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**20 October 2022**

#### **NEWSFLASH**

##### **New Operations Managers in Namibia and Zambezi (Zimbabwe and Zambia)**

The importance of product and our delivery on the ground is key to our operations, and as such we are thrilled to announce the following two positions focussed on service standards and guest experiences.

##### Graham Simmonds - Wilderness Zambezi Camp Operations and Trade Relations Manager

Graham has been a part of the Wilderness Family for 13 years and, while continuing to build relationships and support our Trade Partners in the region, he will be returning to operations as Zambezi Camp Operations Manager. Graham is no stranger to service excellence and on the ground delivery; his first few years in our business included working at Wilderness Vumbura Plains and Duba Plains before settling at Wilderness Mombo in the Food and Beverage department before being promoted to General Manager. In 2014, he took the opportunity to return home to Zimbabwe where he successfully managed and grew the Wilderness Zambezi Travel Shop for eight years. [Read More](#)

##### Hamish Hofmeyr - Wilderness Namibia Operations Manager

Hamish joins Wilderness with over 25 years of invaluable industry experience. His diverse and exciting career has ranged from game ranging, conservation and community upliftment to the management of many leading hotels and lodges. His profession has led him to receive invaluable mentoring from industry greats, including Ian Hunter and Liz McGrath, as well as brushing shoulders with Relais & Châteaux hospitality. Overseeing the business operations in Namibia, he will ensure delivery of impeccable service standards and guest experiences, whilst leading by example and remaining dedicated to his team and the core Wilderness values. [Read More](#)

##### **Wilderness Toka Leya Refurbished**

Toka Leya's recent refurbishment pays homage to its heritage, and celebrates its peaceful sanctuary overlooking the mesmerising Zambezi River. Maintaining Toka Leya's quintessentially Zambian style and charm, the guest suites have been refreshed and the dining areas reworked to make the most of the beautiful, natural spaces around the camp – all inspired by the waters, wildlife and tranquility of the legendary river.

The suites now offer a more spacious interior, and the new beds are adorned with flowing, drawback mosquito nets. Locally designed light fittings enhance the ambiance of each room, while block-out curtains guarantee peaceful rest. Contemporary furnishings add a modern touch, interspersed with nostalgic printed fabric artworks of Victoria Falls. The artworks – originally painted by artist Thomas Baines, who accompanied David Livingstone to the Zambezi in 1858 – bring the drama of the majestic Falls indoors. A pod swing floats above each private deck, allowing guests time out to immerse themselves in the surrounding wilderness.

To maximise the natural spaces of the camp and its remote location, the main areas have been redesigned. All furnishings have been replaced with customised décor, influenced by the surrounding wilderness, while paying homage to the local community. Bespoke Zambian basket light fittings boldly feature in the lounge and dining areas, which are now further spread out to create pockets of calm for guests to enjoy their wild surrounds.

Making the most of the expansive Zambezi views, the bar area has been relocated and enlarged. The bar itself, clad in vibrant fabric featuring a bespoke Zambezi fish design, is the ideal setting for watching an unforgettable sunset. Bean bags add a splash of colour on the beach and offer the ultimate relaxation spot on the water's edge.

### **Payment Incidents and Updated Instructions**

Our Finance team recently noticed a number of instances where payments to Wilderness (South Africa) have not reached our account and the funds have been returned to the originator. Upon investigations with Standard Bank, and under their instruction, please note that payments must include the following Correspondent Bank SWIFT Codes when capturing payments for Wilderness South Africa.

- For USD payments to our USD account: The swift code of the correspondent bank has to be entered: SCBLUS33 (Standard Chartered New York).
- For EURO payments to our EURO account: The swift code of the correspondent bank has to be entered: DEUTDEFF (Deutsche Bank AG Eschborn).

