trails – as the inclusions and exclusions vary. You can also refer to your itinerary for specific details.

Travelling Companions

When travelling to camps/lodges on your safari, you will meet up with other guests who are from different parts of the world and who are of various ages. To get the most out of your safari experience, cooperation and harmony between you and your fellow guests is essential. Should any guest behave in such a manner that it affects either the enjoyment or safety of other guests, that guest will be warned and if need be, taken off the safari.

Vehicles

Our safari vehicles are usually open 4x4 vehicles and are designed for guests to have all round visibility. There are some exceptions to this in order to accommodate certain environmental conditions such as excessive dust and/or heat (i.e. on a Wilderness Explorations itinerary) where they may use closed vehicles with viewing hatches.

Private Activities

Subject to availability and camp/lodge dependent, private activities and/or a private guide can be arranged at an additional cost. If you elect not to take up this option, please note that you will be sharing activities such as game drives, boating, guided/nature walks, mokoro, etc. with other guests. The number of guests per vehicle/activity can vary – the norm is six guests per vehicle at a Wilderness Safaris Premier Camp, six or seven guests per vehicle at a Wilderness Safaris Classic Camp and nine guests per vehicle at a Wilderness Adventures Camp.

Self-Drive Guests

It is possible to self-drive to some of the Wilderness camps/lodges, however, you may not do self-drive activities in our private concession areas.

All guests visiting our camps/lodges on a self-drive basis are responsible for all required paperwork and relevant costs, particularly with regard to border crossings. In addition to carrying fuel, spare parts and additional tyres where necessary, you must carry a satellite phone (north of the border – Botswana, Zambia, Zimbabwe and certain parts of Namibia) or a mobile phone (in South Africa and most of Namibia), as well as maps and/or a GPS. Important to note is that some of our camps/lodges are located in remote areas and as such, there may be limited or no mobile network en-route – even the use of satellite phones can be problematic on occasion.

Please contact your Journey Specialist for further details and directions, bearing in mind that all directions provided are correct to the best of our knowledge. Due to circumstances beyond our control, signage may disappear and roads may become damaged, resulting in unforeseen detours or delays.

Prior to departing on safari, please provide Wilderness Safaris with the relevant arrival and departure details, as well as your contact number.

Should you not arrive in camp/at the lodge due to losing your way, become stranded or experience technical difficulties with their vehicle, it is not the responsibility of Wilderness Safaris to recover or search for you. That being said, for assistance after hours, please call the Wilderness Safaris After Hours emergency number and we will do everything possible to facilitate the hiring of someone to recover and/or assist you. All costs incurred will be for your own account and Wilderness Safaris cannot be held liable for any delays or missed services.

When travelling on a self-drive basis, Wilderness Safaris will not accept any liability, responsibility or claim for compensation, for any incident or accident involving you, your vehicle and/or any third party. If hiring a car, requirements may vary depending on country and/or car-hire company. We highly recommend that you are covered by comprehensive travel insurance as per our booking terms and conditions.

Closer to the time of travel, we recommend that you contact your Journey Specialist with regards to road conditions which may be affected by seasonal changes, e.g. high rains.

Driving Conditions

While visiting remote areas or national parks and reserves, the roads may be rough and bumpy and occasionally we will travel "off road". It is possible that injuries may occur – if for example a hidden pothole is struck. Wilderness Safaris, Wilderness Adventures, and/or its staff members, associates and agents cannot be held liable for any accidents or any damages.

Walking in Parks & Reserves

We will walk where possible, however, this is often determined by the local area, country or reserve regulations as well as the availability of qualified walking guides. **Note:** Walking is at your own risk as it can take you close to dangerous wild animals.

Nature Walk Etiquette

No more than 8 – and ideally 6 – guests will be permitted on a walk. Good closed walking shoes (running/tennis shoes are fine), sun hat/bush hat, binoculars and suntan lotion – SPF 30 or higher, are highly recommended, as well as an anti-tick spray and wearing long pants can be very useful in guarding against bites. Your guide will carry a limited amount of water and essential field guides.

Given that we operate in big game areas with regular encounters of potentially dangerous mammal and reptile species, it is imperative that the following safety guidelines are adhered to:

- Always walk in single file approximately an arm's length apart.
- Talking and other noise should be kept to an absolute minimum when moving, with brief interpretive stops at points or events of interest.
- Always follow the instructions of your guide without question.

