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12 DECEMBER 2019

NEWSFLASH

Free Flying in Zimbabwe – Additional Information

Further to our communication earlier this week, we have expanded our free flying initiative to include the Hwange camps and Toka Leya. Easy to quote and book in the Wilderness Window, this updated deal allows for great combinations at fantastic value utilising the following:

- Complimentary Wilderness Air flights between Victoria Falls and Hwange, & vice versa
- Complimentary scheduled road transfers between Kasane and Livingstone (town or airport) or Kasane and Victoria Falls (town or airport), & vice versa

Key Booking Info:

1. Book a minimum of 6 nights at our Wilderness Safaris Botswana, Livingstone and/or Hwange camps, and the first 3 qualifying legs (air and/or road as specified above) are free.
2. Book a minimum of 8 nights or more at our Wilderness Safaris Botswana, Livingstone and/or Hwange camps, and the first 4 qualifying legs (air and/or road as specified above) are free.
3. Booking period is until 29 February 2020, and travel period is from now through to 31 December 2021.
4. While the minimum number of nights is required at Wilderness Safaris camps, the deal will apply if you include Associated Product – as long as it is booked through Wilderness Safaris and the non-Wilderness camps are accessed via our Wilderness Air Botswana & Zimbabwe circuits plus the specific transfers listed above.
5. The free flights will work in combination with our existing long stay rates in low season as well as the Solo Traveller deal in Botswana which is valid until the end of March 2020!
6. **BE AWARE:** the timings of our Botswana and Zimbabwe flying circuits and scheduled road transfers, do not allow for a same day connection between Botswana and Hwange (or the Kafue), and likewise with the afternoon departure from Hwange. So:
 - Take advantage of the free road transfer by including a night in Livingstone or Victoria Falls, or;
 - Book an air transfer between Kasane and Victoria Falls or Livingstone (& vice versa) at standard rates for a same day connection. Should you not make use of the complimentary road transfer option, you may still get a discount on a subsequent flight.
7. Applicable to all full paying guests, including standard bookings for children and private guides.
8. Applies to NEW quotes and bookings only – no conversion of existing quotes and bookings.
9. This deal is based on seat rates only, not sole use flights, and excludes relevant departure taxes or landing fees (third party airstrips).

Green Season Helicopter Special - Deal Extended to Next Year

Between 01 November 2020 and 31 March 2021, we will offer a 30 Minute Scenic Helicopter flight including champagne stop at the same rate as this season - US\$ 350 RACK per person. Applicable ex Abu, Seba, Chitabe, Chitabe Lediba, Qorokwe, Jao, Jacana, Kwetsani, Pelo, Tubu Tree, Little Tubu, Mombo, Little Mombo, Vumbura Plains and Little Vumbura.

UPDATE | Changes to Baggage Dimensions & Excess Luggage on Wilderness Air

Thank you for your patience. We went live with the revised baggage dimensions for Botswana, Zambia and Zimbabwe earlier this month – all platforms and collateral are in the process of being updated.

Botswana, Zambia & Zimbabwe

- NEW | Soft bags with a rigid structure at the base - including wheels and/or a collapsible handle - will be accepted. Alternatively, standard soft duffel/tog type bags,
- The maximum dimensions of ALL bags which can be accommodated are as follows: 30 cm (11.8 inches) wide x 35 cm (13.8 inches) high and 70 cm (27.5 inches) long.
- The maximum permissible luggage allowance when travelling on a seat rate basis, including carry-on, is strictly 20 kg (44 lb) per person.

Namibia ONLY

There is no change to the standard weight allowance nor the type of bag allowed when flying with Wilderness Air Namibia, due to the aircraft utilised on that circuit. While the above is good news for visitors to Botswana, Zambia and Zimbabwe, do note that if these countries are combined with Namibia, guests will need to adhere to the Namibian luggage dimensions for their full journey or be made aware that they will need to re-pack in Windhoek.

