

WILDERNESS PRODUCT

NEWS & UPDATES

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RWANDA

September 2023

NEWSFLASH

- Wilderness Usawa Serengeti wins in *Architectural Digest* 2023 Best New Hotels Awards!
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REGIONAL UPDATE

RWANDA

Wilderness – Emergency After-Hours (EAH)

Wilderness office-hours are 08h00 to 17h00 on weekdays (Monday to Friday) should you have any queries.

Our Emergency After-Hours service 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.

EAH is an emergency service assisting with medical emergencies, last minute amendments; as well as last minute bookings. These numbers are to be used for emergencies only – flight cancellations, medical concerns, family emergencies, last minute changes to itineraries while guests are travelling, and so forth.

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

Active Emergency Phone Duty

Monday – Friday	17h00 to 22h00 and 07h00 to 08h00
Saturday, Sunday and Public Holidays	07h00 to 22h00

Standby Emergency Phone Duty

Weekdays and Weekends	22h00 to 07h00
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(During this time emails and WhatsApp messages will not be checked, however, phone calls and WhatsApp calls will be answered in the event of an emergency)

Emergency After-Hours Email

[wsaafterhours@wildernessdestinations.com](mailto:wsafterhours@wildernessdestinations.com)

Emergency After-Hours Phone Numbers

Mobile Number: +27 82 576 9173
Landline Number: +27 257 5000 (Main Switchboard)
Landline Number: +27 807 1800 (Secondary Line)

The relevant booking office/after-hours numbers should be contacted for assistance accordingly. As we have a number of regional offices handling reservations, the Emergency After-Hours services may not be completely familiar with your booking details – your patience is appreciated while the necessary investigation is undertaken.

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

DESTINATION MANAGEMENT COMPANY (DMC) – GENERAL NEWS

fastjet moved its check-in services from Terminal A to Terminal B at OR Tambo International Airport on 15 August 2023.

- The primary reasons for this change are to provide our passengers with improved convenience, streamlined check-in procedures, and closer access to essential facilities within the airport.
- Terminal B is closer to fastjet's ticket desk, making the airport process more efficient for passengers and staff, helping reduce travel time and enhancing the overall flow for customers.
- Terminal B has more amenities and facilities to elevate passengers' travel experience further. With more dining options and relaxation zones, customers will have a more comfortable and enjoyable pre-flight experience.