

23 July 2015

NEWSFLASH

UPDATE | Child Travel Regulations for Botswana

We have received notification that Botswana Immigration are now enforcing similar regulations to South Africa, applicable to all minors entering and exiting Botswana. Although these have been in place for some time, they are only really starting to enforce them now to support regional anti-child trafficking efforts. The key difference between South Africa and Botswana is that South Africa requires the unabridged birth certificate while Botswana does not, and Botswana will accept the original or a certified copy. Botswana Immigration have acknowledged that they have not made this clear enough to date, and are in the process of amending their available documentation plus communicating this message to the public. While we do not have the official updated communication at this time, we would like to forewarn you so that our guests, your clients, may be prepared accordingly.

INFORMATION | Child Travel Regulations for South Africa

Drive South Africa has created a user-friendly tool called the Child Visa Checklist app, which provides an easy-to-understand checklist of documents required by parents travelling to or from South Africa with children under the age of 18 years. Working on both mobiles and desktops, free to use and with no download needed, you can view the Child Visa Checklist app on this link: <http://www.drivesouthafrica.co.za/child-visa-checklist/>. In addition, a folder has been added to the Info Centre on the Wilderness Window (Product Information/FAQs) containing the following:

- A summary of the regulations from the Department of Home Affairs
- A copy of the proposed affidavit form
- A more detailed summary that we compiled utilising information provided by the South African Department of Home Affairs and various travel industry organisations. Note that Wilderness Safaris cannot be held liable should any of this information prove to be incorrect nor if there is any deviation from these immigration requirements upon arrival or departure.

Please do share this information with your clients prior to travel.

REMINDERS

Valid Travel Documents

In recent months, there have been a number of instances where guests have been delayed, inconvenienced or even deported due to missing, incorrect or invalid travel documentation. Taking the areas in which we operate into account, our recommendations are as follows (further detail may be found in our General Pre-Tour Information):

- Visitors to Africa must have a passport that is valid for at least 6 months beyond the intended departure date, together with onward travel documents, proof of accommodation and sufficient funds for the duration of the stay.
- Each country visited generally requires at least **2 consecutive/side by side blank pages** on entry for both visas and stamps. Should the itinerary include more than one country, excluding the country of departure and return, please ensure there are a sufficient number of blank visa pages (not endorsement pages) in the passport or entry into/exit from a country may be denied.
- Travellers must verify visa requirements with their travel agent or relevant consulate prior to travel and arrange the necessary documents. If extending their journey to other countries, the visa entry requirements for those countries should also be established.
- The duration of stay in each of the countries visited on the itinerary must be correctly noted on the visa/arrival paperwork or communicated to the Immigration Official, so that the appropriate number of days is stamped in the passport. If this is not done, there is a risk of being detained or charged for the number of days that the guests has "overstayed" in the relevant country or countries.
- All applicable visas, costs and relevant documentation (such as unabridged birth certificates), are the responsibility of the guest.

Travelling on Safari in Winter

The weather in southern Africa is generally pleasant throughout the year – warm to hot days, and cool to warm nights – with summer (September to April) being the hotter months. However, during our winter months (May to August), it can get really cold at night and in the early morning, particularly when on safari, so we recommend packing accordingly. Over and above the usual requirements, found under FAQs and in our General Pre-Tour document on the Info Centre, I would like to highlight the following for the winter months in particular:

- Long-sleeved cotton shirts.
- Long trousers/slacks.
- Track suit.
- Pyjamas and underwear – warm/thermal.
- Socks – thermal options if possible.
- Good closed walking shoes (running/tennis shoes are fine).
- Warm jersey or fleece plus anorak or parka.
- Scarves, gloves and beanies/woollen hats.

