



September 2013

August was a very busy month here at Wilderness so before I knew it, September had arrived and spring had sprung! I had a fantastic time on my trip to Namibia in July and as promised, would like to share some of my thoughts and images with you...have a look at the attached when you next have a break in your busy day!

This latest update brings you up to speed on a new flying circuit, the Odzala experience, updates on specials plus general information regarding logistics and product, as well as any rate changes. 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.

NEWSFLASH

Launch of the Zambezi Triangle

With effect from Monday 16 September, Wilderness Air will be launching a schedule on the Kasane/Livingstone/Victoria Falls sectors. Over and above minimising our carbon footprint and allowing us to operate more efficiently, it will also play a role in reducing noise volumes over the Falls area...already a congested airspace. In addition, having specific times allows for easier planning when it comes to activities, connections with scheduled commercial air and overnight requirements. The flight routes and times are as follows – they have been set up in WISH and are in the process of being added to the Botswana, Zimbabwe and Zambia Nett Rates Sheets:

Victoria Falls to Kasane	09h25 / 09h50
Livingstone to Kasane	09h25 / 09h50
Victoria Falls to Kasane	12h50 / 13h15
Livingstone to Kasane	12h50 / 13h15
Kasane to Victoria Falls	13h40 / 14h05
Kasane to Livingstone	13h40 / 14h05

All existing confirmed bookings on these routes will be honoured according to arrangements booked. The new schedule will be utilised for all new bookings going forward.

Update on Andersson's Activities

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 below. If booked into camp on a Fully Inclusive (FI) basis, the following activities are included in the rate:

- 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 the FI rates specifically, note that a game drive on the Ongava Reserve is NOT included in the rate. 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, however, they cannot be guaranteed. If available, these will be offered and sold direct in camp to guests at additional cost.

IMPORTANT – ODZALA UPDATES

Odzala Revised Itinerary

Excellent feedback on the overall experience has been received from guests after the first two months of operation this season. Fans and charging points have been added to the rooms, while the installation of improved hot water systems for the guest bathrooms in early September and a new set of spotlights for night walks arriving shortly will further enhance the guest experience.

However, we have not been able to control the schedules of the various international airlines servicing Brazzaville, and recent changes have meant that our guests have had to cope with very early departures times on their final day in

Odzala. This has necessitated a minor change to the itinerary which we believe will significantly improve the experience. While the arrival or departure days have not changed, the timings and order of the camps has, so with effect from 19 September 2013:

- All departures from Brazzaville to Odzala will take off from Maya-Maya Airport at 09:30 (guests to meet there at 08:30)
- The 6 night itinerary will begin at Ngaga Camp (3 nights) and end at Lango Camp (3 nights)
- All return flights from Odzala to Brazzaville will take off from Mboko Airstrip at 07:30

What this means for guests travelling with us:

- Arrival in Odzala on the first day with plenty of time to settle into their rooms
- Departure from Odzala at a more reasonable time on their day of departure
- A requirement to overnight in Brazzaville on the Wednesday night prior to the Thursday departure
- An inability to connect on any international flight leaving Brazzaville before 13:00 on the day of their departure from Odzala

Please contact your Journey Specialist for further information or a detailed copy of the revised itinerary.

Visa Requirements for Congo

Visas remain the responsibility of the guest. Note that for the Congo specifically:

- All guests **must** obtain a visa prior to arrival – no country is exempt. A "Letter of Invitation" is required to apply for a visa. We need a scanned copy of the guests' passport to complete this letter, which includes information regarding date of arrival, voucher numbers, trip code.
- Once the letter is complete, we forward this to our office in Brazzaville, along with a copy of the passport, to action accordingly.
- All letters need to be stamped by a Congo Customs Official and there is a charge of US\$ 40.00 per person for this service which is added to your quote.
- A stamped copy of this letter will then be sent to you and must be given to the guest to apply for their visa.
- All guests must carry a printed copy of this letter of invitation with them, along with the visa, when they travel to Congo.

