

24 November 2015

NEWSFLASH

Child Travel Regulations

Changes proposed by the Inter-Ministerial Committee have not been implemented as yet so travel documentation requirements for children remain as is. For a reminder, please refer to this useful tool created by a local company – Drive South Africa: <http://www.drivesouthafrica.co.za/child-visa-checklist/>.

E-Visas & the Univisa

While both Zimbabwe and Zambia now have the option of online visa applications (e-visas), this does NOT apply to the KAZA Univisa which may only be purchased at the port of entry.

Seasonal Closure Dates

Shumba, Busanga Bush Camp, Ruckomechi and Pelo all operate seasonally. For easy reference, we have added the closure dates to the Camp Summary section in our General Information Manual:

- Busanga from 01 November 2015 to 31 May 2016, and from 01 November 2016 to 31 May 2017
- Shumba from 01 November 2015 to 31 May 2016 and from 02 November 2016 to 31 May 2017
- Ruckomechi from 20 November 2015 to 31 March 2016 and from 14 November 2016 to 31 March 2017
- Pelo from 01 December 2015 to 29 February 2016 and 01 December 2016 to 28 February 2017

Mombo Trails

An updated Camp Information Sheet is available on the Info Centre.

UPDATE | Water Levels in the Okavango Delta

Water levels are currently very low in most areas which is having an impact on water activities at a number of camps. Tubu Tree and Little Tubu stopped offering water activities in October. Jao and Jacana still offer boating, mokoro excursions and fishing, although they are not as extensive due to the fast declining water levels. The Kwetsani offering is quite limited with mokoro excursions only, and no fishing or boating. Xigera has now stopped boating, although mokoro excursions are still possible and they have had some great game drives in the now exposed areas. Vumbura Plains and Little Vumbura have access to permanent water channels so they are still able to offer mokoro excursions, boating and fishing activities as normal.

IMPORTANT

Our Cancellation Policy

To limit misinterpretation, a slight revision has been made to the wording of our FIT Cancellation Policy (the Groups Cancellation Policy is specific to each program):

Cancellation fees are levied when guests cancel confirmed reservations. The costs of the cancellation fees will escalate the closer the guest/s cancels to their confirmed departure date. Our penalties escalate from forfeiting the deposit to payment in full as follows:

- *Should a cancellation be made more than 8 weeks (56 days) prior to the start of the programme booked with Wilderness Safaris (referred to as departure below), the non-refundable deposit is forfeited.*
- *Should a guest cancel between 8 weeks (56 days) and 4 weeks (28 days) prior to departure, the deposit plus 25% of the price is forfeited.*
- *Should a guest cancel between 4 weeks (28 days) and 3 weeks (21 days) prior to departure, 50% of the price is forfeited.*
- *Should a guest cancel between 3 weeks (21 days) and 2 weeks (14 days) prior to departure, 60% of the price is forfeited.*
- *Should a guest cancel between 13 days up to and including the day of departure, then 100% of the price is forfeited.*

Festive Season Hours

All reservations offices in Johannesburg, Cape Town, Gaborone, Maun, Victoria Falls and Windhoek will be closed as follows:

- Thursday 24 December – Closed from 1pm for Christmas Eve
- Friday 25 December – Closed for Christmas Day (Day of Goodwill or Boxing Day falls on Saturday 26 December)
- Thursday 31 December – Closed from 1pm for New Year's Eve
- Friday 1 January 2016 – Closed for New Year's Day

In addition, the various offices will be closed on certain days to celebrate national holidays or host staff year end functions.

Botswana:

- Friday 27 November – for end of year company function

Namibia:

- Thursday 10 December – for International Human Rights Day

South Africa:

- Thursday 3 December – Cape Town office from 12pm for end of year company function
- Friday 4 December – Johannesburg office from 12pm for end of year company function
- Wednesday 16 December – Day of Reconciliation...a limited service will be available on this public holiday

Zimbabwe:

- Friday 4 December – for end of year company function

As always, our After Hours Service will provide assistance with any **emergencies** over this period. Mobile/cell: +27 82 576 9173 Email: WSAAfterHours@wilderness.co.za.

