

25 June 2015

NEWSFLASH

Wilderness Safaris & Ongava Change Relationship

After some fourteen years, and in an amicable process, Wilderness Safaris and Ongava have agreed that the business has reached a level of maturity and success that enables it to be managed independently by the Ongava team. Accordingly, a joint decision has been made not to renew the management agreement which terminates towards the end of 2015, meaning that Ongava will become independent of Wilderness Safaris. Further information will follow once the details have been finalised, however, the current situation is as follows:

- Ongava will start marketing directly to the trade this month, although all bookings will still be channelled via Wilderness Safaris.
- At the end of October 2015, we will hand over the reins on the Operational side.
- The plan is to hand over the booking sheets at the end of the year – details still to be confirmed.
- At this time, there is NO CHANGE to the booking and quoting process, including rates as per our published 2015 and 2016 Rates Sheets (accommodation and flying).
- All existing bookings as at the time of the full handover will be honoured – both the booking and the rate.

Redefining the Wilderness Air Operation in Namibia from 1 March 2016

Wilderness Air Namibia would like to inform all our partners of strategic changes that will be taking place over the next year in the Wilderness Air Namibia flying operations. As part of a major asset replacement plan being implemented across the Wilderness group, we will be phasing out the Cessna 210's in our fleet over the next 12 months, which in turn means we will no longer operate private charters. A great deal of effort has gone into establishing a workable, daily flying circuit in Namibia, that services the Wilderness camps at exceptional rates, and it is our intention to focus more specifically on this section of our business.

As from the end of February 2016, Wilderness Air Namibia will utilise their aircraft for the circuit business only so with immediate effect, all NEW quotes or bookings for private charters travelling from 1 March 2016, will be with our preferred partner third party charter operators in Namibia. All existing bookings and quotes currently booked with Wilderness Air Namibia and travelling from 1 March 2016, will be handed over to third party operators by Wilderness Air Namibia, who will ensure that the costs and T&Cs quoted are honoured.

The status quo remains for 2015, and there will be no impact on bookings in the system for this year.

DBB vs FI Rates Doro Nawas and Kulala Desert Lodge in 2016

The decision to have DBB rates ONLY for Doro Nawas and Kulala Desert Lodge in 2016 has been reviewed and I am pleased to advise that we will revert to having both an FI and DBB rate for the 2016 season. We are in the process of updating our rates - new rates will be available online early next week and your Journey Specialist will be in touch regarding any bookings that need to be re-quoted.

Note that fly-in bookings may only be booked on an FI basis, while all extras on the DBB basis (lunch, activities, drinks, laundry, drinks, etc.) are settled direct in camp. The published rates for extras are nett/non-commissionable and you may not "build" a rate by adding the cost for extras to the DBB rate, nor pre-pay for extras.

Botswana Introducing Child Travel Regulations?

We are aware of an article in circulation talking about Botswana introducing similar regulations as South Africa, requiring all children under 18 to travel with birth certificates. We are investigating further to see if this is in fact true, and if yes, with effect from what date.

Possible Delays at Maun Airport

During the month of July, military training exercises will be conducted at Maun Airport that may have a knock-on effect on guest movements. In addition, due to greater volumes travelling during peak season, Maun Airport is currently experiencing delays with customs and immigrations, which has had and may continue to have an affect on our guests' travel arrangements, including the circuit flights with Wilderness Air. While this is beyond the control of Wilderness Air and Wilderness Safaris, our teams on the ground will do all possible to ensure that the impact on our guests is kept to a minimum.

INFO CENTRE UPDATE

New "Home" for the Info Centre

The Info Centre is now part of the main Wilderness Window platform, appearing in the top line of the main page and offering you simpler, more direct access to Rates, Product Information, Product Updates, etc. The navigation is still the same – using the tabs, categories and drop down menus (click on the +). Under the Links Tab, you will find the links to the Image Library, our various websites and blogs.

Search Functionality on Product Information Tab

Click on Search, and type in the key word under Document Name. All documents with that name in the title will appear i.e. for Linkwasha - the Camp Information Sheet, Camp Layout, Family Unit diagram, etc. Select the one you want and then click on View Document.

