



Conservation Safari Company [ & Botswana Safari Company] looks forward to hosting you on your journey with us! In order to ensure that you have the best experience possible, please read this document carefully. It includes general information pertinent to your booking and your travels in various countries in Africa, as well as facts and details relating to the specific country or countries that you will be visiting. Should you have any further queries that may require clarification, please contact us.

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Email; [jamie@conservationsafaris.org](mailto:jamie@conservationsafaris.org)**

Please ensure that you are aware of our booking conditions. Taking this journey with us implies your acceptance of these terms.

## **AT TIME OF BOOKING**

- Confirm that your passport does not expire within 6 months of returning home
- Confirm that your passport has the correct number of blank pages - (read more below)
- Send us your guest information forms - <http://www.conservationsafaricompany.com/guest-information>
- Decide or obtain Travel Insurance and or cancellation cover
- Check your specific luggage requirements and if you have suitable style/size items - TSA approved locks are useful to have
- Check what health requirements there are for your destinations

## **3 MONTHS BEFORE TRAVEL**

- Make final/full payment
- Obtain the required vaccinations and or medicines/prescriptions
- Confirm Visa and Passport requirements
- Check expiry dates of credit cards and or how much cash you require and in which currency
- Check what adaptors you require for your electronic devices

## **1 WEEK BEFORE TRAVEL/PACKING**

- Pack Travel Documents, Air Tickets, Passports, Vaccination records, copies of Prescriptions if you are carrying a lot of drugs.
- We recommend that you have copies of all important documents, passports and visas - and preferably stored electronically (dropbox or google drive for easy access)
- Call banks or credit card companies for approval for use in relevant countries
- Ensure you have small bills for tipping - detailed notes below
- Charge all necessary electronic devices
- Leave unnecessary valuables at home [watches, jewelry, clothing etc]
- Plastic bags are banned in various countries, incl Kenya & Tanzania, please do not bring any

## Insurance

It is a condition of booking with all safari outfitters that you have the correct comprehensive travel and medical insurance to cover yourself, as well as any dependants/travelling companions for the duration of your trip to Africa. This is the sole responsibility of the traveller. This insurance should include cover in respect of, but not limited to, the following eventualities:

### Compulsory Insurance:

- > emergency evacuation expenses,
- > medical expenses,
- > repatriation expenses,

### Recommended Insurance:

- > cancellation or curtailment of trip,
- > damage/theft/loss of personal luggage, money and/or goods.

Conservation Safari Company (Thom Media and Travel Pty Ltd) and its subsidiary companies, and any person or agent acting for, through or on behalf of said companies, will not take responsibility for any costs, losses incurred or suffered by the guest, or guests' dependents or travelling companions. This is with regards to, but not limited to, any of the above mentioned eventualities. Guests will be charged directly by the relevant service providers for any emergency services they may require, and may find themselves in a position of being unable to access such services should they not be carrying the relevant insurance cover.

You can get quotes from various insurers, here are a few;

<https://www.conservationsafaricompany.com/insurance> (World Nomads)

<http://www.1earthtravelprotection.com/>

<http://www.travelguard.com/>

<https://www.generalitravelinsurance.com/>

[https://www.squaremouth.com/travel-insurance-quotes#single\\_trip](https://www.squaremouth.com/travel-insurance-quotes#single_trip)

<https://www.bhttp.com/>

**Health Insurance:** It is compulsory to have full medical, emergency evacuation and repatriation cover for the full period of time that you are travelling.

**Cancellation & Curtailment:** If for any reason you cancel your trip close to departure date, you could forfeit the entire cost. Should you have to leave prior to completion of your journey, we cannot refund you the cost of the portion of the package you do not complete. In the eventuality of this happening, insurance may cover you, depending on the reason for cancellation and curtailment.

**Luggage & Money Insurance:** It is advisable to take out luggage and money insurance from point of departure, especially if you are carrying a substantial amount of cash or expensive camera/electronic equipment. You should always carry such equipment as carry-on items as there is an inherent risk of items of value being stolen from checked-in luggage, or said luggage being delayed or lost.

**Claims:** If you anticipate an insurance claim upon your return, be sure to document as accurately as possible any accident, injury or loss. Police reports and any notes from a medical

practitioner will aid any claim.