- Only soft duffel/tog type bags will be accepted – no frames or rigid structures may 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.
- The maximum dimensions of ALL bags which can be accommodated are as follows: 25 cm (10 inches) wide x 30 cm (12 inches) high and 62 cm (24.4 inches) long.
- The maximum permissible luggage allowance when travelling on a seat rate basis, including carry-on, is strictly 20 kg (44 lb) per person.

Excess Luggage

However, as further system development is required, we unfortunately cannot go live at this time with the revised costs and booking process for excess luggage as previously communicated. Accordingly, the status quo remains whereby you need to book an extra seat on inventory and charge normal seat rates per sector, which allows for 75 kg of additional weight – while still confirming to our baggage dimensions. Our apologies for the delay - as soon as the necessary is in place, we will advise.

CAMPS & ACTIVITIES

Bisate Day Lounge Offering

We are thrilled to announce that we are building a day lounge at Bisate to accommodate early arrivals and later departures, providing more flexibility with transfers in and out of the lodge. Further enhancing our guest experience, the Bisate Day Lounge – which opens on 1 May 2020 – will allow guests to shower, change, have a light meal, visit the shop stocked with items from Rwanda, have a massage or simply relax and enjoy the views overlooking the vegetable garden, reforestation efforts and towards Volcanoes National Park. This additional service, including lunch, will be offered to all guests on arrival and departure at no additional cost.

- We can accommodate **arrivals at Bisate Lodge from 12:00 onwards for lunch**, with the rooms available after guests have finished their lunch. If guests prefer to arrive before 12:00, please indicate this when booking so we are ready to welcome them at the Bisate Day Lounge on arrival. Guests will be able to relax and have lunch at the lounge before proceeding to Bisate for check in.
- Departing guests need to **vacate their room when they leave for trekking at 6:30** in the morning. In this case, their luggage will be transferred to one of the bathrooms in the Bisate Day Lounge. After trekking, guests can return to the lounge to shower, change, have their shoes cleaned and enjoy lunch. **The latest departure time from the lounge will be 15:30.**

- If guests are not trekking, **check out and departure from Bisate Lodge is before 10:30**. However, if guests would like to relax in the lounge and enjoy a massage, a community visit, do one of the nature walks, enjoy some shopping or have lunch they are more than welcome to do so until the latest departure time at 15:30.

Meet & Greet at Kigali Airport: in Rwanda

- Guests are met at the entrance of arrivals by a Thousand Hills Africa representative who will have a sign board showing their name/s.
- They will be taken to the VIP lounge where they will hand over their passport and visa fees to the representative. The airport representative will then process visas as relevant and collect their luggage.
- Once the visa has been processed and luggage collected, the representative will escort our guests from the VIP lounge to meet their driver/guide waiting outside.

Transfers between our Linyanti camps

All transfers between our Linyanti camps (King's Pool, DumaTau, Little DumaTau, Savuti and Linyanti Tented Camp) are done by road on a complimentary basis. A3/A3 flights only apply to air transfers between our Linyanti camps (utilising either the Linyanti or Chobe airstrips) and the Great Plains camps - Selinda or Zarafa – which use the Selinda airstrip. A road transfer is also possible between the two areas but at additional cost.

WILDERNESS AIR

Maintenance of the Vumbura Airstrip

The Vumbura airstrip is due for an upgrade so will be closed for assessment between 17 and 19 December 2019, with a further 5 week closure between 10 January and mid-February 2020. During this period, guests will be flown to/from the Mombo airstrip with Wilderness Air and transferred to/from Vumbura Plains and Little Vumbura by helicopter. The helicopter used (2 or 5 seater) will depend on the number of passengers and helicopter availability on the day. Larger parties will be shuttled, and the flight duration is 15 minutes. Costs remain the same and there is no change to the booking process – based on flights to or from the Vumbura airstrip with Wilderness Air. Our standard luggage dimensions and weights still apply.

