

15 December 2015

Thank you for your support this year! May I take this opportunity to wish you and yours all the best for the festive season, and may 2016 being a happy and prosperous year for us all!

NEWSFLASH

UPDATE | Changes to Wilderness Air Zimbabwe Circuit in 2016

The good news is that we are now in a position to be more flexible with our flying in Zimbabwe – particularly in relation to third parties when booked in conjunction with Wilderness Safaris camps. For the 2016 season, effective 11 January 2016 until 10 January 2017, the changes in brief are as follows:

1. Hwange as a destination will cover:
 - LINKWASHA AIRSTRIP – for Linkwasha Camp, Little Makalolo and Davison's Camp
 - HWANGE NATIONAL PARK AIRSTRIP – for The Hide, Somalisa Camp & Acacia, Camp Hwange, Ivory, Elephant's Eye, Hwange Safari Lodge
2. Kariba as a destination will cover:
 - FOTHERGILL AIRSTRIP – for Changa Camp
 - BUMI HILLS AIRSTRIP – for Bumi Hills, Musango and Rhino Lodge
3. Ruckomechi as a destination will cover:
 - MANA WEST AIRSTRIP – for Ruckomechi Camp, Vundu Camp, Goliath Safaris, Natureways for the Canoe Trail, Zambezi Life Styles and Kanga Camp.
4. Hwange Inter-Camp transfers are no longer relevant/required. Your Journey Specialist will be in touch with revised pricing where you have been quoted/booked the Hwange Inter-Camp option from 11 January 2016.

For circuit seats and rates to apply on the Hwange, Kariba and Ruckomechi routes, there must be at least one Wilderness Safaris property in the itinerary. All flying without a Wilderness Camp in the itinerary is treated as a sole use charter and booked/quoted accordingly.

We are in the process of updating all collateral accordingly – the 2016 Wilderness Air Zimbabwe Circuit Flyer plus the published Zimbabwe Nett Rates Sheets will be made available on the Info Centre as soon as possible.

NEW | Additional Zambian Tax from 1 January 2016

We received notification from the Zambian Civil Aviation Authority that with effect from 1 January 2016, a new PASSENGER SAFETY CHARGE will be implemented at all airports managed by the CAA, including Lusaka and Livingstone. In addition to existing taxes, these amounts are US\$ 10.00 per person for International and US\$ 5.00 per person for domestic.

UPDATE | The KAZA Visa

We have been advised that apparently the KAZA Visa was a project on trial for 6 months, that was later extended to the end of 2015. It now transpires that Zambia have exhausted the KAZA Visa stocks they were allocated for the trial period so guests are no longer able to purchase this from the Zambian side, and are required to purchase single, double or multiple entry visas to enter Zambia. The KAZA Visa is currently available on the Zimbabwe side, however, it is likely they will run out of supply in the next month or so. Although we have been informed that dialogue between Zambia and Zimbabwe is planned to map the way forward, we do not know at this stage whether the facility is in fact going to continue or not. If nothing is communicated to us by end of the year we will need to assume that it has come to an end. Accordingly, all guests requiring visas for Zimbabwe and Zambia will have to follow the original process per the Zambian and Zimbabwe pre-tours.

IMPORTANT

CHANGE | Coastal Excursion from Hoanib Skeleton Coast

We have had some very welcome rain east of the Hoanib river in Namibia and as a result the river has started flowing, resulting in very muddy conditions. Until further notice, we will be flying to and from Mowe Bay as we are unable to navigate the river road at this stage on the regular run to and from the coast on our coastal excursion.

UPDATE | New Victoria Falls Airport Terminal Opens

The airport is now operational and used for all regional and international flights (requiring immigration) arriving and departing Victoria Falls. This includes Wilderness Air guests travelling between Victoria Falls and Kasane or Livingstone. Domestic flights (applicable to Wilderness Air guests travelling between Victoria Falls and our Zimbabwe

camps) will continue to operate out of the old terminal until mid-January 2016, whereupon it will close for renovations. Once we receive details, we will update you on the new process for domestic flights in and out of Victoria Falls.

