

WILDERNESS24 IS A COMMITMENT
TO EXCELLENCE IN GUEST CARE
AND SAFETY.

This integrated incident management system operates 24/7/365, providing support and assistance in any risk, incident, or medical emergency.

Our dedicated team of professionals co-ordinates swiftly and effectively to manage situations, offering a level of care unmatched in the industry.



WILDERNESS

WILDERNESS24

The Wilderness24 offering

- UNMATCHED SUPPORT AND INCIDENT MANAGEMENT

From guests' pre-travel stages to touchdown at home, Wilderness24 provides comprehensive support around the clock, ensuring guests have access to medical assistance whenever needed.

- INTEGRATED INCIDENT MANAGEMENT SYSTEM

Wilderness24 operates as an integrated response system, facilitating quick and informed decision-making across sectors to mitigate risks and safeguard our guests' experiences.

- FREE ACCESS TO EXPERT MEDICAL PROFESSIONALS

Guests benefit from direct access to a team of medical professionals from Park.Doctor, receiving prompt, free of charge tele-medical advice and care co-ordination.

- CONTINUATION OF CARE

Our commitment doesn't end when guests leave our camps. Wilderness24 provides support until guests are safely back home, ensuring a seamless continuation of care.

- PRE-TRAVEL RISK ASSESSMENTS

When requested, we provide tailored guidance and risk assessments for travellers with specific medical needs or concerns, ensuring they are well-prepared for their journey.

- PARK.DOCTOR

Park.Doctor is an integral part of Wilderness24, comprising a dedicated team of medical professionals available to assist with any medical concerns or medical emergencies. Working closely with local medical services, they specialise in risk decision-making, care co-ordination, and evacuation management, working seamlessly within our incident management system.



How to access Wilderness24

Wilderness24 can be accessed via any of our Wilderness property camp managers, or your Travel Designer or Guest Experience Liaison.

Peace of Mind

The true testament to Wilderness24's effectiveness lies in the experiences of our guests and agents:

“

Guest Testimonial:

Both my husband and I had a couple of health issues during the trip. This is where Wilderness really shone, I can't speak highly enough of the medical back-up that was available to us. For this reason alone, if we ever have a chance to return to Africa it will be with Wilderness.

“

Hawkins International:

Ten years of Wilderness24's success as a pioneer of proactive risk management and safety standards in the safari industry is an incredible milestone well-worth celebrating, and yet another reason why our team is so honored to be working with Wilderness.

Note:

Wilderness24 is not a replacement for travel insurance but rather, it supports guest travel insurers by providing on-site and local responses, ensuring the wellbeing of our guests from start to finish. We take pride in our rigorous risk management protocols, comprehensive emergency response plans, and ongoing staff training, to uphold the highest safety standards.