Wilderness Touring Cape on the Info Centre

Under Product Information/Wilderness Touring, we have added the following:

- Updated recommended restaurant lists
- Detailed tour descriptions - split into type of tour (Classic vs Fully Inclusive vs Scheduled) and focus (active, city, family fun, specialist, etc.)

Under Newsletters and Updates, you will find the quarterly Wilderness Touring Cape newsletter.

IMPORTANT

Temporary Camp Closures in late 2016/2017

Details are not yet available, however, the following camps will be closed for a period to undergo structural maintenance or redesign:

- Jao Camp is closed from **1 October 2016 to 31 May 2017**.
- Chitabe Camp is closed from **7 January 2017 to 31 May 2017**. During this time, Chitabe Lediba will accommodate a maximum of 18 in 3 family rooms and 3 twins. From 1 June 2017, Lediba will revert to 2 family rooms and 3 twins – total of 14.
- Little Vumbura is closed from **15 January 2017 to 15 March 2017**.
- Kings Pool is closed from **15 January 2017 to 15 June 2017**.

Third Party Guides & Vehicles on our Concessions

As a general rule, guides who are not in the employ of Wilderness Safaris are not allowed to drive directly into any of our camps. Nor may they use their own vehicle in any of our concessions. You will need to book a private vehicle with a Wilderness Safaris guide who will do the driving, and the 3rd party guide will then accompany the guests in the private vehicle. There are a few exceptions so please liaise directly with your Journey Consultant for details on a specific booking or itinerary.

GENERAL/REMINDERS

Update on South African Child Travel Regulations, Implemented 1 June 2015

Although airlines, media, business and tourism bodies are still actively pursuing a review of these regulations, South African Immigration Authorities are enforcing them. Guests travelling with children need to be sure they have all the correct documentation with them. Contact your Sales Manager or Journey Specialist should you require further information or refer to the app below that has been shared with trade here in SA.

*"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. The app will ask you to select your scenario in three short questions:*

1. *Who the child is travelling with*
2. *Parental status (married, divorced, legally separated, etc.)*
3. *Any other special circumstances (adoption, foster care, whether both parents are still alive, etc.)*

*You can view the Child Visa Checklist app on this link: <http://www.drivesouthafrica.co.za/child-visa-checklist/>
The app works both on mobile and desktop. It is free to use. No download needed."*

Andersson's Activities

On an FI basis, a game drive on the Ongava Reserve is NOT included in the rate, whilst the following activities are:

- Morning and/or afternoon game drives in Etosha National Park
- Night drives on the Ongava Reserve on request
- Nature walks on the Ongava Game Reserve

On a dinner, bed and breakfast (DBB) basis, guests may self-drive into the Etosha National Park or book and pay for any of the scheduled camp activities listed above. Subject to the availability of vehicles and guides, morning and afternoon/evening game drives on the Ongava Game Reserve may be possible from Andersson's on a DBB or FI basis. If available, they are offered and sold direct in camp to guests at additional cost.

WILDERNESS AIR

Flight Connections in Zambia – Proflight & Wilderness Air (operated by Staravia)

Proflight have changed the departure time of their flight from Lusaka to Mfuwe – now leaving at 11:05. Our flight from Kafue departs 09:00 and arrives Lusaka at 10:40. We are not going to change our schedule, HOWEVER, if you have guests connecting from Shumba or Busanga to Mfuwe, Wilderness Air/Staravia will leave Kafue 30 minutes earlier i.e. 09:00, arriving Lusaka at 10:10. Note that on these occasions, any other guests travelling the same day with different onward connections, will have an extra half hour waiting time at the airport.

Meet & Greet in Harare

A mandatory meet and assist is included in our costing for all circuit charter flights to and from Harare Airport.



Departure Taxes Paid direct in Zimbabwe & Zambia

Please ensure your guests are aware that the Zimbabwe and Zambia departure taxes are settled direct and are NOT included in our seat rates.

Seat Rates vs Sole Use vs Private Charter

With particular reference to the flying operated by Wilderness Air, please use the correct terminology depending on the needs of your guest, to ensure the relevant service is booked and charged for accordingly. The table below clarifies what the differences are - it is vital that you/your guest is aware of the same so that expectations are met.