## **Responsibility**

Conservation Safari Company (Thom Media and Travel Pty Ltd) and its subsidiary companies – or any person, agent acting for, through or on behalf of said companies – will not be liable for any loss or damage whatsoever arising from any cause whatsoever and, without restricting the generality of the foregoing, shall particularly not be responsible for loss or damage arising from any errors or omissions contained in its brochure or other literature, loss or damage caused by delays, sickness, theft, injury or death.

In addition the Company shall have the right at any time at its discretion to cancel any safari or the remainder thereof or make any alteration in route, accommodation, price or other details and, in the event of any safari being rendered impossible, illegal or inadvisable by weather, strike, war, government or interference or any other cause whatsoever, the extra expenses incurred as a result thereof shall be the responsibility of the passenger.

The Company may at its discretion and without liability or cost to itself at any time cancel or terminate the guest's booking and in particular without limiting the generality of the foregoing it shall be entitled to do so in the event of the illness or the illegal or incompatible behaviour of the guest, who shall in such circumstances not be entitled to any refund.

The person making any booking will, by the making of such booking, warrant that he or she has authority to enter into a contract on behalf of the other person included in such a booking and in the event of the failure of any or all the other persons so included to make payment, the person making the booking shall by his/her signature thereof assume personal liability for the total price of all bookings made by him/her.

## **TRAVEL INFORMATION & REQUIREMENTS**

### **Travel Documents**

Visitors to Africa must have a passport that is valid for at least 6 months beyond your intended departure date, together with onward travel documents, proof of accommodation and sufficient funds for the duration of your stay. In addition, each country you may be visiting generally requires at least 2 consecutive/side by side blank pages on entry for both visas and stamps. Should your itinerary include more than one country, excluding the country of departure and return, please ensure that you have a sufficient number of blank visa pages (not endorsement pages) in your passport. Should there be insufficient blank pages in your passport then entry into a country could be denied.

Any applicable visas, costs and/or relevant documentation are your responsibility. Please consult your relevant consulate or embassy about visa entry requirements for each of the countries you are visiting. We are happy to provide additional advice but the most up-to-date information is available through the relevant country's consulate or embassy. Kindly ensure that you have all necessary visas prior to departure from your home country (unless these can be obtained on arrival) as Conservation Safari Company, its staff, agents and operators cannot be held liable should entry be denied.

If a parent/guardian is travelling alone with a minor child/ren (aged 18 years or younger) please check what additional paperwork is required to allow entry - South Africa and other countries are trying to curb child trafficking and requirements are getting stricter.

On June 1, 2015, South Africa enforced new requirements for children under age 18, which have recently been updated - please read more here: <https://www.conservationsafaricompany.com/single-post/2019/05/01/Immigration-update---Children-into-or-via-South-Africa>

US Citizens can get up to date travel info here; <http://www.travel.state.gov/content/travel/english.html>

## **Currency**

Except for Zimbabwe, which currently uses US Dollars, most other countries that you may travel have their own currency and this is used as standard tender when paying by either cash or credit card, with applicable exchange rates being taken into account. Generally speaking, at camps and lodges in central, east and southern Africa, cash payments for curios or gratuities to guides and staff, can be made in US Dollars, GBP Sterling, Euro and/or South African Rand. Travellers Cheques in any of the above currencies are seldom accepted.

Please ensure that all US Dollar notes are the 1996 series or after with "large heads/ presidential portraits". Some countries only accept notes that post 2006! While some banks may accept notes issued before 1996 with "small heads", this is the exception. We recommend that currency should only be changed at banks and/or hotels that offer this service.

## **Safety Guidelines**

It is sensible to take basic precautions whilst travelling anywhere in the world. Below are recommendations that we feel hold true for travel in general and which we thus suggest are followed if travelling to Africa. We also advise that you learn about your surroundings and ask Tourist Information Officers, camp/lodge and hotel staff and local residents about areas to avoid.

It is advisable to secure your luggage with a suitable lock or at least with cable ties when flying both locally (within South Africa), regionally (to neighbouring countries) and internationally. As an additional precaution we suggest that check-in luggage is shrink-wrapped. Please do not check in any valuables or chronic medication as these should be kept in your carry-on luggage. Never leave luggage unattended.

