



October 2013

This will be my last direct communication with you as in order to streamline our communications, and help with everyone's overflowing inboxes, we are now putting together one combined e-newsletter which will be sent on a monthly basis. You would have seen the first example of this last month and going forward, please do look out for this communiqué to receive our latest news, Wilderness Safaris and Partner Product updates plus Explorations availability...all in one new, easy to use format.

NEWSFLASH

Update – Company Name Change

Further to a prior communication in this regard, we are pleased to advise that the restructure of our financial systems is now complete and going forward, documentation such as letterheads, invoices, debtors statements and vouchers will be revised to reflect Wilderness Safaris (Pty) Ltd instead of Pafuri Camp (Pty) Ltd trading as Wilderness Safaris. The updated company details are as follows:

- *Wilderness Safaris (Pty) Ltd;*
- *Company Registration Number 2003/017810/07;*
- *VAT Number 4610223549.*

For the record, we were trading under the following company credentials from 1 March 2013:

- *Pafuri Camp (Pty) Ltd, trading as Wilderness Safaris;*
- *Company Registration Number 2003/017810/07;*
- *VAT Number 4610223549.*

Water Levels at Victoria Falls

It is that time of year again when water levels have dropped at the Falls and on the Zambian side, they are drying out rapidly. Until the rainy season arrives, we do recommend that a Tour of the Falls on the Zimbabwe side is included for all guests staying on the Zambian side of the river. However, this does mean that a double entry visa will be required on entry to Zambia plus visas for Zimbabwe will need to be obtained and paid for.

Increase in VAT in Kenya

There has been an increase in VAT to 16% on conservation fees and transport in Kenya for 2014. The Segera Rates Sheets have been updated accordingly to reflect the new conservation fee and revised transfer costs.

Supply Problems with Yellow Fever Vaccine

Apparently Sanofi Pasteur MSD, the sole global manufacturer of the yellow fever vaccine, is experiencing supply problems with the vaccine, which is expected to continue into 2014. This may have an impact on travel to Africa, particularly over the Christmas period. Please encourage your guests to plan their vaccines early, rather than leaving them to the last minute.

IMPORTANT

Reminder – Botswana Immigration & Emergency or Temporary Passports

Further to our updated Botswana pre-tour document and communication in this regard, Botswana Immigration do not consider travelling on holiday an emergency and will therefore not grant entry to any guest travelling on an emergency travel document. Please ensure that your guests are advised accordingly so that they have the appropriate travel documentation before departing on their safari.

Age Limits in the Camps

Per our revised company child policy, an adult is considered 17 years and older. Stipulated age limits must be adhered to, and all children 16 years or younger must share with an adult in wildlife areas. The key reason for this ruling is safety - there are no phones, the rooms are often far apart and the camps are not fenced – and parents/children cannot move between the rooms at night should one or other be concerned. We want our guests to feel safe and comfortable, so if they are made aware of this when booking and prior to arrival in camp, then expectations will be met on arrival.

After Hours Service

Our After Hours Service is primarily telephonic, allowing for more immediate and prompt assistance. In the event of an emergency, your first course of action should be to call the After Hours number to alert the staff member on duty to the situation, with further information or details to follow by email. Should the line be busy, please do try again or alternatively, leave a message with a contact number and we will call you back. As emails are not the primary means of contact, please follow up with a phone call if no response to your email is received.

Active duty is from 17:00 to 22:00 and 07:00 to 08:00 Monday to Friday, and 07:00 to 22:00 on Saturdays, Sundays and Public Holidays – during this time emails will be answered when online and not assisting guests. Standby duty is from 22:00 to 07:00 – during this time emails are not checked, while all emergency phone calls will be answered.

PRODUCT UPDATES

Update - Private Vehicle at Little Ongava

There is only ONE vehicle and guide at Little Ongava for 6 guests, and no second vehicle to offer private activities as the norm. Private activities at Little Ongava are therefore on request and subject to the availability of the other private vehicles on the concession.

Telescope at Little Kulala

Little Kulala now has a telescope. The guides have been trained by an astronomer and it will be set up at different sites in the evenings to view the amazing Namibian night sky, adding to the overall guest experience.

Turtle Drives at Rocktail Beach Camp

As of 15 October 2013, the start of the new turtle breeding season, the cost of the turtle drives at Rocktail have increased in price from ZAR 200.00 per person to ZAR 220.00 per person. Raising funds for turtle research, these excursions can only be booked and settled direct in camp.

The Princess Royal Suite at The River Club

Complementing the premier circuit of camps, the newly opened Princess Royal Suite offers a higher level of accommodation and is priced accordingly. Note too that the 5% long stay discount in off-peak periods does not apply to this suite, and only standard suite rates may be charged.

