

November 2013

NEWSFLASH

Increase in Zimbabwe 2014 Rates

Parks and Wildlife Management Authority in Zimbabwe introduced a change in park tariffs in 2013. As this was implemented during the year, Wilderness Safaris absorbed the additional costs for the 2013 season and did not pass this on to the customer. We have now received the final tariffs for 2014 and find ourselves in a position where we can no longer absorb these costs. The 2014 rates for our Zimbabwe product offering will be revised accordingly and as this is applicable to all existing and new bookings, the additional charges will need to be collected prior to travel. We hope to have the revised Zimbabwe Rates Sheets online early next week and your Journey Specialist will be in touch shortly with updated quotes and/or invoices for the difference in rate.

Weight Survey in Botswana – January 2014

The International Civil Aviation Organisation (ICAO) has published several recommendations aimed at preventing the inadvertent overloading of smaller aircraft. Wilderness Air believes in a proactive approach to aviation safety management and, in light of these recommendations, will be conducting a weighing survey in Botswana. This survey will establish accurate mass values for use by our pilots in aircraft performance and loading calculations, ensuring that our aircraft are at all times operated safely, legally and within their design limitations. Between the 1st and 31st of January 2014, all passengers checking in for Wilderness Air charter flights at Maun Airport will be weighed, together with their carry-on luggage. We will endeavour to minimise any inconvenience to our passengers and all data collection and analysis will be handled in a discreet and professional manner. The safety of your clients - our passengers - is of utmost importance to us.

IMPORTANT

Festive Season

Due to end of year functions and festive season holidays, our reservations offices in Johannesburg and Cape Town will have limited services available on some of the following dates, while other departments or regional offices may not be operational at all over these periods.

- ❖ Friday 29 November, from 11:30 – Johannesburg Office Christmas function
- ❖ Tuesday 10 December, full day – Celebrating Human Rights Day, Namibia
- ❖ Monday 16 December, full day – Celebrating Day of Reconciliation, Johannesburg and Cape Town
- ❖ Tuesday 24 December, from 13:00 – Christmas Eve, all regions
- ❖ Wednesday 25 December, full day – Christmas Day, all regions
- ❖ Thursday 26 December, full day – Day of Goodwill, all regions
- ❖ Tuesday 31 December, from 13:00 – New Year's Eve, all regions
- ❖ Wednesday 1 January 2014, full day – New Year's Day, all regions

In the event of an emergency over these dates, please contact the relevant After Hours Services telephonically first for prompt assistance, with a follow up on email for further action if required.

Pafuri Update

While Pafuri Camp remains closed until further notice, we are pleased to advise that the 3 night/4 day Pafuri Walking Trails are available to be booked for the 2014 season (Monday and Friday departures from 1 April to 31 October 2014). Rates can be found in the South Africa Nett Rates Sheets.

Hoanib Skeleton Coast

At this time, we still do not have confirmation on the opening date of Hoanib Skeleton Coast in 2014. For a similar experience, we suggest including a combination of Damaraland Camp or Desert Rhino Camp plus Serra Cafema in your itinerary.

BOTSWANA PRODUCT UPDATES

Mombo Interiors/Softs Updated

Key changes after a recent upgrade are as follows:

- Main area rearranged so it is more open and spacious
- New bar stools added at the bar
- New covers and scatter cushions for the pool loungers
- Furniture in the rooms has been moved around and new scatter cushions, bedspreads and sofas added

Vumbura Plains Upgrade

The wooden floors and bar of the main area at Vumbura Plains North have been sanded and treated. At Vumbura Plains South, new softs in the main area have added some colour. There are new prints on the library and dining room walls, plus extra décor has been added to the dining area. The rooms at Vumbura South are being updated too, and the following will be replaced: throws, cushion covers in the sunken lounge, carpets, ottoman covers, shower curtains and mosquito nets.

Tube Tree & Little Tube Size plus Location

Reminder – the following changes were made at Tube during the course of 2013:

- Tube Tree increased in size from 5 rooms to 8 rooms, including a family room
- Little Tube is literally "next door" to Tube Tree (similar to Mombo where Main camp and Little Mombo operate separately)

but are connected by boardwalks/share the same location). We have revised the descriptions in our collateral of the two Tubu camps to further reiterate this.