Always drive with your doors locked and your windows closed, with handbags/backpacks/ parcels and valuables stored out of sight in the boot/trunk of the car. Keep mobile phones, wallets and cameras well hidden and avoid wearing expensive jewellery. Never leave your luggage unattended (e.g. do not leave handbags under tables, on the backs of chairs or on restroom hooks).

Please report any stolen property and/or any incident involving your safety and security to the establishment where you are staying.

Separate your cash and credit cards and do not carry all your cash with you. Avoid counting cash in the open. Be vigilant whenever approaching an automated bank teller machine (ATMs). If you feel unsafe, rather return at another time or use an alternate machine. Never let a stranger assist you at an ATM and shield the keypad and screen with your body, especially when entering your pin code. If you suspect that the machine has been tampered with, walk away from it and report your suspicion to the bank or security guard.

Please note that no bank will ever ask for confidential details like pin codes so do not share this information with anyone. Keeping large amounts of foreign currency notes poses several risks, rather settle your bills via credit or debit card where possible.

Please store any valuables, travel documents (passports/airline tickets/vaccination cards) and additional cash or Travellers Cheques in your camp/lodge/hotel room safe or the property's main safe. Keep your room locked at all times and hand in room keys or cards whenever you leave your hotel. Take note of and abide by any warnings posted in public areas and parks.

## **Accommodation Check-in and Check-out Times**

Times may vary depending on the establishment. Generally speaking for hotels, check-in is after 14:00 and check-out is by 10:00. At most safari lodges and camps, the rooms need to be vacated by noon, however, this will be reconfirmed once you are in camp. Where possible, lodges and hotels will assist with your requirements, however, if you wish to guarantee an early arrival or a longer stay in your room, we recommend you arrange and pay for this in advance to secure it.

At many safari lodges and properties, check-out is timed according to scheduled commercial flight times, the scheduled flying circuit and/or private charter arrangements. Use of your room, until such time as you are scheduled to depart for the airstrip/airport for onward transfers, will be arranged where possible, bearing in mind this is subject to availability and therefore not guaranteed.

## **Language**

Whilst travelling in Africa as well as the Seychelles, business is normally conducted in English. It is therefore beneficial for you to have knowledge of English and be able to communicate in that language – for safety reasons and also with regard to compatibility with fellow travellers.

## **Health**

There are a few basic health matters that require care and attention. The following points are recommended guidelines only –  
please consult your medical practitioner and check with your health department/travel clinic prior to departure from your home country, in the event there have been changes in the health regulations of the country you are visiting. For up-to-date information on travel health please consult the Centre for Disease Control website for the relevant country/s -  
<https://wwwnc.cdc.gov/travel/destinations/list/>

### **Malaria**

Malaria within South Africa's borders is encountered mainly in:

- > northern and eastern Mpumalanga,
- > northern KwaZulu-Natal,
- > the border areas of the Northern and North West provinces.

Outside of the South African borders it is found in:

- > the lower lying areas of Swaziland,
- > in Malawi, Mozambique, Zambia and Zimbabwe,
- > northern parts of Botswana (more specifically Kasane),
- > in northern Namibia,
- > in Congo and Kenya.

Malaria prophylactic recommendations for travellers to Africa:

Expert opinion differs regarding the best approach to malaria prophylaxis. It is important to bear in mind that malaria may be contracted despite chemoprophylaxis, especially in areas where chloroquine resistance has been reported. Both chloroquine-resistant and normal strains of malaria are prevalent in Africa.

Please remember that the best precaution is the preventative kind.

> Avoid being bitten by using mosquito repellents liberally. Most camps and lodges provide repellent, however, please feel free to bring your own if you suffer from any skin sensitivities or allergies.

> Wear long-sleeved shirts and trousers/slacks in the evenings.

> Please use the mosquito net over your bed where supplied/available.

> Where provided, please use the insecticide supplied to kill any mosquitoes that may have flown into your room.

> Mosquito coils are also effective.

> If you are a scuba diver, please consult your medical practitioner regarding the use of Larium in conjunction with diving.

Malaria is transmitted by a very small percentage of female Anopheles mosquitoes. They are mainly active in the early evening and throughout the night. Malaria transmission is at its highest during the warmer and wetter months of November through to April. From May through to October the risks of contracting malaria are reduced. There is also less prevalence in remote areas where our preferred camps are situated; nonetheless, you need to consider taking preventative measures.

