

September 2014

NEWSFLASH

Wilderness Safaris to exit Pafuri

Further to the notification of the above in our September newsletter and accompanying press release, there is no change in the rate, operation of or information on the Pafuri Walking Trail until 31 October 2014 – as it remains in the Wilderness Safaris portfolio. From the 2015 season and going forward, the operation and bookings for both Pafuri Walking Trail and Pafuri Camp (closed since January 2013 and scheduled to re-open at some stage), will be handled by the new owner and fall into our Associated Product portfolio. The new operator will honour all existing provisional and confirmed bookings for 2015 held by Wilderness Safaris. We are in the process of finalising the details for the handover process and your Journey Specialist will be in touch shortly.

Important - Updated General Information Manual

An updated version of this manual is now available on the Information Centre. A key source of information about Wilderness product and policy, I would encourage you and your teams to refer to this document for details on Child Travel, Cancellation Fees, Tour Leaders & Escorts, Wilderness Air Weight Allowance, Camp Specific Information, etc.

Clarification - Mombo Only Rule

Our apologies for any confusion, however, we need to clarify the note from the previous update. Mombo and Little Mombo must be booked in combination with another Wilderness Safaris/Collection camp (in any country) i.e. minimum 2 Wilderness camps, for the standard nett rates to apply. If the only Wilderness Safaris camps booked are Mombo or Little Mombo, then our RSP rate less 10% applies - regardless of whether the flying is booked through Wilderness or not.

Re-launch of Six Countries

A reminder of the changes to this latest version:

- Little Mombo, Hoanib Skeleton Coast & Odzala have been added
- The guide rates in South Africa & Namibia have reduced
- The rates for Toka Leya and Davison's have reduced
- The new Namibian Flying Schedule has been added, with lower rates in many cases
- There is still no single supplement on accommodation, with the exception of Odzala where a single supplement on accommodation will apply
- A minimum number of nights is required at the participating Six Countries camps as listed in order for the discount to apply: 6 nights in Botswana, 5 nights in Namibia, 3 nights in South Africa & Zimbabwe and 2 nights in Zambia. Non-participating camps cannot be used to make up the minimum number of nights.

Two rates on the flyers have been corrected since the original communication – please refer to the latest flyer on the Information Centre accordingly:

- The correct price for the Hoanib – Doro Nawas flight is ZAR 2415 pp, not ZAR 2215.
- The Swakopmund Departure Tax has reduced from ZAR 92 to ZAR 73pp.

Note too that Rocktail Beach Camp, Kulala Desert Lodge and Doro Nawas are not in wildlife areas and therefore accept children of all ages. The 50% discount on the adult rate as per Six Countries applies to children aged between 3 and 16 years of age, with children 2 and under accommodated on a complimentary basis.

Coastal Activity from Hoanib Skeleton Coast

Included on a minimum 3-night stay at Hoanib, the coastal fly-in excursion to the Skeleton Coast is strictly weather dependent and therefore cannot be guaranteed. Should it not take place, note that no refund is possible. All our collateral is being revised to reflect this accordingly, and we would ask that you reiterate this with your clients to ensure expectations are met. The excursion is also only possible on a scheduled, not private, basis.

TRAVEL REGULATIONS UPDATE

Child Travel Regulations Postponed

On 16 September 2014, we received notification that implementation of the new travel requirements for children under 18 had been postponed until 1 June 2015, allowing the Department of Home Affairs time to communicate clearly and properly with the travel trade, etc. and allow travellers the opportunity to obtain the necessary

documentation. Note that there is no change in the requirement for biometric visas.

Visas for Zimbabwe

Bearing in mind we have no control over immigration regulations or processes, we have been informed that the online visa application process via www.evisa.gov.zw is proving problematic. As an alternative, travellers may email a colour copy of their passport and completed immigration form (contact your Journey Specialist for a copy) to both soaz@mweb.co.zw AND to ceozct@gmail.com for assistance. If possible, it is preferable that these attachments are in A5 as opposed to A4 format. Please also refer to the relevant website for the most current information: <http://www.zimimmigration.gov.zw/index.php/visa-regime>.

Online Visas Introduced in Zambia

Following their counterparts in Zimbabwe, this applies to all nationals that currently require visas for Zambia. An official from the Zambia Department of Immigration told the trade that the process involves downloading the visa form from its website and then emailing it through to the department with the necessary documents attached. The department is expected to respond after two days. Once the visa has been approved, a confirmation letter is sent to the applicant and the visa is available at the port of entry. Please also refer to the relevant website for the most current information: <http://www.zambiaimmigration.gov.zm/index.php/menu-styles>.

IMPORTANT

Kosher Requests

Please advise your Journey Specialist should you have Kosher guests travelling with Wilderness Safaris. Due to the remote location of many of our camps, the necessary arrangements have to be made in advance, usually at additional cost. You will be asked to provide specific information and complete various forms so that we can ensure the needs of your guests are met.

Specific Camp Guide Requests

To ensure expectations are met, please do not confirm specific camp guides to your client. If you send us the particulars, we will gladly share it with the camps and if they are in a position to accommodate the request, they will certainly do so. However, we cannot guarantee this for a variety of reasons.

Long Stay Discount

Bearing in mind this is only available in off-peak periods (November to May), our long stay rates may be used for multiple country itineraries as long as the total minimum stay at Wilderness Safaris camps is 6 nights.

Meet & Assist in Lusaka

A meet & assist in Lusaka should be included on all bookings when connecting to the Kafue or Livingstone as we no longer have our own staff on the ground. Staravia operate the Wilderness Air schedule on our behalf in Zambia, and if a meet & assist is not pre-booked and charged for, then guests will have to make their own way to the Information Desk and wait for the pilot to find them.

