

26 May 2015

NEWSFLASH

Mombo Rebuild – 1 November 2015 to 15 December 2016

Mombo and Little Mombo are to be reinvented and revitalised! This exciting year-long project will mean some changes, including the building of Mombo Trails as an alternative to the existing camps while under construction. Harking back to our original safari roots, Mombo Trails will be a luxury tented camp with no permanent structures, yet still offering the standard Mombo comforts and great game viewing! Seven elegantly furnished and spacious guest tents (14 beds) with en-suite facilities will be situated on the ground right amongst the wildlife. There will be a central living and dining area (no pool), plus traditional campfire, as well as a pilot/guide room.

Important to note is that the circumstances of the rebuild have placed limitations on our flexibility over this period so we cannot operate as we normally would – particularly regarding the camp configuration and private vehicle scenario.

From 1 November 2015 to 30 June 2016:

- Little Mombo will become a 5 room/10 bed camp – utilising 2 rooms from Mombo Main – plus 1 pilot/guide room.
- The rest of Mombo Main will close for this period for construction – including the second pool/lounge area, gym, curio shop and 4Cs centre.
- Mombo Trails will open with 7 rooms/14 beds plus 1 pilot/guide room.
- There will be a private vehicle at Mombo Trails ONLY for this period – not at Little Mombo.

From 1 July 2016 to 15 December 2016:

- Mombo Main will re-open with 8 rooms/16 beds plus 1 pilot/guide room.
- Little Mombo will close for construction.
- Mombo Trails will reduce in number to 4 rooms/8 beds plus 1 pilot/guide room.
- There will be NO private vehicle on the concession for this period. Any requests for sole use of vehicles will be subject to the number of beds booked and charged for i.e. to guarantee sole use, 3 rooms/6 beds.

Throughout this process we will still have 12 rooms (24 guest beds) on the Mombo concession although the camp configuration has changed as specified above. On 16 December 2016, the new Mombo (9 rooms) and Little Mombo (3 rooms) plus 1 guide room will re-open. We do not have any details on the specifics of the “new” Mombo and Little Mombo as yet, however, we will be sure to share them with you when we do!

During the period of construction, rates at Little Mombo will be discounted by 20% and rates at Mombo Trails will be discounted at 40%. All existing provisional and confirmed bookings will be re-costed accordingly and details sent through to you. When the new Mombo Main re-opens on 1 July 2016, it will be at our normal seasonal rates, as will the new Little Mombo when it re-opens on 16 December 2016.

The “New” Kwetsani Rooms

Scheduled to re-open on 1 June, we wanted to share a couple of pictures of the great new tents at Kwetsani! These 5 spacious rooms will have comfortable lounge areas and verandahs overlooking the floodplains plus en-suite facilities with separate toilet, indoor and outdoor shower, ceiling fans, mosquito net and electronic safe. There will be 1 pilot/guide room but no family room.



Temporary Closure of Xigera Camp

Xigera will be closed from 24 September up to and including 6 October 2015 to re-thatch the full main area.

Damaraland Camp Airstrip Update

The current closure of the Damaraland Camp Airstrip **has been extended to 31 May 2015** as it has not yet been signed off by the safety review team. All guests travelling to Damaraland Camp will continue to be routed via the Doro Nawas Airstrip, where they are met by the Damaraland Camp guides and vehicles for their transfer by road to Damaraland – approximately 60 minutes one way.

Increase in Namibian Departure Taxes

With very little warning, the Namibian government announced this week that the airport departure taxes will increase with immediate effect. All quotes and bookings for Wilderness Air Namibia services will need to be repriced and your Journey Specialist will be in touch accordingly.

- Domestic – increases from NAD 113.00 pp to NAD 124.00 pp (this affects the relevant Wilderness Air flights)
- Swakopmund – stays the same at NAD 73.00 pp
- Regional – now NAD 238.00 pp
- International – now NAD 411.00 pp

Wi-Fi in the Rooms at Abu and Sossusvlei

Wi-Fi is available in the rooms at Abu in Botswana, and in the units at both Little Kulala and Kulala Desert Lodge in Namibia.