There is a 6 to 7 day minimum incubation period before symptoms present themselves. If you become ill on your return, while still on prophylaxis or even once you have stopped taking them, ensure that your medical practitioner does everything to establish that your illness is not malaria. Malaria can be prevented if you are sensible and take basic precautions. There have been no cases of our guests contracting malaria in over 10 years of operation. It is inadvisable for pregnant women to visit malarial areas as malaria infection during pregnancy can be detrimental to mother and child. Caution should be exercised with small children as they can be more susceptible and are unable to take some forms of medication.

## Tsetse Flies

Tsetse flies do occur in some of the areas in Africa: parts of northern Botswana, Zambia, Mana Pools in Zimbabwe, Tanzania and Republic of Congo. They look similar to other large flies except that when perched, both wings are held folded directly over the other above the abdomen and they have a long proboscis extending forward from a large head.

They are best known as the carrier of trypanosomiasis – causing sleeping sickness in humans that can be fatal, however it is extremely rare and is easily treated and cured. Symptoms can present a few weeks to months after a visit and begin with fever, headaches and pains in the joints followed by dramatic swelling of the lymph nodes. If left untreated these symptoms can evolve to become more serious.

What precautions can I take against tsetse fly bites?

The most important precaution is to be aware of tsetse flies and what they look like. In order to differentiate them from other flies look closely at the wings. If they are held closed and overlapping over the abdomen it is likely that it is a species of tsetse fly. Other characteristics include a long, defined biting proboscis. While on game drive or walks, be aware that they occur in wooded areas rather than out in grasslands or on the plains. Generally brushing the flies off your body once they have landed there is enough to prevent getting bitten. This can be a challenge in areas of high fly density, however, these are avoided wherever possible by the guides. The colour of clothing worn can be helpful (see below) and while in camp keep your tent or room closed to insects. The insects are tough and easily survive a gentle slapping.

What clothing should I wear to avoid attracting tsetse flies?

Dark coloured clothing is generally more attractive to tsetse flies since the majority of their host species are dark coloured large mammals such as buffalo. Wearing long-sleeved neutral coloured clothing is probably the best approach. It is possible for the flies to bite through light clothing and some people do wear heavy fabrics to avoid this.

If I get bitten and get infected or have an allergic reaction, how can I treat the bite and how common is this?

Infected tsetse bites can be treated by simply applying an antihistamine cream to the bite area. This will ease the itch which is commonly associated with insect bites of this nature. Allergic reactions are not at all common and should this occur, it can be treated with any of the antihistamine tablets available off the shelf.

## Ticks

Ticks occur the world over and are well known ecto-parasites. The most obvious species in the savannah regions of Africa are the 'hard ticks' which attach themselves to their hosts to feed before they either fall or are brushed off. Ticks are also well known as carriers of diseases that affect both animals and humans; in southern Africa this is referred to as tick bite fever. Symptoms of this disease present after a 5 to 7 day incubation period and include fevers, headaches, malaise and even a skin rash, however, effects can vary dramatically from person to person. A dark black mark usually results at the site of the infected bite and is a helpful diagnostic. The disease is easily treated with antibiotics although this is not always necessary. After walking in the bush with your guide it is best to brush your clothes down and to examine your body for ticks, taking care to remove these entirely without leaving the biting mouth parts behind in your skin. Anti-tick sprays such as Bayticol can be very effective against ticks and wearing long pants will prevent many bites.

## Yellow Fever

Yellow Fever is a viral illness for which there is no cure, however, there is an effective vaccine that will prevent it. It is transmitted by a daytime biting mosquito. The Yellow Fever virus is found in certain areas of Africa, Central and South America. Proof of vaccination is required when visiting countries like Congo, Kenya, Tanzania. When flying into Mozambique and South Africa, travelling from a Yellow Fever destination, proof of inoculation will be required upon entry.

Time: Inoculations must be had at least 10 days before travel, as the vaccine is not effective within 10 days.

Validity: The vaccine provides immunity against the disease for 10 years. You will receive a Yellow Card which you have to carry with you when you travel. Failure to produce the card during travel could result in penalties by immigration or refusal to enter the country.

People Exempt: Pregnant women, HIV-positive, anyone undergoing chemotherapy or with a suppressed immune system. You still need to go to a clinic/medical practitioner for a consultation and to be given an exemption certificate which will still allow you to travel without having had the injection. Babies under the age of 9 months and people over the age of 60 years can qualify for an exemption, however, this is at the discretion of the medical practitioner.

