

January 2015

## NEWSFLASH

### NEW | African Moments Package

Wilderness Safaris, Sabi Sabi Private Game Reserve and Belmond Mount Nelson Hotel have put together a great discounted package promoting the Sabi Sands, Cape Town and Livingstone (Victoria Falls)!

- The itinerary includes 3 nights Sabi Sabi Earth Lodge in a suite, 3 nights Toka Leya Camp in tented accommodation and 3 nights Belmond Mount Nelson Hotel in a superior room.
- No flying is included so you need to book and cost the necessary, however, this allows for greater flexibility such as changing the order depending on availability i.e. Mount Nelson, Toka Leya, Sabi Sabi.
- Travel period – last week of January up to and including 19 December 2015 with the exception of 08 to 11 February 2015 inclusive.
- Applicable to all new bookings, placed by 30 April 2015.
- See link below for further details or refer to the Information Centre.

[http://images.wilderness.co.za/NewsletterTemplate/January\\_2015/African\\_Moments.pdf](http://images.wilderness.co.za/NewsletterTemplate/January_2015/African_Moments.pdf)

### UPDATE | VAT in Zimbabwe for 2015

After some confusion, a decision has been reached by the Zimbabwean Government regarding VAT in Zimbabwe. VAT of 15% has been imposed on accommodation services only, while other tourism services such as touring, transfers and flying are zero-rated. From the perspective of Wilderness Safaris, the situation is as follows:

- For all our Zimbabwe camps – the rates remain the same as published. This was based on passing an increase of 7.5% on to the consumer, and Wilderness absorbing the other 7.5%.
- For all other services (touring, transfers, flying) – rates have reduced as the 15% VAT that was previously factored into our rates for non-accommodation services for the 2015 rate season is no longer applicable. However, should the current ruling by the Zimbabwe Government change, we will have no option but to reintroduce the 15% VAT on these services.

We have updated the relevant Wilderness rates in our system and await details as applicable from our partners in Zimbabwe. All bookings with non-accommodation Wilderness services that have been invoiced in full, will be credited in full and re-invoiced accordingly to show the correct rates. Your Journey Specialist will be in touch shortly with revised pricing and/or invoices as applicable. Our updated 2015 Zimbabwe Nett Rate Sheets are available online, with the other rates such as Six Countries to follow in due course.

### CHANGE | Information Centre on the Wilderness Window vs Agent WISH

Following the launch of our new Information Centre on the Wilderness Window in the latter half of 2014, we will be removing the Rates and Information Centre options/tabs from Agent WISH at the end of January 2015. Agent WISH remains a tool to access availability only and all product information, rates, details on specials, copies of product updates, etc. must be accessed via the Information Centre on the Window going forward.

## IMPORTANT

### UPDATE | Yellow Fever & Zambia

A recent notification from the World Health Organisation cleared Zambia of posing any significant danger of Yellow Fever. Travellers from Zambia to non-Yellow Fever endemic countries will therefore no longer need Yellow Fever certificates. The Government of Zambia has written to the Governments of South Africa and Botswana requesting them to remove the requirement for Yellow Fever certificates. However, to date there has been no official change to this regulation and Immigration Officials at O.R.Tambo are still requesting certificates from passengers arriving from Zambia. Until we have official/government notification to the contrary, and to avoid guests experiencing issues, the requirement remains in place and no changes have been made to our collateral at this time.

### ACSA Cracking Down on Hand Luggage Allowance

Airports Company South Africa plus airlines will roll out a campaign from 2 February 2015 at all South African airports to enforce hand luggage regulations as follows:

- Economy-class passengers = one bag plus one slimline laptop bag.
- Business/First-class passengers = two bags plus one slimline laptop bag.

- Handbags are considered part of a female's wardrobe and not as hand luggage.
- Slimline laptop bags must be specifically designed to carry a laptop and charger. Bags capable of carrying other items such as documents and clothes are not permitted.
- No bag should exceed 56cm x 36cm x 23cm or weigh more than 7kg per bag. Bag weight may vary according to airline specifications.
- If hand luggage does not comply, the passenger will be referred back to the check-in counters to check it in as hold baggage, or even denied boarding. Extra fees may apply, as per each airline's guidelines.

## REMINDERS

### Visa Requirements

All applicable visas, costs and/or relevant documentation are the responsibility of the guest. Guests must have all necessary visas prior to departure from their home country (unless obtained on arrival) as Wilderness Safaris, its staff, agents and operators can not be held liable should entry be denied. If extending their journey to other countries over and above those arrangements made by Wilderness, visa entry requirements for those countries must be taken into account.

