

[Newsflash](#) | [Camps & Activities](#) | [Wilderness Air](#) | [Touring & Transfers](#) | [Rates & Rules](#) | [Reminders](#)

NEWSFLASH

TOUR OF THE FALLS SPECIAL AT TOKA LEYA

Between 1 October and 31 December 2018, guests staying at Toka Leya may participate in EITHER a Zambian OR Zimbabwean Tour of the Falls. Aside from visa fees (for guests' own account), there is no additional cost involved to do the Zimbabwe excursion. Pre-booking is not necessary although it will assist the camp if they know guests' preferences in advance.

THANKING OUR GUESTS/YOUR CLIENTS

As part of our new communication initiative, we have started sending a "thank you" email to those guests who indicated on their feedback forms in camp that they would like to receive news from us going forward. In the message we thank them for travelling to our camps, ask if they would like to join our online community of wildlife lovers and suggest sharing their experiences on TripAdvisor. Thus far we have received good responses with some lovely feedback on their safaris.

CAMPS & ACTIVITIES

PELO OPEN THROUGHOUT THIS SUMMER SEASON

As both Jao and Jacana will be closed over the forthcoming summer season, Pelo will not close as per the norm between 1 December 2018 and 28 February 2019. It will remain open in inventory from now through to 30 November 2019, when it will close for its' annual seasonal closure between 1 December 2019 and 28 February 2020. The focus at Pelo is water-based activities only (boat and mokoro excursions), so we normally operate this camp on a seasonal basis, closing when the waters of the Delta are at their lowest. However, for this coming December to March period, while Jacana is closed, we will also offer game drives from Pelo camp utilising the Jao vehicles and activity area. When Jacana re-opens on 1 April 2019, Pelo will revert to its standard activity offering.

ROAD/BOAT TRANSFERS BETWEEN CAMPS ON THE JAO CONCESSION

- Inter-camp transfers are possible between camps on the Jao side and Hunda Island (Tubu/Little Tubu) year round EXCEPT for a period when the water is too low for boating and it is too muddy for driving. This usually lasts about 3 weeks and may occur anytime from September through to November, depending on water levels.
- When the flood is in, access is a combination of road and boat. When the flood is out then it is a drive only.
- There is no cost involved nor minimum/maximum number of guests required.

WATER-BASED ACTIVITY UPDATE FOR BOTSWANA

- Little Vumbura & Vumbura Plains – offer all water activities throughout the year.
- Qorokwe, Abu & Seba – only mokoro excursions as the water levels are too low for boating.
- Kings Pool – full barge activities.

- Jao Camp – still offering boating and mokoro activities, although the boat station will move away from camp shortly and the mokoro station is about 25 minute drive from camp. Access to Hunda Island is via a 35 minute drive followed by a 15 minute boat shuttle.
- Kwetsani Camp – still offering limited boating and mokoro activities. The boat station is about 5 minutes from camp and the mokoro station, 10 minutes. Access to Hunda the same as Jao.
- Tubu Tree Camp – have limited boating from the boat station 35 minutes from camp. This will only be available for another couple of weeks. Normal mokoro excursions on offer, about 20 minutes from camp.
- Jacana Camp – still offering full boating and mokoro activities from camp. They are now driving directly onto the island so transfers to/from the airstrip is about 30 minutes by vehicle one way.
- Pelo Camp – still offering full boating and mokoro activities from camp. Access to/from the airstrip is a 40 minute drive and 5 minute boat trip.

ACCESS TO THE DUNES AT SOSSUSVLEI

While Little Kulala and Kulala Desert Lodge have access to the Namib Naukluft Park via a private gate, park regulations stipulate that we are not allowed through the gate before sunrise, and must be back inside before sunset. The camps do time their excursions to try and be one of the first to get to Dead Vlei but it will only ever be after sunrise.

NO BOATING AT SERRA CAFEMA

There is no boating at Serra Cafema as the water levels are currently too low.

LUGGAGE STORAGE AT WINDHOEK AIRPORT

Available on a first come, first serve basis, Wilderness Safaris has limited luggage storage facilities in our lounge at Hosea Kutako International Airport (Windhoek, Namibia). Bags may be stored here at no additional cost while on safari. Should the facility be full, we can arrange for luggage to be stored in our Windhoek operations office in town – at guests own risk. The luggage is handed back to the guests at the airport on the day of departure. While there is no luggage storage cost involved, a fee does apply for any luggage that needs to be transferred from one point to another i.e. between Hosea Kutako International Airport and Eros Airport, our Windhoek operations office or a hotel in Windhoek.