Symptoms: The illness develops within six days of being bitten by an infected mosquito, and the onset is usually sudden: fever develops, with headache, body pains, and most often

nausea. Jaundice develops with a bleeding tendency, coma and death.

Yellow Card: Travellers immunised against Yellow Fever are issued with an internationally recognised vaccination certificate for inspection by immigration officials. The international health regulations concerning Yellow Fever are unequivocal, and unvaccinated travellers may face denial of entry, or even quarantine in certain circumstances. This strict control is maintained to ensure that both the individual traveller and the broader communities are protected against outbreaks of this disease.

### Traveller's Diarrhoea

When travelling to a foreign country it is possible to contract a viral infection of the intestines. It is not serious or dangerous and causes the very common condition known as "traveller's diarrhoea". Viral gastroenteritis should clear up on its own when the patients' immune system kills the viruses – similar to a common cold. Recommendations to provide relief from the symptoms are the following:

- > Take medication for nausea or vomiting, diarrhoea and abdominal cramps if required (we suggest bringing your own with you).
- > Rest as much as possible and avoid any strenuous activities.
- > Sip fluids slowly through the day – preferably using electrolyte solutions.
- > Take precautionary measures so as not to spread the illness to other people, in particular washing hands well and not sharing food.

## Water

It is very important that you drink plenty of water especially during the warmer months. It is generally recommended that you drink at least 2 to 3 litres of water per day to limit the effects of dehydration. This excludes tea, coffee and alcoholic beverages, which act as diuretics and can therefore, actually contribute to dehydration.

Generally, water throughout southern Africa is safe to drink directly from the tap. However, bottled or filtered water is readily available, so please do not allow yourself to become dehydrated.

## Dietary Requirements

If you have any specific dietary or religious (i.e. Halaal or kosher) requirements please ensure that we are notified prior to arrival. We can accommodate most reasonable requests, however, we need advance warning to do so.

## Medical Conditions

You need to notify us of any medical condition you may have prior to your arrival. This includes any allergies e.g. bee stings, nuts, shellfish, or intolerances such as lactose or gluten.

## Flight Check-in Times

Due to newer, larger airports, increased volumes of passengers and heightened security measures we recommend that you arrive at the airport at least two hours prior for domestic and regional flights, and three hours prior for all international flights.

### Reconfirming Flights



Please check with your airline or ticketing agent whether your onward flights need to be reconfirmed. This is your responsibility, however, we will assist where necessary. Regional flights booked by us generally do not require confirmation.

## **Flights & Charters**

### **Scheduled Commercial Air Flights**

These refer to all flights booked on Air Botswana, SA Airlink, Air Namibia, British Airways, South African Airways, Kenya Air etc. We are able to assist with bookings on any regional air as long as it originates from or lands in South or East Africa. We can also assist with flights to the Republic of Congo, Kenya, Malawi, Seychelles and Tanzania (if required) – to or from South Africa.

Flights are booked by us on your behalf and are subject to the same conditions as if you were booking it yourself and are provided at exactly the same value. Please inform us if you would prefer business class flights as we normally book economy fare tickets. Regrettably, we are unable to assist with booking international air, i.e. to Australia, Europe, United Kingdom or United States. We have a separate team who do this for us.

### **Scheduled Charter Flights**

These refer to transfers by air in light or smaller aircraft (usually Cessna Caravans and on other occasions King Airs, Beechcraft 1900s, etc.). Operated by the likes of Federal Air, Wilderness Air, Safarilink etc with set departure and arrival times (similar daily schedules with a specific number of seats available), these access camps in the Serengeti, Mara, Kruger area such as Singita or Royal Malewane, Phinda in KwaZulu-Natal or Madikwe in the western part of the country.

### **Scheduled Seat-in-plane Flying Circuit**

These refer to "seat-in-plane" light aircraft transfers between airports and camps in Botswana, Namibia, Zambia and Zimbabwe. These shuttle routes have set departure and arrival times, as well as specific routings. A physical seat is booked for the guest on a light aircraft for an air transfer between locations which will leave at a specific time. In most cases there will be stops en-route (usually no more than two, with the third stop being your destination) and other people will join your guests on these air transfers. Depending on weather or other circumstances beyond our control, the times for pick-ups and drop-offs can vary slightly and there may be additional stops, resulting in a slightly longer air transfer. In general, the flying schedule allows for guests to experience a morning activity on the day of departure or an afternoon activity on the day of arrival. On occasion this may not be possible depending on the timetables of the scheduled commercial airlines and / or the scheduled routing.