## **CAMPS & ACTIVITIES**

### **BOTSWANA**

As expected at this time of year, water levels naturally recede in some areas. Please note the following activity updates:

- Qorokwe: Mekoro activities continue to be offered, while boating is no longer possible.
- Vumbura Plains and Little Vumbura: Mekoro and boating activities continue to be offered.
- Savuti: Water levels are good and boating is on offer from the Zibadianja Lagoon.
- DumaTau and Little DumaTau: Both boating and barge excursions possible.
- King's Pool: Water levels remain high and boating and the Queen Silvia barge excursion will continue until the beginning of December.
- Tubu Tree and Little Tubu: Only land-based activities are being offered.
- Jao and Kwetsani: Boating from Kubu Lagoon is taking place, and mokoro excursions remain possible. The Hunda transfer from Kwetsani to Hunda Island for both Jao and Kwetsani remains in place.
- Jacana: Boating from Kubu Lagoon is taking place, and mokoro excursions remain possible.
- Pelo: Boating will continue for at least another two weeks. Mekoro remains on offer.

## **FLIGHTS, TOURING & TRANSFERS**

### **WILDERNESS AIR**

#### **BOTSWANA**

The Civil Aviation Authority of Botswana (CAAB) have increased all their rates by 15%, and introduced a NEW "Passenger Security Charge" as of 01 November 2022.

This is in addition to their pre-existing "Passenger Service Charge". An extract in explanation thereof regarding Fees in Respect of Provision of Passenger Security (Aeronautical):

- The new passenger security charge is introduced to recover the cost of providing airport security services only and not the costs incurred for general/national security services. As per ICAO's policies, only the following security services have been included in the cost base for security charges: screening of passengers and baggage, security control of cargo and airport security personnel (labour cost), monitoring of restricted areas and training.

Adjusted rates applicable on ALL NEW BOOKINGS from 01 November 2022. Please refer to your applicable Rates Sheets for the breakdown in costs.

Wilderness will, however, honour all existing bookings on the system, whether on a confirmed or provisional basis.

#### **ZAMBIA & ZIMBABWE**

While we have made several enhancements to our operation and circuits this year, including extending our free flying deal to the end of 2024, soaring fuel prices across the globe have compelled the entire aviation industry to revisit their rates. As such, we have had to revisit our flying rates in Zambia and Zimbabwe. However, we will be honouring all existing bookings presently in the system.

- A 5% increase for the 2023 Zambezi rates is effective for all NEW bookings booked from 01 November 2022.
- Wilderness Air will honour all existing bookings presently in the system, whether on a confirmed or provisional basis, using the current rates for 2023.

## **WILDERNESS PRIVATE JOURNEYS**

### **CAPE TOWN**

Our 2023 and 2024 Rack and Preferred Partner Rates are now available in the Window.

WINDOW > Information Centre > Wilderness Safaris > Wilderness Private Journeys > Rates

- WS PJ Preferred Partner Rate Sheet (Valid 06 January 2023 - 05 January 2024)
- WS PJ Rack Rate Sheet (Valid 06 January 2023 - 05 January 2024)

## **AIRLINES (ex SATSA)**

### **Washington to Cape Town on United Airlines**

From 17 November 2022, United Airlines will add three non-stop weekly flights between Washington and Cape Town. The airline's New York/Newark-CPT service was also expanded to a year-round service earlier this year.

### **Delta Airlines Expanding its South Africa Network**

A new seasonal triangular route Atlanta-Johannesburg-Cape Town- Atlanta will commence on 2 December 2022. The service will operate four times per week. This will complement Delta's nonstop service from Cape Town to Atlanta. Those thrice-weekly flights will commence on December 17. This will mean both Cape Town and Johannesburg are serviced with daily flights by the end of this year.

### **German Carrier Condor Airlines Launches Frankfurt-Johannesburg Route**

Condor Airlines will launch its inaugural Frankfurt to Johannesburg flight on 4 November 2022. The route will supplement Condor's seasonal Cape Town flights during the northern hemisphere winter season.

Cape Town/Frankfurt flights will initially be offered twice a week (Wednesdays and Saturdays) between 8 October and 29 October. From November 2 to April 30, there will be three weekly flights from Cape Town on Wednesdays, Fridays and Sundays.

The Johannesburg to Frankfurt route starts on Saturday, November 5 (leaves Frankfurt November 4) and will be offered on Tuesdays and Saturdays.