NEW MEET & GREET SERVICE IN VICTORIA FALLS AND HARARE

- Wilderness Safaris Zimbabwe have sourced a personalised meet & greet service, to assist with the clearing of aircraft as well as provide airside meet & greets.
- This additional service is available in both Harare and Victoria Falls.
- The existing compulsory meet & greet in Harare for Wilderness Air flights remains in place, unless you book this new VIP service.

WILDERNESS AIR

ZIMBABWE CIRCUIT FLYER

Note that we will not be redoing the flyer for this remainder of this season, however, we will be working on a new 2019 version in due course. Please refer to the flight grid in the published 2018 & 2019 Zimbabwe Rates sheets for details, which now include Chikwenya.

SERVICE FEE CLARIFICATION FOR WILDERNESS NAMIBIA AIRSTRIPS

- A non-Namibian charter operator/private aircraft filling up with fuel at our airstrips, will be charged N\$400.00 along with their fuel bill.
- A non-Namibian charter operator/private aircraft NOT filling up with fuel at our airstrips, will not be liable for the service fee of N\$400.00.

CAP OF SEATS ON WILDERNESS AIR NAMIBIA CIRCUIT

There is a cap of 22 seats on all Namibia circuit flights with the exception of the flights between Doro Nawas and Desert Rhino Camp or Damaraland, where the cap is 10. Should additional seats be required, your Journey Specialist will request a sole use charter.

TOURING & TRANSFERS

WILDERNESS SAFARIS PRIVATE JOURNEYS – CAPE

2019 RATES AND CHANGES IN NAME

Confirmed 2019 rates for transfers and sightseeing are now available. Note too that the names of some tours have changed – contact your Journey Specialist for further information.

WILDERNESS TOURING & TRANSFERS – ZAMBEZI

DEVIL'S POOL OPEN FOR SWIMMING

Swimming in the Devil's Pool on Livingstone Island re-opened on 30 August 2018. Guests interested in taking part in this activity should carry their swimming attire when visiting the island.

SHORTAGE OF SOFT DRINKS IN KASANE

A shortage of carbonated soft drinks is being experienced in Kasane. There is a very limited range of drinks available and this appears set to continue for some time. All effort will be made to source a variety from alternative suppliers however there is no guarantee. We will advise should the situation change.

SUNSET CRUISE PICK-UP TIMES CHANGE

From 1 September 2018, pick-up times for the sunset cruise changed to 16:00, starting with Victoria Falls Hotel.

CHILD AGES ON ALL ZAMBEZI RIVER CRUISES

Note that child rates only apply to those under 12 years old - standard across board for these activities where previously different excursions had different age limits. No children are allowed on the Ra-Ikane Private Cruise.

RATES & RULES

MINORS TRAVELLING TO SOUTH AFRICA, NAMIBIA & BOTSWANA

Despite recent talk of requirements being changed, the parameters are still not clearly defined. To avoid confusion and inconvenience, our recommendation remains that you should carry the relevant documentation as listed below when travelling with children to southern Africa:

- Younger than 18 – children must have an unabridged birth certificate.
- Travelling with adult who is not the biological parent – affidavit from parent/s giving consent.
- Travelling with adult other than legal parent or guardian – copies of the legal guardian or parents passports/ID and contact details.
- Travelling with one parent – affidavit from the other parent giving consent. A death certificate should be provided if one parent is deceased.
- Unaccompanied – affidavit from parents/legal guardians giving consent, letter with contact and residential details of person receiving the minor, a copy of their id/passport/permanent residence permit plus contact details of the parents/legal guardians.

REMINDERS

CONNECTION TIMES BETWEEN WILDERNESS AIR NAMIBIA CIRCUIT & COMMERCIAL FLIGHTS

An increased number of airlines servicing Namibia has resulted in larger volumes of passengers arriving/departing. The knock-on effect is tighter security and immigration queues, resulting in delays, missed flights, etc. Please take the below into account as should there not be sufficient connection time, alternative commercial air OR sole use charters may need to be booked, depending on the circumstances.

- Arrivals: allow for a minimum connection time of two hours between the arrival of the commercial flight and departure on our circuit.
- Departures: the same recommendation applies to Namibia as it does in South Africa where a minimum of two hours is required for domestic and regional connections and three hours for international flights.

THE GENERAL INFORMATION MANUAL (GIM) & CHANGE CONTROL SHEET

The GIM is directly linked to the Accreditation Agreement so we now publish a Change Control Sheet to denote any major changes to the GIM – such as the inclusion of new regulations related to GDPR or if a change is made to a policy, such as child travel. Both may be found on the Info Centre on the Wilderness Window.

PHOTOGRAPHY TIPS

Our photography tips document has been updated to include the latest technology and synergy with Olympus, and may be found on the Info Centre, under FAQs / Helpful Hints & Travel Requirements.
