

Southern Africa

PRESENTED BY

TRAVELBEYOND

EST 1975



Southern Africa

In order to ensure that you have the best experience possible, we ask that you read the following information carefully. Should you have any questions regarding any of the points discussed, please do not hesitate to contact your travel consultant.

PASSPORTS & VISAS

International visitors require a valid passport together with their travel documents. When traveling to Southern Africa guests must ensure that their passport is valid for at least six (6) months after their date of return. It is strongly recommended that each guest has a minimum of two (2) blank visa pages in their passport to enable entry visas to be issued (if there is insufficient space in the passport entry will be denied).

Only pages that are entirely blank can be used. Keep in mind the last few pages of a US passport are for amendments and not visas.

Please speak to your travel consultant regarding the specific passport page requirements for your trip. Country-specific visa and tax requirements are also presented within the individual country chapters of this document.

TRAVEL PROTECTION

For travel to Southern Africa guests are required to have, at minimum, emergency medical evacuation protection. However, it is highly recommended that guests purchase a comprehensive travel protection plan to cover all non-refundable trip costs. Travel Beyond will provide a quote for protecting your trip investment with a TravelEx protection plan.

HEALTH

There are a few basic health matters that require care and attention prior to travel. We are not medical practitioners, and therefore recommend that you consult your doctor, and also

check with your health department prior to departure, to obtain any necessary vaccinations. For more information, go to the CDC website at www.cdc.gov

WATER

It is very important to drink plenty of water, especially during warmer months. It is not advised to drink tap water while traveling in Southern Africa. It is highly recommended that you use bottled or filtered water at camps, lodges and in your safari/transfer vehicles. Ice is not advised in local bars and cafes where water may not have been boiled first. You will be advised by your lodge or camp where safe drinking water is available.

DIETARY REQUIREMENTS & MEDICATION

It is important to notify your travel consultant if you have specific dietary requirements or any medical conditions so your agent may notify the ground operator in Africa. It is important that this information be sent to the ground operator prior to travel so necessary arrangements can be made in advance. Travel Beyond will provide guests with a Guest Information Form prior to travel. This form may be used to communicate dietary and medical requirements, or please speak directly with your travel consultant.

LOST LUGGAGE

Luggage is beyond the control of Travel Beyond. The airport controls what happens to passengers' luggage from when it is checked in until it is put on board the aircraft. We would like to suggest that you take the following precautionary action:

- * Pack a small bag with your essentials, including any life sustaining medication, money/valuables as well as a copy of your passport and a change of clothing.
- * Keep your luggage claim tickets in the case that your luggage is lost, you will have a reference for the airlines.

LOSS OF ARTICLES

Please note that Travel Beyond and our ground handlers cannot accept any responsibility for the misplacement of any articles while you are travelling.

While travelling, as soon as you realize something is missing, notify the camp manager or your local agent (ground handler) using the contact information provided on your emergency contact list. They will attempt to re-unite you with your misplaced items. However, logistics may not be favorable for the returning of articles unless you are prepared to pay for the cost to get your goods to you. Any costs incurred will be for your own account.

This issue is possibly the single biggest form of stress for guests who have left their goods behind somewhere en route and who are not prepared to pay for the costs to be reunited with their possessions. Please make sure you keep your goods with you.

SAFARI VEHICLES & ACTIVITIES

Safari vehicles are typically open 4x4 vehicles that are designed for guests to have all round visibility. There are some exceptions to this in order to accommodate certain environmental conditions such as excessive dust and/or heat.

Vehicles at most camps carry six—nine guests. Unless a private vehicle and guide has been booked in advance, please expect to be sharing your vehicle with other camp guests.

The same applies for camp activities. Unless private activities have been booked in advance, please expect that you may be sharing activities (game drives, walks, boat trips, etc) with other guests.

Private vehicles and activities may be secured at an additional cost, and must be booked prior to travel as there are a limited number of vehicles available at each camp. Please speak with your Travel Beyond consultant for information on costs and availability.

DRIVING CONDITIONS

While visiting remote areas or national parks and reserves, the roads can be rough and bumpy, and you will occasionally travel “off road.” It is possible that injuries may occur if, for example, a hidden pothole is struck. Travel Beyond and our ground operators cannot be held liable for any accidents, injuries or damages.