Reminder – Insurance Cover for Congo

Due to a lack of access to international standard medical facilities within the Republic of Congo, medical evacuation cover when travelling here **must be for a minimum of US\$ 100 000.00 per person**. Cancellation and curtailment cover is also crucial – particularly in the event that you miss the connecting flight to Odzala as you will need to pay for a private charter in full.

Additional departures – May to October 2014

We have added additional departures for Odzala next year from the beginning of May until the end of October 2014. These departures will have the same itinerary as the current departures, however will start on a Sunday and end on a Saturday.

PRODUCT UPDATES

Revision to Child Rates for Adventures Camps in Namibia

Further to our recently revised child policy and rate, note that the off-peak period discount of 65% has been extended to the shoulder season period (1 November 2013 to 10 January 2014 & 1 November 2014 to 10 January 2015) at the Adventures Camps in Namibia.

Reminder – Kalahari Plains Upgrade to Classic

With effect from 1 December 2013, Kalahari Plains will operate as a Classic camp instead of an Adventures camp. Benefits of this are a maximum of 7 guests per vehicle (instead of 9) and a permanent private vehicle. A larger staff compliment and new menus will ensure that the in-camp experience is further improved.

The good news is that despite the upgrade, the rate for Kalahari Plains **will not change** for 2013 and 2014 and those rates already published will apply from 1 December 2013 to 10 January 2014, and the whole of the 2014 season! In addition, the flying prices between Maun and Kalahari Plains have been reduced quite dramatically so this truly is a great value for money destination. Note too that there is no change to the Six Countries rate for Kalahari Plains where the Classic and Adventures camps were already common-rated on the special deal.

Princess Royal Suite at The River Club

Introduced in my previous update, this luxurious double-storey suite is now open. Accommodating 4 adults (with additional capacity for 2 children), it is situated in a secluded walled private garden with its own pool and outdoor cooking area. With full butler service and a private chef, it is perfect for a small family celebration or a group of friends looking for a personalised experience.

Ongava Lodge Temporary Closure in January 2014

Ongava Lodge will be closed from 11 to 31 January 2014 inclusive for some redesign work on the main area.

WILDERNESS AIR

Wilderness Air Zambia operated by Staravia

Flying as per the Wilderness Air schedule in Zambia is operated by Staravia on our behalf. We no longer have a presence at Lusaka Airport, so Staravia will assist with any meet & assist requirements during the window period of 11:00 to 14:00 on Mondays, Tuesdays, Thursdays, Fridays and Saturdays (our schedule does not operate to/from Lusaka on Wednesdays or Sundays). There are no costs involved as long as guests are connecting directly to/from the Wilderness Air schedule. If guests are not flying with Staravia/Wilderness Air or it is outside the window period, and a meet & assist is required, this will be booked with a third party and charged for accordingly.

SPECIALS UPDATE

Re-introducing the 50% Discount on Flying in Zimbabwe

Contrary to my previous communication, I am pleased to advise that in 2014 we will be continuing with the 50% discount on flying in Zimbabwe on a minimum 3 night stay. With effect from Monday 9 September 2013, this will be applicable to all new bookings booked on the existing Wilderness Air Zimbabwe charter flight schedule and valid for the full year – 11 January 2014 to 10 January 2015.

Zambia Flying for 2014

As previously communicated, the 50% flying discount is not applicable to Zambia, however, the flying rates were reduced by about 20% (no minimum stay required) and have been added to the 2014 Zambia Rate Sheet.

Ballooning in the Kafue in 2014

The ballooning on the Kafue Plains will continue in 2014 on the following basis:

- Complimentary on min 3 night stay
- Same period of operation...August, September, October
- Rate remains the same for stay of less than 3 nights...US\$ 400 nett to the agent

Six Countries Addition

A reminder that Little Vumbura has been added to the participating camps in the Six Countries Summer Season deal.

Malawi 2014 Packages

The Malawi Packages for 2014 as well as the flying rate from Mfuwe to Livingstone, have been removed from the rates sheet temporarily, as the flying portion is currently under review.