Finding Information

There are multiple sources of information available to you on the Info Centre on the Wilderness Window – be it camp specific, policy related, details on access or in reference to travel in general to this part of the world:

- Camp Information Sheets
- General & Country Pre-Tours
- General Information Manual, including the Camp Summary
- Country Rates Sheets

Smoking Policy at our Camps

Applicable to both regular cigarettes and e-cigarettes, we have a strict “No Smoking Policy” in our main areas, vehicles and guest rooms/tents, except on the verandas. On activities a stop will be made for refreshments, at which time smokers may enjoy a cigarette. For further details, please refer to our smoking policy as detailed in the General Information Manual and General Pre-tour document.

WILDERNESS AIR

Seasonal Operation of Kariba Sectors on Wilderness Air Zimbabwe Circuit

With immediate effect and applicable to the same periods in the 2016 season, the below will apply to the Wilderness Air Zimbabwe operation. All existing bookings quoted on seat rates during the off-peak period (16 November 2015 to 31 March 2016) will be honoured. All NEW bookings for the Kariba sectors during this period will be on a sole use basis only and booked/charged for accordingly.

- From 1 April to 15 November 2015 - Seat rates are available for the Kariba sectors that form part of the main circuit in peak season.
- From 16 November 2015 to 31 March 2016 – Only sole-use light aircraft transfers are possible on the Kariba sectors in our off-peak season.
- Sole-use light aircraft transfers are subject to availability, with pricing on request as the published circuit seat rates do not apply.

Sole-Use Charters with Mack Air

Going forward, Mack Air will no longer be offering sole-use charter bookings into or out of Wilderness Safaris camps, although they will still do sole-use charters between third party camps (no Wilderness). This decision is based purely on fleet utilisation for both Mack Air and Wilderness Air. If Mack Air is contacted directly to book a sole-use charter into a Wilderness camp, they will refer the request back to you so that your Wilderness Safaris Journey Specialist may make the necessary arrangements with Wilderness Air Botswana. Should Wilderness Air not have an aircraft available on the day to carry out the sole-use charter, then Mack Air will be the first port of call as an alternative to sub-charter. Mack Air will continue to operate their seat rates as normal between third party and Wilderness Safaris camps.

Private Charters vs Sole-Use Sectors

Further to last months’ product update, note that Wilderness Air do not offer private charters per the definition below in any of the regions in which we operate – Botswana, Namibia, Zimbabwe and Zambia. On a request basis, they may be able to assist with **sole-use on a sector basis**, however, we do not have the fleet nor pilot capacity to take aircrafts out the system for days at a time in order to accommodate private charters as defined below. If your guests require a private charter with the aircraft and pilot at their disposal, then we will book this through one of our preferred third party operators.

SEAT RATES	SOLE USE	PRIVATE CHARTER
Various stops en-route	Aircraft EXCLUSIVE to the client/s for the required leg ONLY	Aircraft EXCLUSIVE to the client/s for the entire duration of travel
‘Flying Window’ will no longer be between 11:00 to 15:00	Flight times as requested, however, not always guaranteed	Flight times as requested
Pick-up times will be advised at the time of booking	Pick-up times will be advised prior to departure	Pick-up times will be as requested by the client/s
Air shuttle service and STRICT luggage and passenger restrictions	Depending on the number of passengers and aircraft type, a luggage increase needs to be requested in advance	Depending on the number of passengers and aircraft type, the luggage limit will be known in advance

WILDERNESS TOURING

ZAMBEZI FEATURED EXCURSION | WHITE WATER RAFTING

Get ready for a wet, adrenalin-filled day down the mighty Zambezi River...this is an opportunity to experience the exhilaration and thrills of some of the biggest rapids in the world run by highly trained professional rafting guides. View the spectacular scenery of the gorge and learn about the vegetation and wildlife, while rafting down the river. For a real adventure, the full day low water trip covers rapids #1 to #19 and includes a number of grade 5 rapids. The more scenic high water run operates when the river rises after the rains and covers rapids #11 to #24.