### **Private Charter**

There are a number of occasions where private charters may need to be booked and charged for. These circumstances would be as follows:

- > If guests are unable to connect with existing schedules or wish to visit camps not on the relevant scheduled flying circuit;
- > If guests prefer exclusivity on the aircraft;
- > If flight connections, often across border, are not possible due to timing constraints or limited frequency of scheduled commercial air, i.e. it is not possible to connect on the same day between the Kruger camps and Botswana or Livingstone/Victoria Falls using only scheduled commercial air. This option usually operates on a pick-up and drop-off basis.
- > If guests require the aircraft and pilot to travel with them for the duration of the itinerary. The

plane and pilot are then at the guests' disposal for that trip, i.e. from Johannesburg to Kruger to Victoria Falls to Kings Pool Camp to Vumbura Plains Camp and back to Johannesburg. Timings are more flexible and the inconvenience of long check-ins or weight allowance restrictions can be minimised.

## **Weight Allowance on Flights**

### **Scheduled Commercial Flights**

Scheduled commercial airlines in Africa generally carry a weight restriction of 20 kg (44 lb) per economy class traveller, and 30 kg (66 lb) for business class. Please ensure that you comply with the applicable restrictions – further details regarding number of luggage pieces and exact dimensions for a particular carrier can be obtained from us.

Please note when combining scheduled airline flights and air transfers (as specified below), then the smaller restriction of the two will apply unless alternative arrangements have been made for the storage or separate transfer of excess luggage.

It is very important that you do not put anything of high value (personal or financial) or vital medication in your checked-in baggage, as luggage can be tampered with and valuables removed. This includes, but is not limited to, jewellery, cameras, video equipment, reading glasses, sunglasses, laptops, or other computer/electronic equipment, medication (especially chronic medication), etc.

Please also lock your luggage with a suitable lock to deter opportunistic theft.

In the event of your luggage being delayed or going missing, we would like to recommend that you pack a change of underwear, a clean T-shirt or similar, plus essential toiletries and medication into your carry-on/hand luggage to minimise the inconvenience experienced by this loss or delay.

### **Light Aircraft Transfers**

There are a number of companies operating scheduled/charter flights generally using Cessna Caravan 208, Cessna 206 and Cessna 210 aircraft in Botswana, Namibia, Zambia, Zimbabwe, Uganda, Rwanda, Kenya & Tanzania on scheduled flying circuits. The maximum permissible luggage allowance - including carry on – is usually 15kg but sometimes 20 kg (44 lb) per person.

The amount of permissible luggage per person on a private charter booked is subject to a number of variables – type of aircraft used, number of passengers, route flown, airstrips utilised on the itinerary, etc. Details will be provided on quotation, on a case by case basis.

Note that weight allowances on different airlines may vary. Should guests be flying a combination of airlines, guests are to please ensure that they adhere to relevant luggage restrictions. When guests are collected at airport or airstrip and their bags do not conform to luggage specifications, guests' bags will be left behind and flown at a later stage (this cost will be for the guests' expense).

Safety is the number one priority for all airlines. Adhering to aviation regulations, whilst taking the following into account, means that there have to be strict measures in place to ensure weight allowances are not exceeded and that these parameters are adhered to by all our partners world-wide. Physical limitations of the aircraft we use take into consideration:

- > Size and type of aircraft

- > Size of the luggage pod and seats

The strict weight restrictions in place on any itinerary which includes light aircraft transfers are for the following reasons:

- > The aircraft are designed with a maximum bodyweight and luggage weight allowance.
- > Many airfields are at a fairly high elevation and located in the warm to hot tropics. Therefore the permissible aircraft carrying capacity is reduced.
- > The aircraft have physical space restrictions with different cargo hold compartment limitations.