Water Levels on the Jao Concession

The water levels in the channels are dropping and boating between Tubu and Kwetsani will stop shortly, as well as to the other camps. Any guest movements between these camps over the next few months will be scheduled on aircraft and charged accordingly. Boat and mekoro activities will still take place on a limited basis.

NAMIBIA PRODUCT UPDATES

Upgrades at Ongava Lodge

Changes in the main area at Ongava Lodge include new couches, new bathrooms and new softs plus a revamp of the lower deck with comfortable chairs and a big umbrella. This is the first phase of a bigger project for early next year that will include changing the whole main area layout and moving the bar to a different spot.

Ongava Tented Camp Curio Shop

A new office for the managers is almost complete, and the existing office will be turned into a curio shop.

Activities on the Ongava Concession

- Rhino tracking is available from Ongava Lodge, Little Ongava and Ongava Tented Camp. There is no extra charge if the guests are on an FI basis, however, costs will apply if guests are travelling on a DBB basis. Rhino tracking is not available to guests at Andersson's Camp.
- Night drives are available on request from all the Ongava camps, including Andersson's Camp. There is no extra charge if the guests are on an FI basis, however, costs will apply if guests are travelling on a DBB basis.
- A sunken hide is currently being built at the waterhole in front of Andersson's Camp, due to open late December.

ZAMBIA PRODUCT UPDATES

Princess Royal Suite at the River Club – Discounts & Child Rates

Note that the Six Countries special and long stay discounted rates do not apply to the Princess Royal Suite at the River Club. In addition, the child rate for the Princess Royal suite in 2014 is slightly different to the rest of our portfolio. For the suite, a discount of 50% of the adult rate is applicable to all children up to and including the age of 16 years. For the rest of the rooms at the River Club, the standard policy of 35% discount in peak season and 65% discount in off-peak season applies.

River Club Transfers

Utilising their own vehicles and drivers, the River Club operates transfers between the lodge and Livingstone Airport, and vice versa. They are slightly more expensive than our standard transfers, however, for a more personalised and holistic experience, we do recommend booking these for River Club guests, particularly as there are no stops en-route – which there might be when booking the standard scheduled transfers.

Kafue Update

A bird hide has been built overlooking Hippo Pools on the Busanga Plains, and will be available to guests from both Shumba and Busanga Bush Camp for the new season.

Meet & Assist in Lusaka

Wilderness Air no longer has a presence at Lusaka Airport. Should a guaranteed meet and assist be required for your guests, your Journey Specialist will book this with a third party and charge accordingly. All guests not wanting to book/pay for a meet and assist on arrival, will need to clear customs and immigration before making their own way to the Information counter near domestic departures. The Staravia pilot will meet them here approximately 30 minutes prior to departure and assist them to the Wilderness Air scheduled light aircraft transfer (operated by Staravia).

ZIMBABWE PRODUCT UPDATES

Sleep-out at Ruckomechi

Reminder for the 2014 season – sleep-outs under the stars are possible at Ruckomechi on a platform overlooking Parachute Pan. Situated about 400m from Ruckomechi Camp, there is no roof so using it is weather dependent. Bathroom facilities and mosquito nets are provided and the guide will overnight nearby. The sleep-out cannot be pre-booked as it arranged directly in camp only, however, you can promote the experience to your clients. Should they be interested, please let your Journey Specialist know so that they can add a note to the booking for the camp to accommodate where possible.

Fishing at Ruckomechi

Fishing at Ruckomechi Camp, on a catch and release basis, is subject to the availability of boats and at an additional charge per boat, per hour – US\$ 27.00 payable direct, subject to change. Standard fishing tackle is provided, however, guests must bring all specialised fishing equipment with them. Please note that our priority for the camp boats is game viewing activities for our guests and thus fishing is only offered in camp if / when there is availability.