Update on the Expansion at Maun Airport

Construction work continues with temporary facilities being used, which may result in congestion, delays and discomfort. Expected completion date for Phase 1 is mid-March, with Phase 2 commencing end March. Upon completion at the end of July:

- There should be more space in all areas, plus additional customs and immigration desks
- Two conveyer belts will ease the movement of luggage, and there will be larger luggage handling areas both for arriving and departing luggage
- Increased bathroom facilities in both the new arrival and departure halls, plus check in areas
- There will be a drop off area, short- term parking (one day) and long-term parking (details and location still to be advised)

TOURING & TRANSFERS

Change to Cultural (no longer called Township) Tours

The cultural element of our tours in Cape Town has been revised and will now include the following:

- District Six, a part of Cape Town that has become emblematic of the injustices of the former apartheid regime. Once a flourishing mixed-race community, people were forcibly relocated as the idea of different races living together in harmony was incompatible with the skewed political logic of the times. The compelling District Six Museum provides a fascinating narrative on the fates of the area's families.
- The next destination is Langa, the oldest black African community in Cape Town. This part of the visit provides insight into the culture and structure of the many informal settlements which have grown up around the city.
- The final stop, Khayelitsha, offers an overview of the progress that South Africa has achieved since democracy. New developments include an Olympic-sized swimming pool, magistrate's court, a new hospital and shopping malls.

RATES

Long Stay Rates

Applied in the Wilderness Window only, our long stay discount applies to off-peak periods - not the peak safari season between 1 June and 31 October. For the Zambezi region in particular:

- They only apply to Ruckomechi, Little Ruckomechi and Chikwenya in April, May and November.
- They do not apply to the Kafue camps in Zambia.
- They apply to Toka Leya when a total of 6 nights or more are booked between Toka Leya and our camps in other regions.

REMINDERS & REGULATIONS

Using the Correct Bank Details

To ensure funds are received timeously and allocated correctly, please take note of the following important information:

- Please use the bank details that appear on your invoice or statement. Note that you cannot use the South African bank details for invoices issued by another Travel Shop such as Botswana or any other Wilderness entity.
- You may not make one payment for multiple Wilderness entities – each regional Travel Shop has its' own bank account. Details appear on the invoices issued and these must be used for the relevant services provided by that Travel Shop.
- We are unable to transfer funds between the regions due to Reserve Bank regulations. It is therefore vitally important that the correct Wilderness entity is paid for the relevant services.
- **Please use the correct Swift code for Wilderness Safaris South Africa – SBZAJJ.** We will not receive the funds if the other, no longer valid, code is used - SBZAJJICM.

Hosea Kutako (Windhoek) International Airport Upgrade

Currently undergoing a major upgrade, work is scheduled to be completed in approximately one year (subject to change). Although everything is working as per normal, we encourage all travellers to allow for extra time to accommodate check-in, security and connection times due to possible congestion.

Change in Rwanda Visa Entry Fee

The cost of a single entry tourist visa to Rwanda is now US\$ 50, while the cost of a multiple entry visa is now US\$ 70.

Visas on Arrival in Botswana

While it is possible to obtain visas on arrival in Botswana, we recommend guests apply in advance in case there are any issues and to avoid delays once on the ground. It has come to our attention that airlines have conflicting information and have not allowed guests to board their international flight because they did not have a visa, seemingly unaware that they are obtainable on arrival.

Booking and Costing Pilot/Guide Accommodation at our Camps

- A few of our camps do not have separate pilot/guide accommodation. In these specific instances, the pilot/guide is accommodated in standard guest accommodation, and the pilot/guide rate will apply.
- If the pilot/guide accommodation is already booked at those camps that do offer this service, then standard guest accommodation is booked as the alternative, and standard rates will apply.

The Use of US Dollar Bills in Zimbabwe and Zambia

Travelling with small denominations of US Dollars, newer notes, is encouraged for easier and quicker transactions. It helps to have the exact amount to hand as change is sometimes not provided. Two areas where we have been made aware of problems are:

- Using US\$ 100 bills produced in or before 1996. While these may have been accepted on occasion in Zimbabwe, vendors in Zambia will not accept these at all.
 - In other denominations, only US Dollars produced from 2006 and later series are accepted for transactions in Zambia, including departure taxes and entry visas.
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