DIFFERENCE IN PRODUCT OFFERING		
Seat Rates	Sole Use	Private Charter
Various stops en route	Aircraft EXCLUSIVE to the clients for the required leg ONLY	Aircraft EXCLUSIVE to the clients for the entire duration of travel
Flying Window will no longer be between 11h00–15h00	Flight times as requested. Not always guaranteed	Flight times as requested.
Pick-up times will be advised – at time of booking	Pick up times will be advised prior to departure	Pick up times will be as requested by client
Air shuttle service and STRICT luggage and passenger restrictions	Depending on the number of pax and aircraft type – luggage increase needs to be requested in advance	Depending on the number of pax and aircraft type – luggage limit will be known in advance

 Connecting You To The Wilderness 

Weight Allowance on Circuit Flights

We still have guests arriving with the incorrect size, type and weight of luggage - resulting in delays, inconvenience and additional cost. In addition to the quotes and documentation received from Wilderness, please refer to the guidelines in the General Information Manual, General Pre-Tour Information and stand-alone documents on the Info Centre for details and ensure all guests travelling on Wilderness Air are aware of the regulations.

WILDERNESS TOURING

Accessibility of Chapman's Peak

Be aware that Chapman's Peak near Cape Town may close intermittently throughout winter depending on rainfall and subsequent mudslides. The Wilderness Touring guides check the situation each morning and will adjust touring accordingly/advise guests on the ground.

CAPE FEATURED EXCURSION | Hermanus & Dyer Island Cruise

The whales have arrived! One of the best ways to see these magnificent ocean creatures is to do this tour between June and November. Home to some 8 000 African penguins and 120 000 Cape cormorants, as well as many other coastal species, the unforgettable eco-tour by boat around Dyer Island is a must for bird enthusiasts. Just off the island, Geyser Rock has a colony of 60 000 Cape fur seals. Look out for Southern right whales on the return cruise to Hermanus and while ambling along the town's cliff paths. Enjoy lunch and browsing the local craft markets in Hermanus, before heading back to Cape Town, enjoying the spectacular scenery of the Hottentots Holland Mountains, False Bay and the coastline.

ZAMBEZI FEATURED EXCURSION | Livingstone Island

Follow in the footsteps of history as you approach the island by boat and view Victoria Falls as David Livingstone once did. Queen Victoria herself later named this split of land amidst the drama of the falls after the Scottish explorer. Available from the Zambian side of the Falls only, Livingstone Island is popular today not only for the thrilling swim in Devil's Pool but also for the breakfast (1 hour), lunch (2 hours) and high tea (1 hour 30 minutes) excursions on offer. There is a minimum age restriction of 5 years.

BOTSWANA

Great Feedback on the "new" Kwetsani

Kwetsani reopened on 1 June 2015 with a brand new contemporary look and feel. Upgrades include the addition of a lounge to each of the camp's five spacious guest tents, as well as a complete overhaul of the en-suite bathrooms and outdoor showers. The décor has been updated with stylish and luxurious new furnishings. Describing it as "a beautiful updated lodge in an amazing setting with warm and friendly hosts", a recent Kwetsani guest added: "The animals I saw at Kwetsani were the best of the four lodges I stayed at in Botswana. We saw a pride of six lions, a leopard and her baby, as well as many elephants, giraffes and hippos." Read the full TripAdvisor review [here](#).

Mombo Trails Camp Information

A Camp Information Sheet for Mombo Trails will be available online on the Info Centre by early next week.

Seasonal Dates for Pelo Camp

Take note of the revised operational dates for Pelo Camp on the Jao concession over the next two years:

- Open 1 April to 30 November 2015
- Closed 1 December 2015 to 29 February 2016
- Open 1 March to 30 November 2016
- Closed 1 December 2016 to 28 February 2017
- Open 1 March to 30 November 2017

KENYA

FCO Travel Advisory in Kenya Lifted

The UK Foreign and Commonwealth Office (FCO) has lifted its advisory against all but essential travel to Mombasa, Kenya. The advisory currently warns against all but essential travel to areas within 60km of the Kenya-Somali border; Garissa County; the Eastleigh area of Nairobi; Lamu County and those areas of Tana River County north of the Tana river itself; as well as within 15km of the coast from the Tana River down to, but not including, Watamu. The country's safari destinations and airports are deemed safe for travel.