### Guest Information Form

Please encourage your clients to complete and return our Guest Information Form prior to travel (copy on the Information Centre - Product Information/FAQs/Helpful Hints & Travel Requirements). This information allows us to ensure all needs are met – arrangements booked/costed correctly i.e. family rooms or triples, additional weight allowance catered for, flight/transfer connections work; sharing details of repeat guests; religious/dietary/drink requirements accommodated; interests noted and special occasions celebrated. We would greatly appreciate your assistance in this process as it truly does benefit your client, our guest.

### Travel Insurance

With reference to page 13 of our General Information Manual, it remains a requirement of Wilderness that guests carry travel insurance, especially medical. In the case of visits to Odzala in the Congo, this must be for a minimum of US\$ 100 000.00 per person. Insurance that covers cancellation or curtailment of the tour for any reason whatsoever (inclement weather, flight delays, illness, events such as Ebola or terror attacks, etc.) plus the damage/theft/loss of personal items such as electronic goods, camera equipment, mobile phones, clothing, cash and any other personal effects or goods is highly recommended.

### Camp Information Sheets

Should you require detailed information on our product offering, the Camp Information Sheets are an ideal source (Information Centre/Product Information/Camp Facts...select relevant country). In brief, they include the following:

- Location
- Breakdown of room types
- Description of the rooms referring to specifics such as fans, safes, outdoor showers, salas
- Camp facilities
- Power supply including whether sleep apnoea machines can be used
- Wildlife viewing in the area
- Activities on offer including number of vehicles and seats
- Drinks, laundry and extras payment policy
- Airstrip information
- Self-drive access where applicable

## WILDERNESS TOURING

### Wilderness Touring Agent Manual & Rates

Highlighting the touring options in Cape Town, Victoria Falls, Livingstone and Windhoek, a copy of our Wilderness Touring Agent Manual is available on the Information Centre under Product Information/Wilderness Touring. Under the Rates section on the Information Centre, we now have a rates sheet specifically for all Cape Town touring and transfers which includes brief descriptions plus rates. The rates for these services in Victoria Falls, Livingstone and Windhoek are included in the relevant country NETT Rate Sheet.

### The Flagship Gourmet Experience Continues

The intention at The Flagship was always to deliver a unique, creative and delicious experience and Chef Bruce left a great legacy in his food, talent and his support for sustainable fishing. The beautiful home that was created will continue to offer the superb 5-course Chef's Table with wine pairing as a testament to all that he stood for. Duncan Dougherty, who hails from the gourmet capital of Franschhoek, has taken this over and it will be on offer to our guests on the Full Day Peninsula Tour.

## WILDERNESS AIR

### Preferred Charter Operators

As part of our Safety, Compliance and Risk mitigation processes, Wilderness Safaris and Wilderness Air carry out audits out on third party aircraft operators in terms of legal liability cover, safe and compliant practice. Accordingly, we have a Preferred Supplier List of operators that we will book on your behalf. It is the directive of the company Safety Review Board that we may not use a third party supplier that does not feature on this list.

#### **UPDATE | Utilising Wilderness Air Seat Rates**

To clarify - our flying seat rates are specifically for OUR guests visiting either Wilderness camps/lodges or third party properties that are booked by Wilderness Safaris. Should you wish to book **flying only** with us (as in flights with Wilderness Air and no accommodation...whether a circuit or one sector), we cannot extend our seat rates and we will need to quote and book this on a private charter basis.

### **BOTSWANA**

#### **Pelo Camp Rebuild for the New Season**

When Pelo re-opens for the season, it will have a new look while keeping its rustic and adventurous character. The main areas will be relocated, and a deck from which one can enjoy an early morning cup of coffee overlooking the Delta plus a swimming pool to cool off in during the heat of the day added.

#### **Re-thatching at Vumbura Plains North Camp**

A project will get underway at the end of January to re-thatch the rooms at Vumbura North. Three rooms have been temporarily closed in our inventory in WISH on a rotational basis for the work to be completed – hopefully by 18 February.

#### **Storage of Luggage at Maun Office**

If guests do not require their excess luggage to accompany them throughout their safari and arrive/depart from Maun Airport, we can store the excess luggage in our Maun operations office. Guests must check the content of their excess luggage prior to the bags being sealed with numbered plastic seals, as well as on receipt to confirm that no possible tampering has occurred. Note that even with this measure in place, stored luggage remains at guests own risk.

### **NAMIBIA**

#### **Damaraland Camp Airstrip**

Damaraland Camp Airstrip closed on 12 January 2015 for maintenance work, which should be complete by the first week in March. During this time, all guests travelling to Damaraland Camp will fly to and from the Doro Nawas Airstrip instead. The Damaraland Camp guides and vehicles will meet guests at Doro Nawas and transfer them by road - approximately one hour, one way.

