



WILDERNESS PRODUCT

NEWS & UPDATES

[NewsFlash](#) | [General Reminders](#) | [Regional Updates](#) | [Wilderness Air](#) | [Wilderness Tours & Transfers](#)

April 2023

NEWSFLASH

All good news from Zambia!

We are thrilled to advise that Zambia has lifted its COVID-19 restrictions with immediate effect.

Perfect timing, with Wilderness Shumba and Busanga Bush camps opening in June for the Kafue season.

And remember to include a night or two at Wilderness Toka Leya – the perfect way to bookend a Busanga Plains safari, whether before or after. Or both. Set just a short drive from Livingstone and the Victoria Falls, its situation on the legendary Zambezi River sets the tone for quiet contemplation and adrenaline activities in equal measure.

Wilderness & Sealand collaboration

Closer to home, we introduce the Wilderness & Sealand collection. Handmade upcycled gear for every kind of wild. Gear up with this limited-edition collection – inspired by nature, made from waste, designed to get you exploring.

GENERAL REMINDERS

Our General Informational Manual (GIM) has been repurposed into smaller, more specific segments. Please look for them as follows:

Wilderness Policies & Procedures (how to book the Wilderness offering)

- This document details the systems that Agents and Tour Operators, as well as Travel Designers, must follow during the quoting and booking process.
- It is a resource for booking details, and a supporting document that must be read and referred to in conjunction with the Wilderness Accreditation Agreement, the Nett Rate Sheets, Quotations and Booking Practices, as well all other Wilderness collateral available on the WINDOW platform.

WW Guideline:

WINDOW > Information Centre > Wilderness > Wilderness Product Information > Wilderness Information Manuals > Wilderness Policies & Procedures

A few examples of the details that are included:

- Child Policy
- Family Travel
- Vehicle Configuration
- Sole Use Activities/Sole Use of a Vehicle
- Scheduled Basis (shared) and/or Private Basis – Vehicle and/or Boat Transfers
- Suggested Packing List
- Wilderness Air Weight Allowance
- Wilderness Lounges
- Star Beds, Sleep-Outs & Hides – Defining the Experience
- Currency & Payment Methods
- Gratuities Guidelines
- Terms and Conditions
- Free Flying Deal

Wilderness Portfolio (a collection of iconic wild destinations)

WW Guideline:

WINDOW > Information Centre > Wilderness > Wilderness Product Information > Wilderness Information Manuals > Wilderness Portfolio

A few examples of the details that are included:



- We Are Wilderness
- Why Wilderness
- Remote & Exclusive Destinations in Iconic Wild Areas
- Wilderness Botswana – Approximate Seasonality for Water-Based Activities
- Summary of Camps/Lodges – Premier & Classic (a vital document on the specifics for each destination)
- Unique Selling Points
- Travel with Purpose
- Camp Closures & Airstrip Closures
- GPS Co-ordinates of Camps
- Access Fly-In Basis
- No. of Tents & No. of Beds
- Land or Water Activities
- Tent Facilities
- Type of Accommodation
- Rates Basis
- Game Drives/Nature Drives
- Other Possible Activities
- Child Policy
- Camp Facilities
- Electricity & Water
- Suggested Combinations

Both the Wilderness Policies & Procedures and Wilderness Portfolio manuals have their own Change Control Sheet in the Wilderness Window. Here information is recorded with all changes and updates, which have taken place throughout the current year, for easy reference, e.g. camp closures due to maintenance.

REGIONAL UPDATES

BOTSWANA

Chobe Airstrip

- The Chobe airstrip (which is in the Linyanti) is closed for resurfacing from 15 March 2023 to 26 April 2023 (inclusive).
- A complimentary helicopter transfer to/from Linyanti Airstrip to Wilderness DumaTau and Wilderness Little DumaTau is provided, due to these camps being the furthest from Chobe Airstrip.
- From 18 April to 26 April 2023 (inclusive) all bookings at Wilderness Savuti over this period will be road-transferred – approximately 2.0 hours to/from Linyanti Airstrip.

Annual Camp Closures

In order to uphold the high standards guests expect in our camps we occasionally close for scheduled maintenance. In addition, we close the camps for a day or two annually for a year-end celebration with our wonderful staff.

Wilderness Mombo & Little Mombo

Full camp closure on 13 December 2023

Wilderness Chitabe & Lediba

Full camp closure on 09 & 10 December 2023

Wilderness Vumbura Plains and Little Vumbura

Full camp closure on 11 December 2023

Wilderness Kalahari Plains

Camp will not reopen as scheduled due to renovations and other plans. Further details will be shared in due course. For now, inventory is on Ask For Space basis only, for the period 30 November 2022 to 31 December 2024 (inclusive).

Wilderness DumaTau & Little DumaTau

Full camp closure on 08 December 2023

Wilderness King's Pool

Full camp closure on 08 December 2023



Wilderness Savuti

- Due to unforeseen delays with materials required for the refurbishment of Savuti, as well as delays related to the transportation of the materials, Savuti's closure has been extended to 17 April 2023 (inclusive)
- As a result, we will upgrade guests from Savuti to Wilderness King's Pool Camp at no additional cost
- All bookings that were affected have been moved
- Full camp closure 08 December 2023

Wilderness Linyanti Tented Camp

Full camp closure on 08 December 2023

Standard Operational Camp Closures

This is a reminder that some Wilderness camps are seasonal due to access restrictions and other factors, and therefore only operate during certain months of the year.