NAMIBIA

Damaraland Camp Airstrip Re-opens

As of 4 June 2015, Damaraland Camp guests now fly directly into and out of the Damaraland instead of transferring by road to and from the Doro Nawas airstrip.

Quad-biking at Little Kulala & Kulala Desert Lodge

There is an additional cost for quad-biking at Kulala Desert Lodge, which must be settled direct (currently R 550 per person and subject to change for 2016). While the cost of the activity is included in the FI rate at Little Kulala, bookings at both lodges may only be made direct in camp.

Wilderness Air not flying to Purros Airstrip

Owing to the poor condition of the runway at Purros, Wilderness Air and a number of other Namibian charter companies will not fly there until the airfield has been restored to an acceptable and safe condition. Used for Okahirongo Elephant Lodge, flights will be diverted to Sesfontein airstrip for pick ups and drop offs.

SOUTH AFRICA

Update | Activities at Rocktail

An updated list of optional activities available at Rocktail is available on the Info Centre. Note that a minimum of 4 people is required for the Ocean Experience - a boat ride and snorkelling trip that travels quite a distance.

For diving excursions, the skipper and instructor determine which reefs to go to each day depending on the sea and weather conditions. Most of the reefs are a maximum depth of 18m and between a 5 to 15 minute boat ride from shore. They do a maximum of 2 dives per day and dive times change according to the tides, as they have to operate around the tides. The earliest they typically meet to go diving is 07:00 and the latest is about 9:30-10:00. There is no minimum number for diving, with a typical dive day looking like this: *Meet at the dive centre to kit up and do dive briefing, drive along the beach to the boat launch site, go out for the first dive then come back to the beach where for a picnic breakfast and take a break before the second dive. Go out for the second dive and then return to*

the beach, before all divers are driven back to the dive centre.

ZIMBABWE

Sleep-outs & Pizza Oven not an option from Linkwasha

Both Madison Pan (for a sleep-out) and our pizza-oven "in-the-bush" are over an hour's drive from camp and therefore not on offer as activities from Linkwasha. However, the good news is that Operations have received approval from National Parks to build a platform close to Linkwasha to do sleep-outs. Details will follow as soon as it is available.

AIRLINES

Update re: Scheduled Commercial Air & Travel Regulations

Further to a recent meeting with Thompsons Travel, our ticketing agent, please note:

- Airlines are being stringent regarding documentation required prior to boarding - validity of passports, birth certificates, biometric visas, yellow fever certificates, etc. - as should someone have to be deported due to the incorrect documentation, the responsibility and cost thereof falls on the airline.
- The names on a passport must match the name on an air ticket - include all names as relevant...full spelling and middle names.
- Thompsons Travel is unable to assist if flight bookings are made direct/online/settled with personal credit cards.
- Be aware that if separate tickets are issued for different flights and guests miss a connection, the relevant airline will make them purchase another ticket.
- While booking systems will allow shorter connection times, the reality is quite different - especially with all the regulations regarding security, immigration requirements and baggage allowance plus the size of airports and collection of baggage. Our recommendation is a minimum connection time of 3 hours between flights.

Update on New Airport at Victoria Falls

Construction of the new airport is well underway, although it appears that it will not be complete this year (images of the new runway and terminal building below). We have been advised that queues for visas in the old terminal are really long, resulting in delays. The SAA flight arrives before BA, so where possible, booking the earlier flight is an option - alternatively, fly into Livingstone and purchase a Univisa for both Zambia and Zimbabwe.



RATES UPDATE

2015

- The domestic departure tax out of Windhoek and Eros airports in Namibia has increased with immediate effect from R113.00 to R124.00 per person.
- The prices of the Spirit of Namibia and Wings over Namibia packaged safaris have been adjusted to take the departure tax increase into account.
- Pelo Camp is now open until 30 November 2015. Relevant rates have been added.

2016

- The 2016 Exploration Rate Sheets are now available on the Info Centre.
- Pelo Camp is now open until 30 November 2016. Relevant rates have been added. Our transfer and touring rates have been added to the Zambia and Zimbabwe 2016 Rates Sheets.

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.

www.wilderness-safaris.com

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