RATES UPDATE

Adding Value to the Wilderness Window

All agent-originated bookings i.e. booked directly by yourselves in the Wilderness Window, for the 2016 rates season (11 January 2016 to 10 January 2017), will receive a 2% discount on Wilderness accommodation. Note that this discount applies to our standard rates only and is not applicable to any specials or packaged safaris, the Ongava properties, North Island and Segera Retreat.

2015

- With our exit from Odzala at the end of April, the Congo Rates Sheets have been removed from the Information Centre.
- The River Club rates no longer appear in the Zambia Rates Sheets due to Wilderness Safaris no longer marketing the property.
- Revised Mombo rates from 1 November 2015 have been added to the Botswana Rates Sheets, while Banoka Bush Camp rates have been removed.

2016

- The updated Botswana Rates Sheets with new rates relevant to the Mombo rebuild are now available online.
- The 2016 RSP (Recommended Selling Prices), Kenya (Segera) and Seychelles (North Island) Rates Sheet are now online.
- The 2016 Explorations Rates Sheets will follow shortly.

North Island - 2016 Rate Update

- The cost for the full day excursions remains at €3 500.00 per excursion.
- The rates for "Additional Services" – Fast Track Meet & Assist and Helicopter Transfers – are subject to change and will be updated once the new season rates have been received.
- The prices for spa treatments & yoga have increased.
- The "Stay 7/Pay 6" special has been extended into 2016 (valid 05 January 2016 to 22 December 2016).

IMPORTANT

Introducing Wilderness Safaris 24 (WS24)

Wilderness24 is Wilderness' own risk mitigation and incident management initiative. This is a holistic approach to overall safety in which we have taken a proactive approach by building skilled capacity with the necessary equipment, tied in to a 24/7/365 specialised assistance team. When incidents occur, we are able to give our guests the highest possible level of safety and support. A free service offered to all our guests, Wilderness24 will:

- work together with all camp and regional individuals,
- provide advice,
- facilitate the Incident Action Plan,
- dispatch the appropriate resources,
- update and notify key stakeholders,
- liaise with relevant parties regarding travel insurance, and

- inform the Customer Care team – who in turn will keep you, the agent, informed.

PLEASE NOTE that this is not a travel insurance product nor does it replace your travel insurer's emergency protocols. All guests are required to ensure they have adequate coverage prior to travelling to our camps. Should you not be sure of the extent of coverage required, feel free to contact Wilderness24 at wilderness24@incidents.im.

Introducing Safer.travel & High Risk Travellers

We want to host all travellers wishing to go on safari - including elderly or disabled travellers and those with medical or chronic conditions – whilst ensuring that their experience with us is memorable and unique. However, having peace of mind with regard to all aspects of their needs being attended to both prior to coming out to Africa and whilst on holiday is key. Forming part of the Wilderness24 portfolio, Safer.travel is a product offering that is now available to both our agents and guests, specifically geared towards assisting with pre-travel plans for high-risk travellers. They would be contacted if you are uncertain about whether a guest's travel plans are suitable for them or if you have a client who:

- Has specific medical needs
- Has a chronic or high-risk medical condition
- Is elderly (>70 yrs) or infirm
- Is a young child (<8 yrs old)
- Is disabled
- Is at risk for any reason
- Is asking questions about the risks of the destination to which they are travelling
- Is asking questions about the capabilities of the facilities of the destinations to which they are travelling

Direct your query to the Customer Care team at Wilderness Safaris (CustomerCare@wilderness.co.za) and they will liaise with Safer.travel for expert medical advice, providing you and your client with the necessary information to manage expectations of the trip and make the relevant arrangements. If the assistance requires a more advanced professional service, we will put you or the guest in direct contact with Safer.travel. Note that there will be a charge of **US\$ 55.00 per hour** levied directly by Safer.travel to the agent or guest for the expert/specialized advice and sourcing of resources for a guest to be able to enjoy their safari.

Please contact your Account Manager or Journey Specialist for further information or refer to the 2015 Agent Manual.