Self-Drives to Hwange

Note that all guests travelling on a self-drive basis to Hwange are not allowed to drive into the Makalolo concession and straight to our camps. Vehicles must be parked at Ngweshla where a camp attendant will look after the vehicle and Wilderness Safaris will transfer guests into camp. Self-drive guests must pay conservation and vehicle fees directly at the point of entry into the Park (Main Camp). In addition, if the vehicle they are using cannot get to Ngweshla (2x4 instead of 4x4) and they need to be collected from/dropped off at Main Camp, they will be charged for a transfer each way.

WILDERNESS AIR

Weights & Wilderness Air

Regardless of whether guests are paying for additional passenger weight on Wilderness Air (if over 100 kg/220 lb in 2013) or these costs have been waived completely (for 2014), it is a non-negotiable that all passenger weights must be provided prior to travel. Wilderness Air have to comply with very strict controls and legislation regarding weight on our aircraft – taking not just the

weight of the passenger into account but luggage and fuel requirements as well. Please ensure you ask for, and receive, the weights of all guests prior to travel and pass the information on to your Journey Specialist accordingly. This allows Wilderness Air to manage all weight and balance calculations ahead of time, in order to operate efficiently while still maintaining a strict focus on safety and a quality air service for our guests. Note that if weights are not provided in advance and additional aircraft need to be arranged on the day, your clients will be liable for the relevant costs.

Wilderness Air Namibia Schedule Update

A number of options have been added to the new schedule, specifically with regard to Serra Cafema and Desert Rhino Camp. Note that these are NOT new flights NOR direct options – we have simply added the separate legs together to create “one route” – making it easier for you to book and cost accordingly. Timings still reflect the combination of sectors that build the route, and the flights will include stops according to the schedule. Note too that some of the flight arrival and departure times have also changed – please refer to the schedule in the Namibia Nett Rate Sheets for the most current information. An updated Namibia Scheduled Circuit Flyer with map is currently being worked on and will be added to the Information Centre once finalised.

SPECIALS UPDATE

Malawi 2014 Packages

Malawi has been listed as Lonely Planet’s fifth top country for travellers to visit in 2014 - definitely a destination hitting the international trend lists! We are pleased to advise that our 2014 programmes are back on the table as we have sourced another company to handle the flying component. Details and rates have been added back to the Malawi Rates Sheet and the updated flyer added to the Information Centre.

North Island 2014 Special Update

The validity periods of this “free night” deal have been revised slightly to the following – an updated flyer has been added to the Information Centre:

Stay 10 / Pay 9 valid for :

- 26 March to 15 May 2014
- 01 to 31 August 2014
- 01 October to 30 November 2014

Stay 8 / Pay 6 valid for :

- 16 January to 25 March 2014
- 16 May to 31 July 2014
- 01 to 30 September 2014
- 01 to 22 December 2014

PACKAGED SAFARI UPDATE

2014 Namibia Packaged Safaris

A slight adjustment has been made to the rates for the Best of Namibia and Distinctive Namibia Circuits to include a departure tax of US\$ 9.00 per person, payable on departure from Swakopmund after the aircraft stops for refuelling en-route from the Sossusvlei area to the north.

GENERAL

Booking Fees for Restaurant Reservations in Cape Town

Subject to certain criteria and applicable to all new bookings with immediate effect, a charge will be levied for restaurant reservations made by Wilderness Touring in Cape Town on behalf of the client on the following basis:

1. Should there be a minimum of 2 full days touring in addition to the transfers involved in the booking, then **NO** booking fee will apply and the reservation service will be complimentary.
2. Note that this charge does not apply to lunches forming part of a tour booked with Wilderness Touring, nor dinners if the dinner transfers have been booked with Wilderness Touring.
3. Should there be less than 2 full days touring in the booking, or only arrival and departure transfers booked with Wilderness Touring, the following non-commissionable reservations fee will apply:
 - For 1 to 7 guests, R100.00 booking fee per restaurant
 - For 8 guests or more, R200.00 booking fee per restaurant

Clarification regarding “Financial Sanctions” on SA or Zimbabwe

We have received a query or two related to guests not being able to use their credit cards or draw money from ATMs when travelling in southern Africa. Note that this has nothing to do with financial sanctions or similar – it is simply that some banks and credit card companies have put general safety precautions in place to limit fraud. Credit card holders need to inform their respective banks of their travel plans so that their cards will not be blocked for use whilst travelling in a foreign country.