REMINDERS

Welcome on Arrival vs Meet & Greet at Windhoek Airport

- All guests arriving at Hosea Kutako International Airport in Windhoek are welcomed on a complimentary basis – whether standard arrivals, VIPs on the apron or honeymooners who are met with a refreshment drink.
- Our Meet & Greet service includes the welcome on arrival plus a Wilderness Airport Representative sitting down with the guests and discussing their itinerary, providing tips and information. This is at additional cost and must pre-booked, as with any other specific arrangements such as provision of lunch packs.

Hot Air Ballooning on the Busanga for 2016

This will be on offer once more in 2016, however, is not yet confirmed for 2017. It is operational during the months of August, September and October only - not in June or July. If guests spend 3 or more nights at either Busanga Bush Camp or Shumba Camp, the ballooning is included on a complimentary basis. Subject to availability, and booked/settled direct in camp only, guests staying for 2 nights will pay US\$ 300.00 nett per person for the balloon excursion.

After Hours Contact Number

Please ensure that the After Hours contact number you have for the South African based offices plus Rocktail Camp is as follows – ending with a '3':

WILDERNESS SAFARIS SA

- Emergency Mobile + 27 82 576 9173 (After Hours)
- Emergency Email WSAAfterHours@wilderness.co.za

ROCKTAIL CAMP

- Telephone + 27 11 807 1800 (Office Hours)
- Emergency Mobile + 27 82 576 9173 (After Hours)

If you have +27 82 576 9175 listed anywhere, this is incorrect and must please be changed.

INFO CENTRE

Wilderness Collection on the Info Centre

The Collection compile their own unique collateral which we do not duplicate under Product Information on the Info Centre. Access is via the Links tab on the Info Centre, where once you have selected the Wilderness Collection website, you then choose the specific property – Abu, North Island or Segera Retreat. On the dark grey banner, hold your cursor over the relevant property and on the drop down menu, select Information Portal to access all the detailed documents you might need.

WILDERNESS TOURING

CAPE FEATURED EXCURSION | Private Half Day Afternoon City, Table Mountain & Sunset Cruise Tour

Start the afternoon with a trip up the cableway to explore the summit of Table Mountain and appreciate the expansive views. Return to the city via the old Cape Malay Quarter, for a walk through the Company Gardens - a fresh produce garden for ships and locals from the mid-17th century, and now home to the South African Museum, Houses of Parliament, National Gallery and St. George's Cathedral. Stroll roll through the city to Greenmarket Square, and browse the bustling market stalls for unique African mementos. Head to the Victoria & Alfred Waterfront to board a traditionally designed 58ft gaff-rigged schooner for a sunset sail around Table Bay, with fabulous views of the city lights and surrounding scenery while enjoying sparkling wines and soft drinks.

WILDERNESS AIR

Third Party Charters using Wilderness Airstrips

Very specific information, procedures and requirements exist with regard to all non-Wilderness Air aircraft flying to or from Wilderness Safaris airstrips. Please ensure you obtain all necessary details from Wilderness and complete the required documentation as provided by your Journey Specialist.

BOTSWANA

Temporary Camp Closures plus Consolidation

During December 2015 and January 2016, we have closed a number of our camps at various stages to host staff Christmas functions and/or complete maintenance (1 – 3 days). In addition, we may consolidate bookings at certain camps to provide a more convivial atmosphere for guests on safari over the festive season as we believe this social interaction is a key part of the overall experience. Your Journey Specialist will be in touch with further details as relevant.

KENYA

Segera Retreat Helicopter Excursions

Contact your Journey Specialist for details of the helicopter excursions that are possible from Segera Retreat.

NAMIBIA

Namibian Camp Updates

Listed below are key information/changes regarding our camps in Namibia. Note there are no child minding/ babysitting facilities at any of our Namibian camps. Should guests wish to take part in any "wildlife" focused activities one parent will be required to stay in camp with the child.