Game Drive Etiquette

Unless you have booked and paid, in advance, for a private vehicle and guide, guests will be expected to share vehicles. It would be greatly appreciated that the following guidelines are adhered to:

- Refrain from smoking on vehicles as a consideration to fellow travellers and because it is a fire hazard. The dry African bush ignites very easily and a flash fire can kill animals. Your guide will be happy to stop for the occasional smoke break for the smokers on board.
- Please rotate seats with fellow travellers.
- We highly recommended that you bring your own binoculars for viewing both wildlife and birds. The general purpose binocular specifications are 8x40 and 10x42. Field guides and species checklists are available on all game drives.
- Please keep noise levels to a minimum to avoid disturbing fellow travellers and to avoid chasing the game away. Please feel free to discuss anything of this nature with your guide.
- Please stand in the vehicle only if you have your guide's consent. Many animals will flee on seeing the outline of a human shape as opposed to the outline of the vehicle.
- Please remember that we are bound by the rules of the various National Parks which may specify that we cannot drive off road without good reason and that we cannot do night drives. These rules help to ensure that animals are not disturbed.
- Please return with all your litter (cans/paper/cigarette butts etc.). This may be left in the vehicle and the guide will take care of it.
- We request that you take very special care with all your belongings and equipment while on activities. The game drives can be bumpy and there is always a risk that items may fall off the vehicle. Please be aware of the risks as we cannot be held liable for any damages or losses.

Respecting Wildlife & Safety When Staying at Safari Camps/Lodges

Safety is of utmost concern to us and we request you take note of the following guidelines:

- The wild animals are not like those found in theme parks – they are not tame.
- Most of the safari camps/lodges are unfenced and dangerous animals can (and do!) wander through the camps/lodges. Many of the animals and reptiles you will see are potentially dangerous. Attacks by wild animals are rare, however, there are no guarantees that such incidents will not occur. Wilderness Holdings and its subsidiary companies, their staff members, associates, agents and/or their suppliers cannot be held liable for any injuries caused during an incident involving the behaviour of wild animals.
- Please listen to the camp/lodge staff and guides. The safety precautions need to be taken seriously, and strictly adhered to.
- Generally speaking, for safety reasons in wildlife areas, do not walk about on your own without a guide – even to your tents. After retiring to your tents at night, do not leave them. On arrival in camp/lodge, management will clarify the situation relevant to that particular camp/lodge. Observe animals silently and with a minimum of disturbance to their natural activities. Loud talking on game drives can frighten the animals away.
- Never attempt to attract an animal's attention. Do not imitate animal sounds, clap your hands, pound the vehicle or throw objects.
- Please respect your guide's judgement about proximity to lion, cheetah and leopard. Do not insist that he take the vehicle closer so you can get a better photograph. A vehicle driven too close can hinder a hunt or cause animals to abandon a hard-earned meal.
- Do not litter. Litter tossed on the ground can choke or poison animals and birds, is unsightly and environmentally-unfriendly.
- Never attempt to feed or approach any wild animal on foot. This is especially important near camps/lodges or in campsites where animals may have become accustomed to human visitors.
- Smoking in the camps/lodges is permitted in demarcated areas only. Please note that we have a strict No Smoking Policy in our main area, vehicles and guest rooms/tents, except on the verandas. On activities a stop will be made for refreshments, at which time smokers may enjoy a cigarette.

Unmanned Aerial Vehicles – The Use of Drones, Quadcopters & Terrestrial UAVs

As leaders in the African ecotourism industry, as well as in terms of ethics and operational principles, we do not want to encourage the possibility of irresponsible behaviour through not expressing our perspective. In the case of unmanned aerial vehicles being used for wildlife photography, we have decided to prohibit this activity on our concessions in Botswana, the Republic of the Congo, Namibia, South Africa, Zambia and Zimbabwe. This extends to terrestrial UAVs, as well as to aerial UAVs, so-called drones. We apply this policy to our own staff, to our guests and even professional photographers. Exceptions to this are possible in locations where wildlife and guests will not be disturbed and where landscape photography is the aim (for example in remote areas of the Kulala Wilderness Reserve), and of course where such activity is permitted by law.

Communication in the Camps & Lodges

It has been a conscious decision of ours, for the foreseeable future, to refrain from providing internet and telephone access for guests at most of our safari camps/lodges. While a small number of camps/lodges do have internet access and/or Wi-Fi or mobile phone coverage (unavoidable due to either the physical location of the camp/lodge or signal being received from neighbouring countries and/or towns), we believe that the beauty of being away and surrounded by the wilderness, is the very fact that our guests are not in contact with the outside world. One key element to being out in the magnificence of the wilderness is the remoteness and inability to be disturbed by the inconveniences of modern communication.