Agent WISH

As of 31 January 2016, Agent WISH in its current format will no longer exist. The Wilderness Window has been in operation for almost 18 months and has proven to be a worthwhile successor to the previous, outdated platform. Going forward, the Wilderness Window will be our sole online source for information, including camp availability. Many of you are already making use of the facilities on the Window including the Info Centre, however, if you do not have the necessary login details and password, or require training with regards to accessing camp availability via the Window, please let your Reservations or Sales Manager know and they will assist accordingly.

Ethics Charter for Document Packs

Our Ethics Charter sets out guidelines regarding what a guest can expect before and during cultural tourism experiences. We must ensure these interactions are handled in a sensitive manner - with respect and with the ultimate goal of increasing knowledge, raising awareness and enriching all of those involved. Accordingly, a brief version of this Ethics Charter will be added to the document packs for our guests going forward. A copy is available on the Info Centre under Product Information/Product Categories & Selling Tools/CITW, Community, Sustainability & Trust.

UPDATE | Wilderness Safaris Airport Services

We wanted to highlight the services provided by our Airport team in Johannesburg so have included a breakdown below. Please contact your Journey Specialist for further details and costs.

Standard Meet & Assist

The Wilderness Safaris Airport team do not have airside access - guests need to come through to the Arrivals hall. Once your guests have been met, the Meet & Assist host will:

- Assist them to a connecting flight
- Assist them to the relevant hotel shuttle service
- Accompany the guests to the Airport Intercontinental Hotel or the Airport City Lodge, and assist with hotel check-in
- Meet guests at the above hotels and accompany them to the airport for onward arrangements

Meet & Assist with Hotel Assistance

This service does not apply to the Intercontinental Hotel or City Lodge mentioned above. For specified hotels, the Meet & Assist host will:

- Meet guests in the Arrivals hall and escort them to the relevant shuttle service, before accompanying the guests on the shuttle bus to their hotel and assisting with the check-in processes before returning to the airport
- Meet guests at the specified hotels and accompany them on the shuttle bus to the airport before assisting with onward arrangements
- Specified hotels - Southern Sun ORTIA, all of the Peermont Hotels at Emperors Palace, Protea Hotel, Garden Court ORTIA.

Meetings after 21:00 and before 06:00 are automatically subject to the After Hours Surcharge.

Luggage Storage

- Pre- booked luggage storage is available as a full service that includes two standard Meet & Assist meetings (collection and handover) plus the storage of up to a maximum of 5 small bags or 4 large bags. There is an extra cost for additional bags.
- This service is only available for groups of less than 10 people travelling together.
- Due to security protocols, bags cannot be stored for periods longer than 30 days.
- The Wilderness Airport Team have no cash or credit card facilities available for payment so we are unable to arrange last minute luggage storage. Guests with last minute luggage will be assisted and accompanied to the ACSA baggage counter to arrange and settle direct.
- We do not have airside access so no luggage can be returned without guests coming through to the Arrivals hall.
- Collection of bags may be from any point included within the airport area including the hotels listed above.

Medivac Services

Requested through our After Hours service, this is a complimentary service available to guests in the event of a Medivac or Trauma incident. It includes assistance in coordinating the movement of the passenger to transport for hospital or clinic assistance as well as locating accommodation, etc. for the travelling companion/spouse.

Lost Property Retrieval

Subject to availability and booked/charged for as a standard Meet & Assist service, lost property will only be retrieved from an airline or from a person arriving at the airport. Lost property is stored free of charge for a maximum of 14 days, thereafter, the property is forwarded to Head Office for onward arrangements.

INFO CENTRE

NEW | Sightseeing, Restaurants, Tour Summary

We have added a new folder under Product Information called Southern Africa – Sightseeing & Restaurants. Here you will find:

- A new recommended restaurant list for Johannesburg and Pretoria
- Our Tour Summary sheets

NEW | Recommended Galleries, Markets & Shopping Malls

A document listing recommendations for Galleries, Markets & Shopping Malls in the western Cape is available on the Info Centre – Product Information/Wilderness Touring/Cape Town/General.

UPDATED | Family Time with Wilderness

“Family Time with Wilderness” is a useful tool to promote families travelling on safari. The updated version may be found under Product Information/Family Travel/General.