TRAVEL REGULATIONS

Requirements for Children Under 18 Years

Effective June 1, 2015 South Africa will be implementing immigration regulations that concern all travellers under the age of 18, travelling into/out of/transiting South Africa. **The one concession that has been made is that there is no need to translate the unabridged birth certificate**, however, the new rules require all affected passengers to:

1. IF CHILD IS TRAVELLING WITH BOTH PARENTS

a) Present an "unabridged" birth certificate along with a passport when arriving, departing, or transiting South Africa. [Unabridged birth certificate indicates that the birth certificate must reflect the particulars of the parents of the child.]

2. IF CHILD IS TRAVELLING WITH ONE PARENT

a) Present an "unabridged" birth certificate; and

i) Consent in form of an affidavit from the other parent registered as parent on the birth certificate of the child authorising him/her to enter into or depart from the Republic with the child he or she is travelling with; [Affidavit may not be older than 3 months, dating from the date of travel.] or

ii) Court order granting full parental responsibilities and rights or legal guardianship in respect of the child, if he or she is the parent or legal guardian of the child; or

iii) Where applicable, a death certificate of the other parent registered as a parent of the child on the birth certificate.

3. IF PERSON IS TRAVELLING WITH A CHILD WHO IS NOT THEIR BIOLOGICAL CHILD

a) Present an "unabridged" birth certificate of the child; and

b) An affidavit from the parents or legal guardian of the child confirming that he or she has permission to travel with the child; and

c) Copies of the identify documents or passports of the parents or legal guardian of the child; and

d) Contact details of the parents or legal guardian of the child.

4. IF CHILD IS TRAVELLING AS AN UNACCOMPANIED MINOR

- a) Proof of consent from one of or both his/her parents or legal guardian in form of a letter or affidavit for the child to travel into or depart from the Republic;
- b) Letter from the person who is to receive the child in the Republic, containing his/her residential addresses and contact details in the Republic where the child will be residing;
- c) Copy of the identity document or valid passport and visa or Permanent residence permit of the person who is to receive the child in the Republic; and
- d) Contact details of the parents or legal guardian of the child.

Note that copies of the documents mentioned above may be presented but they will have to be certified true copies of the original by a Commissioner of Oaths/notaries or equivalent commissioning authority.

Department of Home Affairs grants reprieve for SADC Direct-transit Passengers

According to Tourism Update on 21 May 2015, the DHA has granted a reprieve for SADC direct-transit pax whereby no supporting documents – including an unabridged birth certificate – will be needed for travellers under 18, if they are SADC residents and in direct international transit i.e. passing through South Africa's international airports.

Univisa to be extended to Namibia, Botswana and Mozambique

On Tourism Update as well: the Univisa between Zambia and Zimbabwe has been a success and the plan is to extend it to Namibia, Botswana and Mozambique. Although the implementation date is still to be confirmed, the idea is that it will be the same fee – US\$ 50.00 per person, per Univisa.

SPECIALS & PACKAGED SAFARIS

Six Countries Summer Special 2015/2016

Please find herewith details of the new season of our Six Countries Summer Special which includes 26 camps in 5 countries – with a 6th to follow at a later date! This offer is **valid for travel from 10 November 2015 up to and including 20 March 2016**. It excludes the festive period from 20 December 2015 to 10 January 2016 for all camps except Rocktail Beach Camp, whose exclusion period is from 5 December 2015 to 10 January 2016. The camps included are:

*BOTSWANA: Kalahari Plains, Abu Camp, **Vumbura Plains South only**, Jao Camp, Kwetsani Camp, Little Tubu, Little Vumbura, Seba Camp, Tubu Tree, Jacana Camp, Xigera Camp, Kings Pool, DumaTau Camp & Savuti Camp*

NAMIBIA: Kulala Desert Lodge, Little Kulala, Desert Rhino Camp, Damaraland Camp, Doro Nawas, Hoanib Skeleton Coast, Serra Cafema

ZIMBABWE: Linkwasha Camp, Little Makalolo & Davison's Camp

SOUTH AFRICA: Rocktail Beach Camp

ZAMBIA: Toka Leya Camp

For Single Country bookings, the minimum number of nights is as per the flyer:

- Botswana – 6 nights
- Namibia – 5 nights
- South Africa – 3 nights
- Zimbabwe – 3 nights
- Zambia (LVI) – 2 nights

For Combination Country bookings, the minimum number of nights in an itinerary is as follows:

Bots/Nam/Zim/SA/Zam – 6 nights (itineraries including Botswana must have a minimum of 6 nights)

Nam/Zim/SA/Zam – 5 nights (itineraries including Namibia must have a minimum of 5 nights)

Zim/Zam – 3 nights (i.e. 2 nights Little Makalolo, 1 night Toka Leya)

Airport Services Johannesburg Update

Note that with immediate effect and for security reasons, we will not be handling any last minute baggage storage requests that require the Airport team to receive cash. The Airport team will only be able to assist guests that have pre-booked this service and have had a voucher issued for this service prior to arrival. No exceptions will be made with regards to this ruling. If the Airport team have guests wishing to store baggage at the last minute, they will be assisted and taken to the ACSA baggage storage facility at the airport where they will have to pay and make arrangements directly through ACSA. Note that the cost of baggage storage is exceptionally high with ACSA so it is advisable to pre-book this service with Wilderness Safaris and our Airport team.

WILDERNESS TOURING CAPE TOWN

FEATURED EXCURSION | Private Full Day Peninsula Tour with Shark Safari (May to September)

Peak season for shark cage diving kicks off in June! On this excursion, international shark experts and experienced marine biologists interpret the wildlife spectacle as it unfolds. They have studied Great Whites for decades and have produced many acclaimed wildlife documentaries showcasing the incredibly rare behaviour of breaching (sharks launching themselves out of the water) in pursuit of prey – with False Bay being one of the few places in the world where one can witness this unique behaviour. This Shark Safari focuses mainly on interaction with the sharks from the boat – with a view to observing natural predatory behaviour through the use of a seal decoy. An optional descent into the cage to view these super-predators underwater is an awe-inspiring experience, one that is not easily forgotten.

While the focus of this tour is the sharks, this full day trip includes travelling through many famous coastal towns of the Cape, visiting the African penguin colony at Boulders Beach, spotting wildlife in the Table Mountain National Park, and exploring the rocky coastline, the Cape fynbos vegetation and the south-westernmost point of Africa – Cape Point – with its lighthouse.

WILDERNESS TOURING ZAMBEZI

FEATURED EXCURSION | Fish the Mighty Zambezi River

Fishing on the Zambezi River is conducted year round for tiger, bream, nembwe and catfish – to mention just a few of the 75 known species found in the Zambezi River. We offer fly fishing, spinning, trolling and drift bait or live bait fishing from our pontoon vessel for a maximum of eight passengers. Led by a professional fishing guide, all fishing equipment bait, food and beverages are included and guests can choose from a three hour tour, a half day or full day excursion.

BOTSWANA

New Vehicles at DumaTau

A new fleet of 5 diesel Land Cruiser vehicles have arrived at DumaTau. They have lots of leg room for extra comfort, fitted cooler boxes and fewer roof supports which is better for photography and game viewing in general.

Abu Pool & Gym Update

After an unexpected recent closure to repair a leak, the pool is now available for guest use. The gym area is also operational, minus the broken treadmill which has been sent to South Africa to be fixed. A plan is being made to have another treadmill sent into Abu and should hopefully be in place in the next couple of weeks.

Seba Family Room Update

There are 2 family rooms at Seba – one is a 4 sleeper and the other is a 6 sleeper. Each unit has its own plunge pool, toys/game selection for children and 2 bathrooms. The 4 sleeper family unit consists of 2 bedrooms, with their own bathroom and entrance, separated by a boardwalk and sharing a deck. The main bedroom has a king-size bed and en-suite bathroom with indoor shower. The second bedroom has two three-quarter beds and en-suite bathroom with a bath/shower combination (no separate shower). The 6 sleeper unit is the same with the addition of a third room upstairs with two three-quarter beds, which shares the bathroom downstairs.