CAPE FEATURED EXCURSION | Private Full Day Winelands Tour

Focusing on the region's major wine producing areas, we explore the rich history and culture of towns such as Stellenbosch, South Africa's second-oldest town, or gastronomic Franschhoek, while enjoying the scenic beauty of the mountains and vineyards. Wine estates are selected according to guest preference (so be sure to ask what those are) and lunch is had at one of the many classic, award-winning restaurants in the area.

Table Mountain Cableway Closure

The Cableway will be closed from 27 July to 9 August 2015 for annual maintenance and will re-open, weather permitting, on Monday 10 August 2015. The Cableway's annual rates increase takes place on 01 October 2015, and below are the operating times for 2015 and 2016.

Date	First car up	Last car up	Last car down
1 May - 31 August 2015	08:30	17:00	18:00
1 September - 31 October 2015	08:30	18:00	19:00
November 2015	08:00	19:00	20:00
1 December 2015 - 31 January 2016	08:00	20:00	21:00
February 2016	08:00	19:30	20:30
March 2016	08:00	18:30	19:30
April 2016	08:30	17:30	18:30
1 May - 31 August 2016	08:30	17:00	18:00
1 September - 31 October 2016	08:30	18:00	19:00

Restaurant Closures in the Cape over the Winter Season

There are a number of restaurants that close over the winter period - below is the current list received from Wilderness Touring:

- Black Sheep (Cape Town) – 27 June to 13 July
- Grand Café & Beach (Cape Town) – 28 June to 15 September
- The Pot Luck Club (Woodstock) – 13 to 27 July
- Test Kitchen (Woodstock) – 30 June to 13 July
- Shimmy Beach Club (Cape Town) – 28 June to 01 August
- Terroir (Stellenbosch) – 28 June to 14 July
- Rust en Vrede (Stellenbosch) – 28 June to 28 July
- Indochine (Stellenbosch) – 28 June to 13 July

BOTSWANA

New & Updated Mombo Camp Information Sheets

The new Mombo Trails Camp Information Sheet and updated Little Mombo and Mombo Camp Information Sheets are now available on the Info Centre on Wilderness Window.

- Little Mombo/Mombo – we have added the revised operational dates during the rebuild, updated the private vehicle section and added a note advising that as yet, there are no details available regarding the design and facilities of the "new" camps when they re-open on 1 July 2015 (Mombo) and 16 December 2016 (Little Mombo).
- Mombo Trails – the information regarding the camp and room design/facilities is based on details provided thus far by Operations. Details on the size of camp (it reduces halfway through the year) and the private vehicle scenario have been included.

Revision to Private Vehicle Scenario at Chitabe Camp

We have reviewed the private vehicle situation at Chitabe Camp (this does not apply to Chitabe Lediba), where restrictions exist due to concession numbers, available beds, number of vehicles and seating in those vehicles. Depending on numbers, an extra room may still need to be blocked off, however, we will no longer charge the **nightly rate for the extra room – rather a double private vehicle rate**. This is a fixed amount valid throughout the year, regardless of season or special.

UPDATE | Power Supply in Botswana

We are pleased to advise that Vumbura Plains South Camp switched over to solar power last week, with North Camp scheduled to follow in the next three weeks.

Our camps are situated in pristine and remote wilderness areas and as a result, we are required to generate our own electricity. We achieve this by making use of either solar power or generators that charge a bank of batteries and provide electricity to the camp through an inverter system. This, in turn, provides 220V power in each tented room for lighting and fans. Where generators alone are used, these run for approximately 7 – 9 hours per day (mostly when guests are out on activities) charging the aforementioned battery bank during this time. Power supplied to both the rooms and main areas is by way of alternating current (AC).

NEW | Emergency Radios in Selected Camps

We have recently initiated a pilot programme whereby two-way emergency radios have been fitted in the rooms at Kings Pool, DumaTau, Mombo, Little Mombo and Vumbura Plains. Used by guests to contact camp management in the event of an emergency only, these radios are on a closed circuit and inter-room communication is not available.