We would like you, as our guest, to experience a life changing journey by using your senses and connecting in a real way with the environment around you – whether it is with your travelling companion/s, fellow safari enthusiasts from around the globe, our staff working in the camps/lodges, the wildlife or the scenery. A Wilderness journey that changes how you view the world in general and the wild places of Africa in particular.

Many of our guests respond very positively to the liberating feeling of not being contactable, involved in work or global affairs. Naturally, should there be a need to communicate or an emergency, the camps/lodges will assist you with relaying messages – a process which we have handled successfully for years.

Should you bring a satellite phone with you on safari or find that a mobile phone signal can be received (due to the remoteness of the camps/lodges, connectivity may be poor due to weak signals), we would request that the guidelines we have laid out below are respected as most people come on safari to “get away from it all”:

- Ring tones must be kept at a very low volume or preferably on silent/vibrate to avoid disturbing other guests or wildlife.
- Phones must **only** be used in the privacy of the room and **not** in any of the common areas such as the lounge/dining/bar areas or on any of the game drive vehicles whilst on activity.

Please note that It is not always possible to rent satellite phones in the various regions, although this can be arranged at O.R. Tambo International Airport (Johannesburg) and Cape Town International Airport. Should you require this service, we highly recommend that you pre-book this in advance.

Wilderness Safaris Contact Details

Wilderness Safaris Reservations offices are open from 08:00 to 17:00 on weekdays should you have any queries.

Wilderness Safaris has an After Hours emergency service which is primarily telephonic, allowing for more immediate and prompt assistance. In the event of an emergency, your first course of action should be to call the number below to alert the staff member on duty to the situation, with further information or details to follow by email. Should the line be engaged, please do try again. As emails are not the primary means of contact, please follow up with a phone call if no response to your email is received.

Hours of service are based on South African time, which is Central African Time (CAT). Central Africa Time is two hours ahead of Coordinated Universal Time (UTC+02:00).

Weekdays Monday – Friday	17:00 to 08:00
Weekends	17:00 on Friday to 08:00 on Monday
Public Holidays	17:00 on the day before to 08:00 on the day after

Active duty is from 17:00 to 22:00 and 07:00 to 08:00 Monday to Friday, as well as 07:00 to 22:00 on Saturdays, Sundays and Public Holidays. During this time, emails will be answered when online and not assisting guests.

Standby duty is from 22:00 to 07:00. During this time, emails are not checked. However, phone calls are answered in the event of an emergency.

These numbers are to be used for emergencies only – flight cancellations, medical concerns, family emergencies, changes to itineraries while guests are travelling, etc.

The relevant booking office/After Hours numbers should be contacted for assistance accordingly. Note that the After Hours services may not be completely familiar with your booking details – your patience is appreciated.

Should you be delayed for any reason and are unable to arrive at your scheduled destination/sightseeing tour/transfer, etc. – please make every effort to notify the supplier, using the contact details provided, or contact the Wilderness Safaris offices on the numbers below.

The first code is the country code and the second code is the city code. Please remember to add a zero before the city code when dialling locally – for example: our After Hours mobile number when dialled locally would be 082 576 9173 and our office or any other land line number would be 011 807 1800.

WILDERNESS SAFARIS – SOUTH AFRICA

Telephone (Johannesburg)	+ 27 11 807 1800 (Office Hours)
Fax (Johannesburg)	+ 27 11 807 2110
Telephone (Cape Town)	+ 27 21 702 7500 (Office Hours)
Fax (Cape Town)	+ 27 21 701 0764
Emergency Mobile	+ 27 82 576 9173 (After Hours)
Emergency Email	WSAfterHours@wilderness.co.za

WILDERNESS SAFARIS – BOTSWANA

Telephone	+ 267 686 0086 (Office Hours)
Emergency Mobile	+ 267 7131 3794 (Reservations After Hours)
Emergency Mobile	+ 267 7131 4237 (Explorations After Hours)

WILDERNESS SAFARIS – NAMIBIA

Telephone	+ 264 61 274 500 (Office Hours)
Emergency Mobile	+ 264 81 124 3066 (Reservations After Hours)
Hosea Kutako Airport Lounge	+ 264 62 540 055 (Office Hours)
Hosea Kutako Airport Lounge Mobile	+ 264 81 127 8960 (After Hours)

WILDERNESS SAFARIS – ZAMBIA

Telephone + 260 213 3215 78/79/80 (Office Hours)
Emergency Mobile + 260 966 740 363 (Reservations After Hours)