Wilderness Pelo

- Open Mar – Nov

Wilderness Shumba and Busanga Bush camps

- Open June – October

Wilderness Chikwenya

- Open April – November

Wilderness Ruckomechi Camp

- Open April – November

Wilderness Little Ruckomechi Camp

Open May – November

Due to late rains in the area impacting operations, Mana West Airstrip will be closed from 01 to 15 April 2023 (inclusive); expected reopening on 16 April 2023. Mana Main Airstrip will be used during this period, from where there is an approximate 1.5-hour vehicle transfer to camp. This has no effect on Wilderness Little Ruckomechi, as the camp is not yet open for the season.

NAMIBIA

River Level – Wilderness Serra Cafema

- The Kunene River is currently low, and Wilderness Serra Cafema is presently offering a shorter boat activity. If the level drops further the boat activity may be suspended, at which time we will communicate the new developments.

SOUTH AFRICA

Wilderness Touring – Cape Town

- Wilderness Touring Cape Town will be discontinuing their Private Transfers with Driver Only service (for both standard timings and after hours) in order to focus on dedicating their guides and vehicles to providing world-class touring services.
- Transfers will still be offered; however, they will be on an adjusted cost per transfer, where ONLY transfers are booked with NO touring service.

WILDERNESS AIR

For updated Departure Taxes for the following regions for Domestic and International, please refer to the Travel Advice.

- NAC airports (Eros – Windhoek – Walvis Bay – Luderitz – Katima – Rundu – Ondangwa):
 - Domestic: within Namibia
 - International: Botswana - Zim – Zam
- Swakopmund
 - Domestic



- Arandis
 - Domestic
- Maun:
 - Maun – Namibia

WILDERNESS LOUNGES

Providing an additional service to our Southern African guests, we have Wilderness Lounges at the following airports on our circuits.

- Maun – In the Wilderness Air building adjacent to the airport; operational from 08:00 – 17:00, Monday to Sunday
- Kasane – In the Domestic terminal building operational from 08:00 17:00, Monday to Sunday
- Windhoek* – In the International Arrivals hall of the main terminal building. Located to the left before exiting the terminal. No fixed operational hours, but based on daily airline schedules, i.e. open an hour before the first flight of the day (arriving or departing) and closing an hour after the last flight of the day (arriving or departing). In instances of last-minute/unforeseen scheduling changes, with earlier or delayed flights affecting our guests, the operational hours are adjusted accordingly and the lounge remains open to accommodate the situation.
- Victoria Falls – In the terminal building; no fixed operational hours; however, open to coincide with daily airline schedules (arriving or departing). Do note that should we have no guests flying commercially, the lounge will not open.
- There are no Wilderness Lounge facilities in Lusaka, Livingstone or Harare.

Guests have full access to these lounge facilities while waiting for their flights. Our dedicated personnel are on hand to ensure all guests' needs are met. The lounges offer seating and dining facilities in a fully air-conditioned space, full Wi-Fi, TV, beverages (alcoholic and non-alcoholic) are available, as well as meals on request.

* Exceptions for the Wilderness Lounge in Windhoek:

- Storage facilities and issuing luggage tags
- While guests are welcome to enjoy a snack in our lounge, the low seating/low table area may not be as comfortable as having a meal at the restaurant in the airport
- Only non-alcoholic beverages served

WILDERNESS TOURING – ZAMBEZI

Livingstone-Kazangula-Kasane Transfers

- Wilderness Touring Zambezi offers a scheduled vehicle transfer from guests' accommodation in Livingstone in Zambia to Kasane in Botswana.
- The transfer takes approximately 2.0 hours in an air-conditioned vehicle across the Kazangula Bridge** into the Botswana side, where immigration and customs formalities are completed with the assistance of a representative from Wilderness.
- From the border in Botswana, guests are handed over to Chobezi Safaris, a third-party representative, for their onward transfer to their respective accommodation.
- Complimentary bottled water is provided on this leg of the transfer.

** The Kazangula Bridge is a road and rail overpass across the Zambezi River between the countries of Botswana and Zambia, at the town of Kazangula. Opened in May 2021, it replaces the ferry and was constructed to facilitate traffic along a key north-south trade artery. The 923-metre long by 18.5-metre wide bridge has a span of 129 metres and links the town of Kazangula in Zambia, with Botswana. The bridge features a single-line railway track between two traffic lanes, as well as walkways for pedestrians.

Hwange-Victoria Falls Transfers

- Hwange National Park opens at 06:00 in summer and 06:30 in winter, and closes at 18:30 in summer and 18:00 in winter (subject to change, depending on season).
- Scheduled vehicle transfers need to strictly adhere to these entry and exit gate times.
- There are two scheduled transfers per day from Hwange Main Camp to Victoria Falls – departing at 09:00 and 12:30.



- For the departure at 09:00, additional costs are involved as a private vehicle needs to be booked and charged for, departing camp between 05:00 and 06:00 in the morning.
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DESTINATION MANAGEMENT COMPANY (DMC) – GENERAL NEWS

Airlines

- Airlink is expanding its East African offering with a new daily Johannesburg-Nairobi service from 24 April 2023

Daily flight times:

4Z 070 departs Johannesburg at 09h40, arriving in Nairobi at 14h45

4Z 071 departs Nairobi at 15h45, arriving in Johannesburg at 19h05