Travel Documents

On entry, most countries in the southern Africa region require a minimum of 2 blank visa pages in a passport. Should a guest visit more than one country, this can add up to 6 or more blank pages being required if immigration officials decide to be pedantic. We have had a couple of situations recently where guests have been denied to entry due to insufficient blank pages in their passports. Should their itinerary include more than one country, excluding the country of departure and return, it is vital that guests have a sufficient number of blank **visa** pages (not endorsement pages) in their passport.

A further reminder is that all vaccination certificates, visas, costs thereof and/or other relevant documentation are the responsibility of the traveller.

AIRLINE AND AIRPORT UPDATE

Meet & Greet Services in Mahe

Air Seychelles have introduced a new service called Air Seychelles VIP Lounge. Services included in the new VIP Lounge charges

are as follows – please contact your Journey Specialist for rates:

- Air Seychelles Lounge hostess for meet and greet to and from the aircraft door steps.
- VIP Lounge access (4 VIP Lounges available).
- In-house Customs & Immigration.
- Departure baggage screening at the VIP Lounge (carry on).
- Assistance with check-in formalities by Air Seychelles team.
- Assistance with arrival customs formalities and baggage pick up from the terminal to VIP lounge.
- Selected light refreshments.
- Cold & Hot beverages.
- Complimentary Wi-Fi.
- Shower Facilities.

Name Changes on Scheduled Commercial Air

In order to avoid being denied boarding and to ensure a seamless experience while travelling, all airline reservations must be made using the full and correct names of the traveller, as per their ID document or passport (depending on origin of the guest).

RATES UPDATE

2013 Rates Sheet Updates

Namibia

2013.20	Consolidated routes have been added to the Wilderness Air Flying scheduled from 01 November 2013 to 10 January 2014.	05/11/13	Pages 9 & 10
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2014 Rates Sheet Updates

Kenya

2014.02	The Conservation Fee for adults and children has increased.	11/10/13	Page 1
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Malawi

2014.03	The Mfuwe to Lilongwe flights have been added.	08/11/14	Page 3
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Namibia

2014.03	The departure taxes out of Swakopmund were previously omitted and have now been added to The Best of Namibia & Distinctive Namibia Circuit packages.	22/10/13	Page 11
2014.04	Consolidated routes have been added to the Wilderness Air Flying scheduled from 11 January 2014 to 10 January 2015.	05/11/13	Pages 6 - 10
2014.05	Windhoek/Eros Airport to Ongava rate has reduced from 11 January 2014 to 10 January 2015.	05/11/13	Pages 6 & 9
2014.06	Departure/arrival times have been amended for the flight between Desert Rhino Camp and Dora! Nawas/Damaraland Camp – Summer Time Table.	05/11/13	Page 7
2014.07	Arrival time has been amended for the flight Serra Cafema to Dora! Nawas/Damaraland Camp – Summer Time Table.	05/11/13	Page 7
2014.08	Arrival time has been amended for the flight Desert Rhino Camp to Dora! Nawas/Damaraland Camp – Winter Time Table.	05/11/13	Page 10
2014.09	Arrival time has been amended for the flights Serra Cafema to Desert Rhino Camp – Winter Time Table	05/11/13	Page 10
2014.10	Arrival time has been amended for the flights Serra Cafema to Dora! Nawas/Damaraland Camp – Winter Time Table	05/11/13	Page 10

As always, please do refer to our Agent Portal – the Information Centre, Rates Sheets and General Information Manual – for further details or contact your Journey Specialist directly.

Warm regards,

Tina

Wilderness Product Services Manager

For further information on Wilderness product or rates, please contact either myself tinak@wilderness.co.za or your reservations cluster/Journey Specialist directly.

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