WILDERNESS SAFARIS – ZIMBABWE

Telephone + 263 13 433 71/72/73 (Office Hours)
Emergency Mobile + 263 712 456 557 (Reservations After Hours)

NORTH ISLAND

Telephone + 248 4 293 100 (Office Hours)
Mahe Office Telephone + 248 4 344 646 (Office Hours)
Emergency Mobile + 248 2 526 126/+ 248 2 527 287 (Reservations After Hours)

ROCKTAIL BEACH CAMP

Telephone + 27 11 807 1800 (Office Hours)
Emergency Mobile + 27 82 576 9173 (After Hours)

THE RIVER CLUB

Telephone + 260 213 327 457 (Office Hours)
Emergency Mobile + 260 977 892 179 (After Hours)

Generally Not Included in the Cost of Your Journey

Personal expenditure, meals in major cities, insurance, drinks, gratuities, airport/departure taxes, park fees, conservation levies, entrance fees, visa fees, new government taxes, fuel increases, etc. Please consult your itinerary or check with your agent for the specific details of what is included and excluded from your arrangements. In addition, scheduled commercial flights are excluded unless otherwise arranged.

Tipping/Gratuities

Tipping is not compulsory. If, however, you would like to tip because you have received good service, we have enclosed a brief guideline to assist you. You may wish to add a nominal amount ranging between US\$ 10.00 to US\$ 30.00 per day for incidentals (subject to personal budget choice) – i.e. if additional activities are booked once on your journey, if travel arrangements change for any reason, in acknowledgement of good service received in another area, etc.

➤ **Regional**

- **Guides, Specialist Guides & Butlers** – We recommend US\$ 10.00 per guest per day.
- **Mokoro Paddlers & Trackers** – We recommend that each paddler receive US\$ 5.00 per guest per day and that camp/lodge trackers receive US\$ 5.00 per guest per day.
- **The General Safari Camp, Lodge or Hotel Staff** – We recommend about US\$ 10.00 per guest per day for safari camps/lodges. This should be placed in the communal tipping box to be distributed equally amongst all the staff.
- **Transfer Driver** – We recommend about US\$ 2.00 to US\$ 3.00 per guest per movement.
- **Porterage** – We recommend about US\$ 2.00 to US\$ 3.00 per guest per movement.

Some properties have slightly different gratuity schedules and these are usually clearly stipulated in their collateral.

➤ **South Africa**

- **Transfer Driver** – We recommend about ZAR 20.00 per guest per movement.
- **Drivers and/or Guides on Sightseeing Excursions** – For half day tours we recommend about ZAR 50.00 per guest and for a full day tour we recommend ZAR 100.00 per guest.
- **Safari Guides/Trackers at Game Lodges** – We recommend about ZAR 120.00 per guest per day for the guide and ZAR 80.00 per guest per day for the tracker.
- **Porterage** – We recommend about ZAR 15.00 per guest per movement.
- **Hotel/Guest House/Game Lodge Staff** – We recommend about ZAR 50.00 per guest per day for hotel staff, i.e. housekeeping, etc.
- **Blue Train & Rovos Rail** – We recommend about ZAR 100.00 per guest per day for your cabin attendant and about ZAR 75.00 per guest per journey for your dining car waiter.

➤ **Restaurants & Hotels**

- 10% is customary on meal accounts if you are satisfied with the service.

Generally speaking, gratuities can be paid in cash (local or foreign currency, i.e. US Dollars, Euro) or alternatively, depending on the establishment, by credit card or Travellers Cheques.

We would like to emphasise that tipping is definitely not a requirement and should be undertaken only by choice, dependent on the service received.

Quality & Feedback

We pride ourselves in arranging quality itineraries and offering the best safari experience possible for such remote wilderness locations. Should you feel that we may improve and enhance your experience, please feel free to contact the camp/lodge, hotel manager and/or your Wilderness Safaris representative.

Alternatively, should any issues present themselves while travelling, please bring this to the attention of the relevant parties, as this will afford us the opportunity to do our best to rectify it immediately. If you do not communicate your concerns to the camp/lodge, hotel manager and/or your Wilderness Safaris representative at the time, it can be more difficult to resolve later on.

A further opportunity to provide feedback is possible by completing the guest questionnaires in camp/at the lodge or once you have returned home, by sending feedback directly to our Customer Care Department on customercare@wilderness.co.za.

ENJOY YOUR JOURNEY WITH US!