Reminder - Revised Gorilla Welfare Protocols including Guest Vaccination Record Requirements

Coming into effect on 1 January 2015, guests will need to provide vaccination records when visiting Odzala. This is in addition to our existing gorilla welfare procedures regarding flu, and other respiratory complaints typically treated with antibiotics. We recommend that all guests visit their physician or travel clinic well in advance of their travel date, as this will enable them to comply with the protocol (by having a doctor certify their completed vaccination record or issue a certificate of health). The relevant vaccination document must be completed by a medical practitioner and carried by the guest when travelling – please contact your Journey Specialist for a copy.

BOTSWANA

Long Stay at Kalahari Plains

Our long stay discount is not applicable in peak season (01 June to 31 October) at all camps EXCEPT Kalahari Plains, where the seasons operate in the reverse. The long stay rate is applicable at Kalahari Plains only between 1 June to 31 October, providing the stay at Kalahari Plains is part of an itinerary that is a minimum of 6 nights in total.

NAMIBIA

Purchasing Curios from the Himba

Guests wishing to purchase curios from the Himba community while staying at Serra Cafema must please use the local currency – NAD or ZAR – for cash transactions only. Our recommendation is that guests obtain some local currency on arrival for this purpose – either in South Africa (ZAR) or Namibia (NAD). The equivalent of USD 50 to USD 100 per person is generally sufficient although “big spenders” may need more.

ZIMBABWE

Delays on Arrival at Victoria Falls & Crossing Borders

Please be aware that as a result of an increase in the volume of traffic using these facilities, long delays are being experienced on arrival at Victoria Falls Airport, at the Kazungula and Victoria Falls border posts plus on the ferry crossing. In addition, summer has arrived in full force with daytime temperatures reaching the high thirties, adding to the frustration of guests standing in long queues at border facilities.

A Warm Welcome at Victoria Falls Airport

A number of Zimbabwe tourism and government partners are working together in a joint venture and have introduced a new initiative to ensure international arrivals at Victoria Falls Airport receive a warm welcome to the country. Hospitality assistants will be on the ground at the airport for the next three months, to cover the peak tourist season, assisting visitors who sometimes face long queues at immigration. Their main responsibilities will be to welcome arrivals, hand out bottles of water, point visitors in the right direction, ensure they are in the correct line, assist the elderly, those with disabilities and young families, and carry spare pens for filling out forms.

Seasonal Update - Tour of the Falls on the Zimbabwe Side

At the start of the low water season, viewing is generally excellent of the Devils Cataract, unobstructed by spray, with the viewing spots 1 - 8 pleasantly clear and dry. From Livingstone Island and onward to Danger Point, viewing is clearer now that the spray has subsided, but still very wet with gusting spray - raincoats are advised if carrying valuables/cameras. According to the guides, current favourite viewing points are numbers 2, 3 and 15 - the slippery Danger Point (stay away from the edge!).

WILDERNESS AIR

Zimbabwe Schedule – General

- Wilderness Air may be used to fly to/from Kariba Airport for access to Bumi Hills or Musango as long as there is a Wilderness camp in the itinerary.
- In the dry season, we fly into Fothergill airstrip for Changa. In the wet season, there is a possibility that we will have to fly into Kariba Airport. Transfer costs therefore need to be included for Changa bookings at this time - usually November to March.
- We recommend using Harare as the entry or departure point depending on whether Ruckomechi is at the beginning or end of the itinerary. The flight is cheaper and shorter than coming from or going to Victoria Falls.

50% Discount on Zimbabwe Flying

- On a stay of 3 consecutive nights (or longer) per camp, at any of the following - Davison's Camp, Little Makalolo or Ruckomechi Camp, guests will receive a discount of 50% on the scheduled Wilderness Air flying seat rates between these specific camps and/or Victoria Falls/Harare as the points of origin or departure. In 2015, Changa Camp and Linkwasha (when it opens on 1 May 2015) will be added to the deal.
- The discount will always apply if you are flying INTO a Wilderness Camp (or Changa in 2015) for 3 nights.
- The discount does NOT apply if you are flying OUT of a Wilderness Camp (or Changa in 2015) to any other third party.
- Likewise, if you book Changa direct, the discount does not apply when flying INTO Changa, but will apply if flying to a Wilderness Camp from Changa i.e. Changa to Little Makalolo or Ruckomechi for 3 nights.

Update: Weight Allowance

Providing specific details and explanations regarding our weight allowance policy, note that the relevant documents have been updated on the Information Centre.

AIRLINES

Airlink reintroduces Cape Town – Windhoek Flights

From 6 October 2014, Airlink will reintroduce flights between Cape Town and Windhoek. The new service will be offered as a twice daily return option, using a 37 seater Embraer 135 Regional Jet Aircraft. The flights will be operational Monday to Friday, with an additional morning service on Saturdays and an afternoon service on Sundays.

RATES UPDATE

Botswana 2014

2014.05	Notes on Mombo and the Long stay rule have been updated.	22/09/2014	Page 2
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Namibia 2014

2014.17	The Wilderness Air Flying schedule/rates change on 01 November 2014.	05/09/14	Pages 10 - 13
2014.18	Description for the flight from Ongava to Windhoek was reflecting incorrectly and has been rectified.	18/09/14	Page 10

Botswana 2015

2015.01	Notes on Mombo and the Long stay rule have been updated.	22/09/2014	Page 2
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Namibia 2015

2015.02	The New Wilderness Air Flying schedule and rates have been added.	05/09/14	Pages 7 - 11
2015.03	The luggage transfer rates from Windhoek/Eros Airport to the Wilderness Safaris offices have been added back as these still apply.	19/09/14	Page 8

Warm regards,
Tina

Wilderness Product Services Manager

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

www.wilderness-safaris.com

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