WILDERNESS AIR

Scenic Flights in Namibia Operated by Wilderness Air in 2014

From the start of the new rate season, 11 January 2014, Wilderness Air in Namibia will no longer be offering the scheduled scenic flights from Swakopmund. These will be booked with Scenic Air instead, a charter company who have a base in Swakopmund.

SPECIALS UPDATE

Low Season Malawi Specials

We have two great, value-for-money, low season packages for Malawi on offer! Priced from US\$ 1825.00 per person, the Bush & Beach Package is valid from 1 November to 15 December 2013 and includes an overnight in Lilongwe, 3 nights at Mvuu Lodge and 3 nights at Mumbo Island Camp – both on a full board basis. The Beach Only package is valid from 5 January until 31 March 2014, and includes 7 nights at Chintheche Inn on Lake Malawi – US\$ 1000.00 per person on a dinner, bed and breakfast basis. There is no single supplement on accommodation for both packages, although a minimum 2 rule does apply. Please contact your Journey Specialist for further information.

PACKAGED SAFARI UPDATE

Namibian Programmes for 2014

The Best of Namibia Circuit and Distinctive Namibia Circuit programmes have been released for 2014, while the Namibian Spectacular has been discontinued. Priced in US Dollars, both packages make use of Wilderness Air scheduled circuit flights, Windhoek to Windhoek, which include a 45 minute refuel stop in Swakopmund. Should guests wish to do an activity in Swakopmund, they will either need to overnight in Swakopmund or book a sole use charter at additional costs. Prices appear in the Rates Sheets and detailed flyers will be available shortly on the Information Centre. Subject to availability, the itineraries in brief are as follows:

Best of Namibia Circuit

2 nts Little Kulala
2 nts Damaraland Camp OR Desert Rhino Camp
2 nts Ongava Tented Camp (or Ongava Lodge if requested)

Distinctive Namibia Circuit

2 nts Little Kulala
2 nts Damaraland Camp OR Desert Rhino Camp

2 nts Serra Cafema (we highly recommend adding a third night)

Zimbabwe & Zambia Programmes for 2014

The following two programmes will continue in 2014. Prices appear in the Rates Sheets and flyers have been added to the Information Centre. Subject to availability, the itineraries in brief are as follows:

Zimbabwe Highlights

2 nts Davison's Camp
2 nts Changa Safari Camp
3 nts Ruckomechi Camp

Distinctive Zambezi & Kafue

3 nts Ruckomechi Camp
3 nts Busanga Bush Camp
1 nt Toka Leya Camp

GENERAL

Our General Information Manual

Currently found in the Rates section of Agent WISH as an accompaniment to our Rates Sheets, this document contains a wide variety of pertinent information including:

- The camp summary section (from page 31) contains up-to-date, consolidated details about our camps such as the number of units or beds in camps, whether they have hairdryers or not, Wi-Fi or Internet access, air-conditioners versus fans, whether there are outdoor showers, activities on offer, spa treatments, etc.
- There have been a number of updates to child age restrictions on activities plus you will find a detailed breakdown on family accommodation at our camps, triple shares and how to cost family travel to our camps. Refer to page 15 onwards for specifics.

AIRLINE AND AIRPORT UPDATE

New Airport Terminal for Livingstone

All facilities at the new Harry Mwaanga Nkumbula International Airport terminal in Livingstone are expected to be in operation by November. The international terminal has been expanded, increasing the number of check-in and immigration counters. A viewing terrace and retail and duty free shops have been added plus features such as lifts, escalators, a banking hall, upper floor VIP and business lounges and an upper floor restaurant are expected to be operative by then. The existing terminal will be used for domestic flights only.

RATES UPDATE

2013 Rates Sheet Updates

Namibia

2013.19	The Wilderness Air Flying schedule has changed from 01 November 2013.	13/09/2013	Pages 9 & 10
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South Africa

2013.11	The Turtle Drive rates at Rocktail Beach Camp have increased.	08/10/13	Page 4
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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

2014.02	A new package called Low Season Beach Package has been added to the rate sheet.	25/09/13	Page 3
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Namibia

2014.01	The Wilderness Air Flying schedule & rates have changed from 11 January 2014 to 10 January 2015 and a new schedule has been added.	13/09/2013	Pages 6 - 10
2014.02	Both the Best of Namibia Circuit & the Distinctive Namibia Packages have been added to the Rate sheet.	25/09/2013	Page 11

Seychelles

2014.01	Zil Air Helicopter flight from Mahe to North Island has been added to the rate sheet.	30/09/13	Page 2
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South Africa

2014.02	The Turtle Drive rates at Rocktail Beach Camp have increased.	08/10/13	Page 4
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Zambia

2014.06	The Distinctive Zambezi & Kafue Package has been added to the rate sheets.	25/09/2013	Page 4
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Zimbabwe

2014.03	The Distinctive Zambezi & Kafue Package and Zimbabwe Highlights packages have been added to the rate sheets.	25/09/2013	Page 4
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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.

www.wilderness-safaris.com

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