### **Brazil – SA route back on the cards**

The industry has widely welcomed the announcement by South American carrier, LATAM Airlines, that it will resume its commercial route between São Paulo (GRU), Brazil, and Johannesburg, South Africa. The airline said in a that the route would resume in July 2023, with three weekly frequencies using the airline's Boeing 787-9 Dreamliner. This is after a three-year hiatus due to the COVID pandemic, amongst others.

### **Emirates Increases its South Africa Services**

Emirates is expanding its South Africa services and conducting no fewer than 42 services a week to South Africa. To Johannesburg there will be three daily flights from 1 March 2023, offering more than 300 seats in each direction. There will also be double-daily services to and from Cape Town commencing 1 February 2023, and two more flights a week to and from Durban making it a daily operation starting from 1 December this year.

### **Additional capacity on KLM to Cape Town**

KLM will add three weekly Cape Town flights to its schedule from 1 November 2022, offering 10 weekly services between Cape Town and Amsterdam. The additional flights to Cape Town will be operated with the Dreamliner, meaning there will be more premium economy seating available on the route.

### **Brussels-Johannesburg route launched by Air Belgium**

On 5 September, Air Belgium launched its first direct flight to South Africa in over 20 years. In the new schedule, flights depart Brussels on Wednesdays and Sundays at 19h45, and land in Johannesburg at 07h15 the following day, before continuing on to Cape Town, touching down at 11h00. On Mondays and Thursdays, the return flights depart Cape Town at 15h00, and then leave Johannesburg at 18h45.

### **Air Belgium and Airlink Partnership**

Having launched their new service between Brussels, Johannesburg and Cape Town, Air Belgium has signed a new commercial agreement with independent African airline, Airlink, which conveniently connects customers travelling to or from Brussels with 36 destinations across Southern Africa. This first co-operative agreement between both companies offers Air Belgium customers the ability to purchase multi-sector journeys for flights operated by Air Belgium and Airlink on a single ticket. It includes the added ability for passengers to have their luggage checked through to their final destination when transiting through Johannesburg.

### Airlink Launches New Cape Town-Maputo Service

On 31 August, Airlink launched the first-ever scheduled direct air service between Cape Town and Maputo, halving the travel time between two of the region's major cities. The following schedule applies:

- 4Z 489 departs Cape Town at 17h10 and arrives in Maputo at 19h40 (Wednesdays, Fridays and Sundays)
- 4Z 490 departs Maputo 06h10 and arrives in Cape Town at 09h00 (Mondays, Thursdays and Saturdays)

For more information on flights, visit <https://www.tourismupdate.co.za/>

### TRAVEL REGULATIONS

#### COVID-19 SUMMARY

Listed below are the most recent developments. Note that whilst we take every care to ensure the information provided with regard to travel regulations is accurate, we cannot in any manner or form guarantee the accuracy and correctness thereof, nor the interpretation and implementation of said regulations by the authorities. Any information shared should not be construed as a representation made by Wilderness.

Country	Requirements	Internal Regulations
Botswana	Not applicable.	Wearing of masks is no longer mandatory, physical distancing in all areas optional, sanitising remains in place.
Kenya	Fully vaccinated OR negative RT-PCR (taken within 72 hours). If not vaccinated, may have to take a further Rapid Test on arrival at own cost.	Masks in closed or confined spaces, physical distancing, sanitising, full venue capacity if vaccinated.
Namibia	Not applicable.	Not applicable.
Rwanda	No requirements for tourists to be vaccinated, or to show a negative Covid-19 test, for entry into the country. RT-PCR required for primate trekking, and Rapid Testing for entry to other national parks (no vaccination required).	Wilderness guests are not required to wear masks in camp, although staff are. However, masks are required to view primates.
South Africa	Not applicable.	Not applicable.
Tanzania	Fully vaccinated OR negative RT-PCR (taken within 72 hours). Certain countries may need to take a further Rapid Testing on arrival.	Encouraged to wear masks in close proximity to others, observe physical distancing, sanitising.
Zambia	Fully vaccinated OR negative RT-PCR (taken within 72 hours).	Masks in public spaces, physical distancing, sanitising.
Zimbabwe	Fully vaccinated OR negative RT-PCR (taken within 72 hours).	Masks in public spaces, physical distancing, sanitising.

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