

ADDING VALUE TO KALAHARI PLAINS BOOKINGS

With immediate effect, Wilderness Air Botswana have reduced the rates for connections between our Delta or Linyanti camps and Kalahari Plains (and vice versa), providing a great opportunity to send guests to this unique destination. Although guests still fly via Maun (comfort stop and possible aircraft change), one lower rate makes it easy to combine these areas.

GUEST LOUNGE IN MAUN

Our guest lounge at the Wilderness Safaris offices in Maun is a very comfortable space with air-con, Wi-Fi, bathroom facilities, TV and wine bar. There is an outside seating area plus a restaurant next door for meals. Should guests have to spend time in Maun between flights, our team on the ground will meet/escort guests to the lounge where they can wait in comfort.

REVISED CANCELLATION POLICY, APPLICABLE TO BOTH SEAT RATES ON A CIRCUIT AND SOLE USE CHARTERS

Going forward, when confirmed Wilderness Air reservations are cancelled, the following fees will be levied:

- 25% of booking amount if cancelled within 7 days prior to departure.
- 50% of booking amount if cancelled 72 hours prior to departure.
- 75% of booking amount if cancelled 48 hours prior to departure.
- 100% of booking amount if cancelled 24 hours prior to departure.
- Full pre-payment is required prior to departure.

Note these may differ in the case of a non-Wilderness supplier and/or sub-contracted arrangements.

GENERAL REMINDER FOR WILDERNESS AIR BOTSWANA

- Our simplified circuit flies to areas, matching the rates - not specific airstrips.
- The flying window is between 10:30 and 16:00, and guests are given flight times the night prior in camp.
- The only set times in place are for departures from Maun (14:45) or Kasane (14:00), flights between Kalahari Plains and Maun, plus on the Zambezi Triangle route between Victoria Falls/Livingstone/Kasane.
- Important: times per the previous schedule no longer apply.
- We fly to selected third party camps – 12 thus far – in addition to the Wilderness camps.
- You do not have to have a Wilderness Safaris camp in the itinerary to make use of our flying circuit (although it is preferable that there is at least one Wilderness camp).
- Rates and routes are found in the published Botswana Rates Sheets on the Info Centre.
- Names – please be aware that if there are no passenger names as per passport 2 weeks prior to travel, bookings on seat rates will be released, and sole use charters need to be booked and paid for instead.
- **NEW: The number of bags per person are not limited as long as they conform to the dimensions and types of bag as stipulated, and together, do not exceed the total permissible weight of 20 kg (44lb) per person.**

IMPORTANT CHANGE TO BOOKING THE ZAMBEZI TRIANGLE (BETWEEN KASANE, VICTORIA FALLS AND/OR LIVINGSTONE)

From 1 March 2018, Zambezi Triangle flights may no longer be booked as a standalone on seat rates i.e. without other Wilderness Air sectors. Historically, we have been forced to wait for up to an hour for guests arriving off a variety of third party charter companies and this has resulted in complaints. This is not ideal and going forward, all bookings for these routes on seat rates, must connect with Wilderness Air flights to and from Kasane to ensure our guests experience a seamless service without delays. Should your flying be booked with a non-Wilderness Air charter company and you require a connection between Kasane and Livingstone or Victoria Falls, you will need to book this as either a sole use charter or a road transfer.

PASSENGER WEIGHTS

Additional weight allowance on our aircraft no longer needs to be purchased for passengers weighing more than 100 kg (220 lb). However, as safety and a quality air service remain a strict focus for us, it is vital that we manage all weight and balance calculations ahead of time. We therefore require the weights of all guests prior to travel.