

August 2014

## NEWSFLASH

### Effective 1 November - New Wilderness Air Namibia Schedule

Taking both feedback and the effectiveness of our operation into account, Wilderness Air has reviewed our flying schedule in Namibia and will be operating a revised circuit **with effect from 1 November 2014**. Key points to note are:

- The existing schedule remains in place until 31 October 2014, while the new schedule comes into effect from 1 November 2014.
- The new schedule is much simpler and there will no longer be summer vs winter.
- Most costs have reduced and these new rates are valid from 1 November 2014 to 10 January 2016 i.e. no change for 2015.
- New timings allow for better scheduled commercial flight connections.
- We have introduced a direct access option to the north-west.
- All bookings placed on the current schedule from 1 November, will be cancelled and re-booked on the new schedule...your Journey Specialists will be in touch directly regarding affected bookings.
- WISH, Rates Sheets and the circuit flyer are all in the process of being updated and will be added to the Information Centre within the next week.

Notable changes are:

- Guests will physically change aircraft at the hub/spoke points.
- All flights are via Windhoek/Hosea Kutako International Airport only, no longer Eros Airport.
- If combining Hoanib and Desert Rhino/Damaraland or Serra Cafema, you need to fly from Hoanib back to the hub at Doro Nawas to pick up the flight to Desert Rhino/Damaraland or Serra Cafema.
- Only two flights depart Windhoek – 14:35 to Sossusvlei (so no overnight required) and 09:30 to Doro Nawas (overnight may be required); and two flights arrive Windhoek – 15:00 on the Geluk Ongava Route and 14:00 on the South West Route.
- Departure from Geluk at 08:30 to Swakopmund does not allow for ballooning on morning of departure, although the scenic flight to Swakopmund is still included.
- Several discontinued routes and times:
  - Geluk/Kulala to Windhoek
  - The earlier flight option ex Ongava to Windhoek
  - The counter-clockwise route from Ongava to Damaraland...we will only have clockwise from Doro Nawas/Damaraland to Ongava
  - Flights to/from Okonjima

### Odzala – Single Flying Supplement is No More

With immediate effect, and applicable to all NEW bookings, we have waived the single supplement on flying. Any single traveller (regardless of whether they are travelling alone or with others), now only has to pay the person sharing rate plus single supplement on accommodation, and the normal per person rate for flying.

## TRAVEL REGULATIONS UPDATE

### Reminder - Birth Certificates for Children Under 18

As of 1 October 2014, 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. Abbreviated versions or baptismal certificates are not accepted. This requirement applies to minors of ALL nationalities – whether travelling unaccompanied, with both parents, with one parent or with other adults. A sworn translation (certified/authenticated) in English should accompany all documentation that is in a language other than English.

### No More Temporary Passports for SA Citizens

As of 1 September 2014, the South African Department of Home Affairs will no longer issue temporary passports. An Emergency Travel Certificate (ETC) will be issued to an applicant under circumstances of emergency travel purposes only.

### **UPDATE - Kenya scraps Visas for SA Travellers**

The Kenyan High Commission has announced that visa requirements for South African nationals have been suspended. This means that South Africans visiting Kenya for 30 days or less will not require a visa from 1 September 2014, although this could just be a temporary reprieve.

### **UPDATE - Yellow Fever**

Authorities in Johannesburg are not allowing travellers to obtain their Yellow Fever vaccination at the airport and travel immediately. They are sticking to the rules with regard to the vaccination not being effective for the first 10 days. Guests must plan accordingly, obtain their vaccination in good time and remember to carry the card. If not, they may be denied boarding or entry into South Africa or Botswana – especially if the Republic of Congo, Zambia, Kenya or any other country on the specified list features in their itinerary.

## **IMPORTANT**

### **Use of Drones, Quadcopters & Terrestrial UAVs**

As leaders in the African ecotourism industry, and 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, Congo, Malawi, 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.

### **Slight Revision to Mombo Only Rule**

The RSP (rack) less 10% rule will apply to Mombo or Little Mombo when accommodation ONLY is booked i.e. bed nights with no other Wilderness camps or services. If you book Mombo only in Botswana plus flying with Wilderness Air, or flying plus other Wilderness camps in a different country i.e. 1 night River Club and 4 nights Mombo or 10 nights Namibia and 3 nights Mombo, then your standard rate will apply to Mombo.

## **GENERAL**

### **UPDATE - New Wilderness Bags**

Further to the introduction at Indaba, we now have consignments of bags in the following areas:

- Atlanta – for distribution in the USA
- Germany – for distribution in Europe
- Windhoek – for distribution in Namibia
- Johannesburg – for all other requirements

These bags conform to the specified luggage dimensions of Wilderness Air – size, soft without a rigid frame, yet including wheels for easy manoeuvrability. Please contact your Journey Specialist or Sales Manager for further details or should you wish to place an order.

### **Customer Care Direct Channel**

Our Customer Care Department is a centralised point ([customercare@wilderness.co.za](mailto:customercare@wilderness.co.za)) through which feedback on the Wilderness product offering, from various sources, is channelled. The team acknowledge, share, investigate and respond to this feedback as appropriate. The relevant parties in Sales and Reservations are kept informed, and if detailed investigation is needed, our commitment is to respond within 5 working days where possible. An updated Customer Care 'postcard' is available on the Information Centre for easy reference and additional information.

## **BOTSWANA UPDATE**

### **Correction to Hides & Sleep-outs on the Jao Concession**

Note that sleep-outs are only possible from Jao, Tubu and Little Tubu – not from Kwetsani, Jacana and Pelo.