REMEMBER | Walking on the Jao Concession

Guided nature walks at Jacana, Jao, Kwetsani, Pelo, Little Tubu and Tubu Tree are seasonal and subject to the availability of a qualified walking guide, therefore pre-booking is essential.

KENYA

“Stay 4, pay 3” offer at Segera

Segera Retreat is an award-winning safari oasis situated in Kenya’s high country. The ideal destination for families or the perfect hideaway for a longer stay, this super deal applies to all new bookings travelling between now and 30 November 2015. Exciting game viewing, sumptuous Laikipia ranch-style accommodation, fabulous modern African art and a holistic approach to wellness combine to make Segera the most luxurious and essential safari destination in Kenya.

Children & Family Activities at Segera

A great range of holistic and educational activities are available at Segera, including but not limited to:

- Interaction with local surrounding communities & engaging with pupils from the award-winning Zeitz Foundation Waterbank School
- Visiting the solar farm, gaining insight into local cultures through creative arts & crafts
- A child-focused “Behind the Scenes Tour” to foster a greater awareness of nature
- Farm Life & Cattle Cowboy tour experiences
- Sports such as soccer, volleyball & supervised swimming in Segera’s salt-water pools
- Fishing at the Sugeroi River with simple-to-use fishing rods & nets
- Game drives with interactive wildlife & bird checklists
- Compiling a Photo Story with images captured from a child’s perspective on camera.

New Online Visa Application for Kenya

Kenya recently launched eCitizen, an easy-to-use and efficient e-visa service, where all nationalities requiring a visa can log onto www.ecitizen.go.ke and apply online for their Kenya entry visa prior to travel. The visa processing time after application and payment is 7 days. This will become compulsory from 01 September 2015, however, there will be a two month changeover process until the end of August 2015. During this transition process, travellers will still have the option of purchasing their visa upon arrival at Jomo Kenyatta International Airport. Thereafter, nationals will not be allowed to purchase visas when landing in Kenya.

NAMIBIA

REVISED | Hoanib Activities

The activity offering at Hoanib has been revised slightly and our collateral updated accordingly – please refer to the Hoanib Camp Information Sheet or the Camp Summary in the General Information Manual for more detail. Note in particular the variables associated with the excursion to the Skeleton Coast – fly one way and drive the other, fly both ways or drive both ways.

SOUTH AFRICA

Change in Name from Rocktail Beach Camp to Rocktail Camp

While it is only a short 15 – 20 minute scenic walk through the coastal forest to a pristine beach, the camp itself is not located on the beach so we have taken the decision to phase out the use of the word “beach” in the name and rather call it **Rocktail Camp**. All systems and collateral have been or are in the process of being amended accordingly.

ZIMBABWE

UPDATE | Hwange Road Transfers

Please refer to the Road Transfer Notes section of the Zimbabwe Rates Sheets (page 9 in 2015 and page 10 in 2016) for the most up-to-date information regarding road transfers between Victoria Falls and Hwange, or within Hwange itself, for both our camps and third party properties. This is important to ensure you have requested and/or quoted the correct transfers and taken the various connections into account – what is or is not possible.

Currency & Credit Cards

Zimbabwe has a multi-currency system for payments. Hard currencies such as US Dollars, GBP Sterling, Euros and South African Rand are widely accepted and guests are encouraged to carry small denominations for ease of trade. Although credit cards are generally not accepted as a form of payment, there are some hotels that will – Visa is most widely accepted, while MasterCard and American Express are less so.

Note that credit card facilities are not available at the Wilderness Zimbabwe camps – payment can be made in cash only – and the same applies to a number of other camps e.g. The Hide, Changa, Camp Hwange, Imvelo Lodges and African Bush Camps.

Warm regards,
Tina

Wilderness Product Services Manager

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 or your reservations cluster/Journey Specialist directly.

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