TRAVELING COMPANIONS

When traveling to camps and lodges in Southern Africa you will meet up with other guests of various ages, and are from different parts of the world. To get the most out of your safari experience, cooperation and harmony between you and your fellow guests is essential. Should any guest behave in such a way that it affects either the enjoyment or safety of other guests, that guest will be warned and if need be, eventually taken off safari. Safaris are conducted in English and it is therefore required that all participants on the safari have the ability to communicate and understand this language. This is due to safety factors as well as compatibility with others.

PROBLEM SOLVING

If you have a problem while traveling bring it to the attention of the camp and/or hotel manager right away, giving them a chance to try and correct it immediately. You will be provided an emergency contact list with your final documents. Please be proactive and contact the local agent (ground handler) if you are unhappy with something during your stay. The ground handler will do what they can to re-accommodate you and contact your Travel Beyond consultant.



RESPECTING WILDLIFE & SAFETY

- * Most of the safari camps are unfenced and dangerous animals can (and do!) wander through the camps. Many of the animals and reptiles you will see are potentially dangerous. They are not tame. Attacks by wild animals are rare. However, there are no guarantees that such incidents will not occur. Travel Beyond, its staff members, associates, agents, or their suppliers can't be held liable for any injuries caused during an incident involving the behavior of wild animals.
- * Please listen to the camp staff and guides. Safety precautions need to be taken seriously, and strictly adhered to.
- * Don't wander off on your own without a guide – even to your rooms. After retiring to your room at night, don't leave.
- * Observe animals silently and with a minimum of disturbance to their natural activities. Loud talking on game drives can frighten the animals away.
- * Never attempt to attract an animal's attention. Don't imitate animal sounds, clap your hands, pound the vehicle, or throw objects.
- * Please respect your driver-guide's judgment about proximity to animals. Don't insist that he take the vehicle closer so you can get a better photograph. A vehicle driven too close can hinder a hunt or cause animals to abandon a hard-earned meal.
- * Never attempt to feed or approach any wild animal on foot. This is especially important near lodges or in campsites where animals may have become accustomed to human visitors.
- * Refrain from smoking on game drives. The dry African bush ignites very easily, and a flash fire can kill animals.

COMMUNICATION

Telecommunications in the urban areas are easily accessible but please note that the safari lodges and camps you may be visiting could be located in very remote parts of Southern Africa and often do not have telephones. We advise that our guests ensure Roaming is turned off on cell phones while in these areas to avoid unexpected phone charges.

It has been a conscious decision by most of the safari lodges/

camps in Southern Africa to avoid internet access. It is widely believed that the beauty of being away in the wilderness is the very fact that you are not in contact with the outside world. Being “disconnected” in this way allows guests to truly experience the bush, desert and wildlife in these wonderful areas. We want our clients to have new and different experiences, and one such experience is the liberating feeling of being out of contact and away from work and the stress of every day life. Of course, if a problem were to arise, guests are able to send and receive messages by working directly with camp/lodge management.

We advise that a copy of the emergency contact list provided with your final travel documents be left at home. Family members will be able to use the contact information provided to reach you at any point throughout your journey.

CREDIT CARDS

Visa and MasterCard are often accepted throughout much of Southern Africa, except Victoria Falls, Zimbabwe, where Visa is the only card accepted.

American Express and Diners Club are often not accepted. Please note that Discover Card is basically unknown in Southern Africa. Most safari camps/lodges allow the use of credit cards to pay for extras. However, tips must be settled with cash.

POWER

The electricity supply is 220 or 240V AC, 50 Hz. Camps that are situated in remote areas have to generate their own electricity. Electricity is supplied in a number of ways, but most camps have a generator that runs for about 6 – 7 hours per day (split between morning and afternoon when guests are out on activities). In most camps, these generators then charge a bank of batteries known as an inverter system which then provides 220v power in each tented room for lighting and ceiling fans. Therefore, it is not possible to use plug-in appliances such as hairdryers or electric shavers at most of these camps.

Guests should ensure that if they want batteries charged while on safari, they bring a spare battery for use while the other is being charged. Guests should also bring a power converter if applicable as the power is 220 or 240V. If you are not sure of the voltage of your electronic devices, check the back of the device or charging dock. The voltage should be clearly labeled.

A plug adapter is also recommended as most camps throughout southern Africa are equipped with South African 3-prong round plugs. Plug adapters can be purchased at the Johannesburg International Airport (O.R. Tambo) or in advance of travel.

RENTAL VEHICLES

An international driver's license may be required when renting a car abroad. We recommend that you carry an international driver's license which can be obtained at any AAA Office. Several countries also require a U.S. driver's license in addition to an international license.



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