PACKAGES & SPECIALS

NEW | Segera & Angama Mara

We are very excited to launch our 6 night “A Kenyan Journey” which features Segera Retreat and Angama Mara. The programme in brief is as follows - please contact your Journey Specialist for details or refer to the flyer on the Info Centre:

Day 1 - Private charter from Wilson Airport to Segera Retreat, Laikipia for three nights

Day 4 - Private charter to Angama Mara, Maasai Mara for three nights

Day 7 - Private charter to Jomo Kenyatta International Airport for onward arrangements

RATES UPDATES

Ongava Rate Update

Wilderness Safaris rates for the Ongava properties have been revised for the remainder of the 2015 season and for the forthcoming 2016 season. No longer forming part of the Associated Product Manual, they will be available as a stand-alone rate sheet for your convenience, found on the Info Centre under Rates and the Associated Product 2015 & 2016 tabs. Note that this rate adjustment will apply to all bookings placed from 1 November 2015, so your Journey Specialist will be in touch accordingly with updated pricing.

WILDERNESS TOURING

ZAMBEZI FEATURED EXCURSION | Tour of Victoria Falls and Mpsi Village

Without doubt, the Victoria Falls is one of the most spectacular of the Seven Natural Wonders of the World. Described by the Kololo tribe living in the area in the 1800's as 'Mosi-oa-Tunya – 'The Smoke that Thunders', it is known as the greatest curtain of falling water in the world. At the height of the rainy season, columns of water can be seen from miles away. The mist-soaked rain-forest is a micro-climate on its own, playing host to beautiful vegetation, birds and wildlife. Combine this natural splendor with a visit to an authentic rural village approximately 20 km from Victoria Falls town where you have the opportunity to experience rural life first hand by visiting homes, watching the fields being tended and possibly getting the chance to help in some of the day-to-day chores.

CAPE FEATURED EXCURSION | Private Full Day Family Peninsula Tour

Scenic highlights of this tour include a trip over the breath-taking 600m high Chapman's Peak Drive, the magical vistas of False Bay for lunch and the rocky coastline plus unique fynbos vegetation of the Cape of Good Hope. For the family wanting a day of fun together, there are a variety of age-specific activities on offer:

- Board a boat in Hout Bay for a 45-minute cruise to Duiker Island, home to thousands of Cape fur seals and marine birds.
- Paddle a kayak to the quaint cove of Boulders Beach for a surfside view of the unique African penguin colony.
- Hunt for a selection of tumble-polished gemstones among the thousands that cover the floor at Scratch Patch and Mineral World.
- Visit the Cape Point Ostrich Farm, where the world's largest bird is bred.
- View more than 40 reptile species at the Imhoff Snake & Reptile Rehabilitation Park.
- Experience the World of Birds – Africa's largest bird park, with over 3 000 species of birds and small animals.

BOTSWANA

Temporary Camp Closures

The following camps have been closed on specific dates for either maintenance or Green Season consolidation:

- Xigera – 12 to 18 December 2015 inclusive
- Savuti – 13 to 21 December 2015 inclusive
- Vumbura Plains North – closure extended...now 15 to 21 January 2016 inclusive

- Jao – 13 to 23 February 2016 inclusive

NAMIBIA

Temporary Camp Closure

- Desert Rhino Camp – 9 January 2016

Fishing no longer on offer at Serra Cafema

With immediate effect, fishing is no longer available as an activity at Serra Cafema.

Quad Bikes at the Kulala Camps

Quad bike excursions are subject to availability from the perspective that if all guides are out on drives or some guests are already out on an existing quad tour, the other guests may need to wait. The activity is offered to all guests staying at the camps – it just might not be at the specific time they would prefer and the camps will manage this on the ground.

Limited Storage at Windhoek Airport

We do not have an excess of storage space at our Wilderness Lounge at Hosea Kutako International Airport in Windhoek. It is therefore vital that guests travel with bags of the correct dimension and weight as per our collateral. If guests do not adhere to this and excess luggage has to be stored at our office in Windhoek town, they will be liable for the additional costs incurred to transfer the bags from and to the airport.

Warm regards,
Tina

Wilderness Product Manager

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Disclaimer: Wilderness Safaris is not liable for any errors or omissions.