GENERAL

Pre-Tour Information

Available on the Information Centre, and provided to our guests as part of our documentation package, these documents provide comprehensive information regarding travel in general with Wilderness Safaris and specific to the areas in which we operate. These are updated on a regular basis so I would encourage you to refer to the online version for the most current.

A couple of recent changes include updated country maps and removing the Recommended Reading sections. As there was an overlap in content between the Recommended Reading lists on each pre-tour, it made sense to consolidate the information into one list, relevant to all the areas in which we operate – to avoid repetition and reduce the number of pages in the pre-tours. A copy of this document can be found on the Information Centre – you will see that generic books are listed first, followed by a page for each country specific recommendations.

Table Mountain Cableway Re-opens

The Table Mountain Cableway re-opened on Monday August 26 after an extended five-week closure to perform maintenance. During the maintenance period, the main DC (direct current) drive was replaced with an AC (alternating current) drive, the two carriages and the motor underwent a six-yearly overhaul and the heel rope was replaced. A new deck, providing additional seating for kiosk patrons, was erected above the Visitor Centre at the Lower Station.

Zambian Airport Tax Update

Additional clarification on one point has been received - all bookings that were ticketed before implementation of 15 June 2013 will have to pay the Infrastructure Development Fee on the date of departure at the sales counters. This amount is included on all scheduled commercial air tickets after that date.

RATES UPDATE

2013 Rates Sheet Updates

Botswana

2013.14	Additional information regarding the child policy has been added.	05/08/2013	Pages 3 & 4
2013.15	Note added regarding Kalahari Plains upgrade to a Classic 3 camp from 01 December 2013.	05/08/2013	Page 2
2013.16	The rates for Selinda, Duba & Zarafa have decreased for the period 20 Dec 13 – 10 Jan 14.	16/08/2013	Page 1
2013.17	The flights between Kasane and Livingstone plus Kasane and Victoria Falls now have set scheduled times and have been added.	06/09/2013	Page 5

Zambia

2013.24	The new Princess Royal Suite at River Club has been added.	16/07/2013	Page 1
2013.25	The flights between Kasane and Livingstone plus Kasane and Victoria Falls now have set scheduled times, which have been added.	06/09/2013	Page 5

Zimbabwe

2013.20	The flights between Kasane and Livingstone plus Kasane and Victoria Falls now have set scheduled times, which have been added.	06/09/2013	Page 5
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2014 Rates Sheet Updates

Botswana

2014.01	Additional information regarding the child policy has been added.	05/08/2013	Pages 3 & 4
2014.02	Note added regarding Kalahari Plains upgrade to a Classic 3 camp from 01 December 2013.	05/08/2013	Pages 1 & 2
2014.03	The flights between Kasane and Livingstone plus Kasane and Victoria Falls now have set scheduled times and have been added.	06/09/2013	Page 4

Congo

2014.01	The adult rate for Segera House minimum 2 guests was incorrectly published and has been corrected.	15/07/2013	Page 1
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Malawi

2014.01	The Malawi Packages as well as the flying rate from Mfuwe to Livingstone, have tentatively been removed from the rates sheet, as changes to the charter operation are being reviewed.	01/08/13	Pages 3 & 4
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Zambia

2014.02	The new Princess Royal Suite at River Club has been added.	16/07/2013	Page 1
2014.03	The flying rates for Livingstone to Kafue & Lusaka to Kafue have reduced.	27/08/2013	Page 4
2014.04	The flights between Kasane and Livingstone plus Kasane and Victoria Falls now have set scheduled times and have been added.	06/09/2013	Page 4
2014.05	The Busanga Ballooning has been re-introduced for 2014 and a note has been added in this regard.	06/09/2013	Page 1

Zimbabwe

2014.01	The flights between Kasane and Livingstone plus Kasane and Victoria Falls now have set scheduled times and have been added.	06/09/2013	Page 4
2014.02	The 50% discounted flying rates have been introduced again for 2014, if guests stay for 3 nights or more.	06/09/2013	Page 1

Warm regards,

Tina

Wilderness Product Services Manager

For further information, please consult our websites or email us directly.



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