### **SEYCHELLES**

#### **Fast Track Service Back on Offer in 2015**

On arrival at Seychelles International Airport on Mahé, guests are met by a Mason's Travel representative on behalf of North Island. They are assisted through customs and once they have collected their luggage, the Mason's Travel representative will escort them out of the international terminal to an awaiting Zil Air representative who will transfer them by road to the Zil Air Lounge for the onward helicopter transfer.

#### **Extension and Refurbishment of Mahé Domestic Terminal**

The Seychelles Civil Aviation Authority has shared details of a major project to extend and refurbish the existing Mahé Domestic Terminal. The project, which commenced on 19 January 2015, is expected to be completed by February 2017 and will be carried out in three phases.

- Phase 1 – completion expected within the first 11 months: construction of a new departure lounge and check-in area with six check-in desks; a first floor CIP Lounge, office space and other amenities; new baggage handling area, baggage handling system and security. During this time, all operations for both arrival and departure will continue in the existing domestic departure lounge. Once complete, all arrival and departure operations will move to the new departure lounge.
- Phase 2 – expected to take 7 months: refurbishment of the existing departure lounge and converting it into the new arrival lounge.
- Phase 3 – expected to last 6 months: focus will be on commercial facilities for service providers: car hire operators, banks, forex exchange, DMC's, Snack Bar, retail outlets and other amenities; new offices for Air Seychelles, construction of new water harvesting tanks and decorative water features.

Due to the nature of this undertaking, there will be certain inconveniences and impact on operations for the duration of the project. Everything possible will be done to minimize risk impact and to mitigate traveller discomfort.

### **SOUTH AFRICA**

#### **Wilderness Meet & Assist at O.R.Tambo International**

Once guests have disembarked the aircraft and arrived at the terminal building, they must clear immigration before

collecting their luggage and proceeding through customs. On entering the Arrivals area (Domestic or International), they will be met by a Wilderness Safaris representative who will hand over travel documentation and/or assist them to their onward arrangements. Please reiterate this with your clients who make use of this service.

**ZAMBIA**

**Upgrade of rooms at Busanga Bush Camp**

Busanga will have new tents when it opens for the season this year. Similar in design to the Little Makalolo room layout – just a little smaller - they will have a tented roof, shade net windows and canvas walls with a small veranda.

**ZIMBABWE**

**New Dining Furniture at Little Makalolo Camp & Davison’s Camp**

New tables and chairs at these Hwange camps provide more flexibility to accommodate guests’ needs and preferences - dining in the traditional ‘family’ style or having their own table. New tables and chairs for Ruckomechi will go in closer to the start of the season. Little Makalolo is on the left and Davison’s is on the right.



**High-Water Rafting started 5 January 2015**

The high-water run operates from rapids 11 - 23. Guests are collected from their hotels between approximately 07:30 and 08:00 and transported to the launch site at number 11, and can expect to be back in Victoria Falls town by approximately 15:00, after having lunch at the top of rapid number 23.

**Lunar Rainbow Dates for 2015**

Herewith the dates for the Lunar Rainbow Tour. Only available when it is full moon plus the water level is high, and subject to weather conditions, this is one of the most impressive ways to view the Victoria Falls. Lunar rainbows are also known as “moonbows” - rainbows that occur at night, created by the light of the full moon reflecting on water particles.

- JANUARY: 4, 5, 6
- FEBRUARY: 2, 3, 4
- MARCH: 4, 5, 6
- APRIL: 3, 4, 5
- MAY: 3, 4, 5
- JULY: 1, 2, 3
- JULY/AUGUST: 30, 31, 1
- AUGUST: 28, 29, 30
- SEPTEMBER: 27, 28, 29
- OCTOBER: 26, 27, 28
- NOVEMBER: 24, 25, 26
- DECEMBER: 24, 25, 26

**RATES UPDATE**

**Zambia Nett Rate Sheet 2015**

2015.03	Slight change in rates for River Club – Luxury Chalet due to error picked up on the single supplement. Please note changes as per below:	02/12/14	Pages 1 to 9
	11.01.15 – 14.06.15 – Decrease		
	15.06.15 – 31.10.15 – Increase		
	01.11.15 – 19.12.15 – Increase		

	20.12.15 - 10.01.16 - Increase		
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**Zimbabwe Nett Rate Sheet 2015**

2015.06	Transfers, sightseeing and private vehicle rates have been reduced due to the change in VAT.	22/01/15	Pages 9 & 10
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With best wishes for a happy and successful 2015!  
Warm regards,  
Tina

**Wilderness Product Services Manager**

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For further information on Wilderness product or rates, please refer to the Information Centre on the Wilderness Window 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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