## **NAMIBIA UPDATE**

### **Mosquito Nets at Kulala Desert Lodge**

All rooms at Kulala Desert Lodge now have mosquito nets.

### **No Triples at Hoanib Skeleton Coast Camp**

Note that triple rooms are NOT possible at Hoanib. We do not have the extra beds/space to have a 3<sup>rd</sup> bed in a room, and we are unable to accommodate more than 18 guests per night, due to logistical challenges such as number of vehicles, the coastal activity, etc. For children under the age of 16, you must book either the family room as a triple or book 1 twin and 1 single – with one parent sharing with the child and the other parent in the single – and charge accordingly.

## **SOUTH AFRICA UPDATE**

### **Reminder - Pafuri Camp & Airstrip still closed**

Pafuri Camp and Airstrip remain closed after the flood in January 2013. It has not been possible to fly into Pafuri since then, and all access to Pafuri Walking Trails is by road only.

## **SEYCHELLES UPDATE**

### **Two North Island Specials Launched**

Further details of the following may be obtained from your Journey Specialist or the flyers on the Information Centre:

- Honeymoon Special valid from now until 31 March 2015
- Pay 6 stay 7 valid from 05 January to 22 December 2015

## **ZIMBABWE UPDATE**

### **Great Value for Money Destination**

Zimbabwe is a super value for money destination – with two great deals that will help to keep the costs down for any last minute bookings for 2014:

- 50% Discounted Flying on a stay of three consecutive nights (or longer) per camp, at any of the following - Davison's Camp, Little Makalolo or Ruckomechi Camp plus Changa in Kariba.
- Private Guides are accommodated Free of Charge in Staff Accommodation in 2014 at Little Makalolo, Davison's and Ruckomechi. Minimum stay of 2 nights and 1 FOC guide at any one time.

## **WILDERNESS AIR**

### **Requirements for Non-Wilderness Air utilising our Airstrips**

Prior to landing on our airstrips, please be aware that our Aircraft Indemnity, Airstrip & Country Protocol document must be completed, initialled and signed before being returned to us, along with a copy of the respective aircraft insurance document.

### **Wilderness Air in Zimbabwe & Air Zimbabwe**

On 1 August 2014, Air Zimbabwe re-introduced the once-popular "Zambezi Triangle" flight route linking Kariba with Victoria Falls and Harare, running three days a week on Wednesdays, Fridays and Sundays. At this time, Wilderness Air in Zimbabwe will not be adjusting their schedule to coincide with these flights, although this is under review.

## **WILDERNESS TOURING**

### **Reminder - Cape Town Touring Rates Sheet**

We have created a stand-alone Rates Sheet/Manual for Wilderness Touring Cape Town – both the 2014 and 2015 versions are available on our online portal.

### **New "Greet the People & Historic Bridge" Open Top Bus Tour – Victoria Falls**

A new tour of Victoria Falls uses an open top double-decker red bus and operates at the peak rush hour times of 8am and 4pm (the rush being of emotions and adrenaline – not traffic), lasting approximately 2 hours.

### **Updated Restaurant Lists – Cape Town & Winelands**

Please contact your Journey Specialist for the latest Cape Town and Winelands restaurant lists.

## **AIRLINES**

### **SAA Increase on Regional Flights**

South African Airways have increased all published fares ex South Africa to their Regional destinations with the exception of ex South Africa to Windhoek, which will remain as is.

### **KLM ceases flights to Lusaka and Harare**

From 26 October 2014, KLM Royal Dutch Airlines will cease flying to Lusaka in Zambia and Harare in Zimbabwe. Going forward, connections from Lusaka and Harare to Europe, the US and other destinations will be operated by KLM's strategic partner, Kenya Airways.

### **SA Express increases CPT-Hoedspruit Flights**

On 1 August 2014, SA Express increased the number of flights between Cape Town and Hoedspruit in Limpopo.

### Air Botswana introduces Airport Ticketing Fee

Air Botswana has advised that with effect from 1 September 2014, all passengers who voluntarily purchase new air tickets at the Airport Ticketing Offices in Johannesburg and Cape Town will be charged an Airport Ticketing Service fee of ZAR 350.00. This fee does not apply to purchases made through other channels i.e. through Wilderness Safaris and Thompsons.

### UPDATE - Hosea Kutako International Airport (WDH) & Air Namibia

Operations are back to normal at Namibia's Hosea Kutako International Airport's (HKIA). Its Category 9 rating has been reinstated, following the restoration of the rescue and fire-fighting category. At the end of July, the Directorate of Civil Aviation (DCA) downgraded the airport to Category 5 following an audit.

### RATES UPDATE

#### Congo 2014

2014.01	The single flying surcharge on the flight from Brazzaville to M'Boko airstrip has been waived for all new bookings.	26/08/14	Page 2
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#### RSP 2014

2014.07	The single flying surcharge on the flight from Brazzaville to M'Boko airstrip has been waived for all new bookings.	26/08/14	Page 3
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#### Congo 2015

2015.01	The single flying surcharge on the flight from Brazzaville to M'Boko airstrip has been waived for all new bookings.	26/08/14	Page 2
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#### RSP 2015

2015.04	The single flying surcharge on the flight from Brazzaville to M'Boko airstrip has been waived for all new bookings.	26/08/14	Page 3
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Warm regards,  
Tina

### Wilderness Product Services Manager

For further information on Wilderness product or rates, please refer to our Agent Portal or contact either myself [tinak@wilderness.co.za](mailto:tinak@wilderness.co.za) or your reservations cluster/Journey Specialist directly.

[www.wilderness-safaris.com](http://www.wilderness-safaris.com)

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