Little Kulala & Kulala Desert Lodge

- We are in the process of replacing the air conditioners in all rooms at Little Kulala. Recent refurbishment includes rethatching of all rooms and the main area as well as sanding and polishing of decks and walkways.
- Special requests require pre-authorisation from Operations. Please provide the necessary details to your Journey Specialist so that they may assist accordingly.
- Guests staying at Little Kulala or Kulala Desert Lodge on a self-drive basis may not make use of the private gate and will have to make the longer journey to the Sesriem entrance.

Damaraland Camp

- The focus here is on elephant, not rhino, so the full day excursion including picnic lunch to look for rhino by vehicle is no longer on offer.

Desert Rhino Camp

- There is no family room and triples are not possible as the rooms are too small.
- The age limit for rhino tracking is strictly 16 years and older.
- Please do not book stays of 1 night only – guests will be disappointed as they will be unable to do the rhino tracking excursion due to time restraints.

Doro Nawas Camp

- The Twyfelfontein activity includes the San Rock Engravings, Living Museum, Burnt Mountain and Organ pipes. De Riet MIGHT be a stop on the return drive from the Twyfelfontein, however, this is not guaranteed.

Hoanib Skeleton Coast

- The departure time for the return flight from Mowe Bay must be strictly adhered to, due to erratic weather conditions.
- Triples are not possible.
- The Research Centre is now open and used to view The Vanishing Kings as well as for talks/presentations from researchers.

Serra Cafema Camp

- The drive time from airstrip to camp is 1.5 hours so it is vital that flight arrival and departure details are provided, especially for private charters.
- Most rooms have river views while some have dune views.
- The swing bridge between rooms 6 & 7 has been replaced with a solid boardwalk.
- Triples are possible, however, these must be pre-authorized.
- Boating is currently restricted due to low water levels.
- The Himba are semi-nomadic and will move according to food and water sources, so do take note that engaging with them may not always be possible.

SOUTH AFRICA

NEW | Children's Programme at Rocktail

Have a look under Family Travel on the Info Centre for details on the great new children's programme we have at Rocktail, where the focus is on elevating the family experience.

iSimangaliso Park Fee Increase

An inflation related increase came into effect on 1 November 2015 at all iSimangaliso gates – all guests settle park fees directly in camp at Rocktail.

Rocktail Optional Activities Price List

The 2016 Optional Activities Price List for Rocktail may be found on the Info Centre. Note that there is a minimum 4 and maximum 12 numbers on the Ocean Experience excursion, while the permissible age limit for children on this boat excursion is at the discretion of the boat captain.

ZAMBIA

ZAWA Guide Fees

The nominal fee paid in camp is only applicable at Toka Leya for the rhino walk with the ZAWA guide/tracker. Although you need the ZAWA guide/tracker on a normal walk at Busanga Bush and Shumba, no fee is charged.

Zambian Visa Applications

At this time, the new e-visa for Zambia does not replace all other visa options. The e-visa was introduced to reduce congestion at the visa application centre in Lusaka, and expedite the process where possible. Depending on nationality, travellers may still pre-apply for visas as before or obtain them on entry.

RATES UPDATES FOR 2015 & 2016

Namibia:

Ongava Lodge, Ongava Tented, Little Ongava and Andersson's have been removed from the Rate sheets.

South Africa

Settled directly at Rocktail Camp, the iSimangaliso park entrance fees have increased with immediate effect.

Seychelles

Zil Air helicopter rates, valid from 1 November 2015, have been added to the Rates Sheets.

Recommended Selling Price

The RSP Rate Sheets have been updated as relevant.

AIRLINES

Air Seychelles Introduce Additional Seasonal Flight & Revise Times

Air Seychelles will introduce an additional flight each week between Johannesburg and Seychelles, which will operate every Tuesday between 15 December 2015 and 5 January 5 2016.

With effect from 1 November 2015, HM060 moved from a 12:35 Johannesburg departure to 14:00, arriving in Seychelles at 20:55, instead of 19:30. The return flight HM061 departs Seychelles at 09:25 to arrive in Johannesburg at 12:35.

Warm regards,
Tina

Wilderness Product Manager

www.wilderness-safaris.com

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