NAMIBIA

Revised Number of Guide Beds at Kulala Desert Lodge

There are 3 staff rooms, each with a single bed, available from now until the 29th February 2016 at Kulala Desert Lodge. Bear in mind that in the staff accommodation, bathroom facilities are shared.

Serra Cafema Activities Update

- Depending on the grazing needs for their livestock, the Himba will either be in their main villages or further afield at temporary cattle posts, involving a much longer drive. The semi-nomadic nature of their lifestyle means they do move around, sometimes quite far from camp, and encounters may be away from the actual villages.
- The full day outing to Marienfluss Valley with a picnic lunch is no longer a standard offering. If guests are interested in visiting the Marienfluss Valley, they must be made aware that it is a long and bumpy mountainous road. The activity will require a private vehicle and must therefore be arranged in advance, plus booked/charged for accordingly.
- With immediate effect and for the foreseeable future, there will be no massages available at Serra Cafema.
- Low water levels on the Kunene River may have an impact on the boating activity. Subject to sluice gate openings upriver at Ruacana – some days the boat trips are shorter while on others, it is not offered at all as we do not wish to endanger guests nor damage the boats. The camp will make the decision on the day and advise guests in camp accordingly.
- Fishing is on request.

Explorations Vehicles in Namibia

Note that Wilderness Safaris Explorations do not operate with 10 or 12-seater vehicles in Namibia – we only have 8-seater vehicles available and they only have 7 window seats.

Namib Sky Ballooning

The rate for this excursion includes the balloon flight, champagne breakfast, flight certificate, park entrance fees, road transfers by Namib Sky Adventures from the lodge/camp (ie. Sesriem Campsite, Sossusvlei Lodge, Le Mirage, Sossusvlei Desert Lodge and Kulala Desert Lodge only) to the launch site. Guests staying at Little Kulala, will be transferred to the launch site and returned to camp by Namib Sky.

SEYCHELLES

Bicycles on North Island

Standard bicycles have replaced the mountain bikes on North Island.

SOUTH AFRICA

Rocktail Beach Camp Park Fee Increase & Travelling Times

Isimangiliso Park entrance fees (settled direct in camp) and the approximate travelling times for those on a self-drive basis have changed – our collateral has been updated accordingly.

ZAMBIA

Rhino Tracking Activity ex Toka Leya Camp

Guests staying at Toka Leya and wishing to fish will be required to pay park fees of US\$ 5.00 per person per excursion. A park fee of US\$ 10.00 per excursion is due for guided walks and/or rhino tracking and will be divided between the number of guests taking part in a particular walk. Note that walks are subject to the availability of a ZAWA (Zambian Wildlife Authority) scout and all park fees are settled direct in camp.

ZIMBABWE

Linkwasha Family Room Layout

Note that the family unit at Linkwasha cannot accommodate four adults. There is no second bedroom as such – it is a living room that is converted into a “second bedroom”, with no separation between the two rooms and it should therefore only be used for children. The detailed description is a unit consisting of 2 rooms (a main bedroom and a living room that is converted into a second bedroom) - each with their own bathroom. The living room/second bedroom has a fold-out bed for one child and a spare mattress on the floor for the second child. The main bathroom has a bathtub and the second bathroom has a single vanity basin and no bathtub.

AIRLINES

New “No Show” Regulation

If a passenger has a reserved seat but does not show up at the check-in desk on time (45 minutes prior to a domestic flight and 60 minutes prior to an international flight), they are considered a “no show”.

Victoria Falls Airport Upgrade on Track

The US\$ 150 million upgrade at Victoria Falls International Airport is scheduled for completion at the end of September. The new runway will cater for category-E-type aircraft, such as the Boeing 747-400, B777 and A340. The current runway will be extended into a parallel taxiway, and a new international passenger terminal with a handling capacity of 1.5 million passengers per annum will be introduced. The existing terminal building will be converted into a fully-fledged domestic terminal. The upgrades also include the construction of a new control tower and fire station.

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

© Wilderness-Safaris 2015

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