## **Incorrect Bag Sizes & Types Incorrect Bag Sizes & Types**

These are general luggage and weight guidelines which must please be noted:

- > Luggage, including camera equipment and hand luggage, is restricted to 15 - 20 kg (44 lb) per person travelling on light aircraft for most countries including; Botswana, Namibia, South Africa, Kenya, Tanzania, Zambia and Zimbabwe.
- > Only soft bags will be accepted – no wheels, frames or rigid structures can be transported as flexibility of the bag is limited and restricts physical loading into the aircraft.
- > The maximum dimensions of the soft bags which can be accommodated are as follows: 25 cm (10 inches) wide x 30 cm (12 inches) high and 62 cm (24 inches) long. Should your guest require a bag, we do have a supply of soft canvas carry-all bags at a reasonable cost. These bags are ideal for use on light aircraft and are the correct dimensions. Please keep in mind that the baggage compartments on the light aircraft are only 25 cm high (10 inches), so the pilots must have the ability to manipulate the bag into the compartment.
- > A collapsible wheeled luggage frame/trolley (separate to the bag) is allowed, as long as basic dimensions are similar to that of the bag.
- > These limits are applicable to guests travelling on a seat rate basis so may differ if guests have booked a private charter option, in which case the parameters may vary depending on the type of aircraft and the number of passengers booked.
- > Additionally, please be advised that weight restrictions apply to all helicopter transfers and scenic flights – allowances are dependent on the itinerary and routing so this information is required in advance.

Whilst these weight and size allowances appear minimal, please bear in mind the following:

- > Most safari camps/lodges and hotels provide basic toilet amenities.
- > Laundry is provided on a daily basis (weather permitting). Many camps offer this service free of charge on the Fully Inclusive (FI) rate basis, however, some camps/lodges and hotels do charge a nominal fee that would need to be settled directly prior to departure.
- > More formal attire is usually required only when staying in the more prestigious city hotel establishments or on any of the luxury trains. On a wildlife safari, casual clothing is the order of the day. Please refer to our suggested packing list as a guideline.

Passengers travelling on light aircraft:

- > Each and every aircraft has a legal take-off and landing weight which includes fuel, luggage and per seat passenger weight.
- > Most safari charter companies operate relatively small aircraft in wilderness areas where a number of factors influence the weight limitations of the aircraft: the length and condition of the runway, temperature and weather conditions, accessibility to fuel in these areas, as well as the distances flown.

Most airlines and charter companies have to comply with very strict controls and legislation regarding weight on their aircraft – taking not just the weight of the passenger into account, however, luggage and fuel requirements as well. Therefore, in order to operate efficiently whilst still maintaining this strict focus on safety and a quality air service, it is vital that we manage all weight and balance calculations ahead of time. For these reasons, we still require ALL guest weights prior to travel. Should weights not be provided in advance and additional aircraft need

to be arranged on the day, you will be liable for the relevant costs.

## Packing Suggestions

Please find herewith a list of suggested items which should be used as a guideline whilst planning your trip. Please bear in mind that as mentioned above, there are luggage restrictions of between 15 kg (33 lb) and 20 kg (44 lb) (in a soft bag with no wheels, frames or rigid structures) on light aircraft transfers and 20 kg (44 lb) plus hand luggage of 7kg on most commercial airline flights.

### Clothing

The weather in southern Africa is generally pleasant throughout the year – warm to hot days, and cool to warm nights – with summer (September to April) being the hotter months. During our winter months however (May to August), it can get really cold at night and in the early morning, particularly when on safari, so we would like to suggest that you pack accordingly. In central and east Africa, the temperature variation is generally less – in the summer months it can be quite hot and/or humid and the winters usually do not get as cold.

- > Sun hat/bush hat.
- > Headscarf/bandana – particularly for dusty dry regions.
- > Golf-shirts and/or T-shirts – preferably with a sleeve to protect your shoulders from the sun.
- > Long-sleeved cotton shirts.
- > Shorts and/or skirts – really short skirts are not practical for getting in and out of game drive vehicles.
- > Long trousers/slacks.
- > Track suit.
- > Pyjamas – lightweight for summer and warm/thermal for winter.
- > Underwear – on game drives the roads can be bumpy and uneven so a suitable bra may be required.
- > Socks – thermal options are recommended for the winter months.
- > Good closed walking shoes (running/tennis shoes are fine).
- > Sandals – preferably low heeled or flat if you are going on safari.
- > Swimming costume.
- > Lightweight jersey or fleece in summer.
- > Light rain gear or jacket for summer months.
- > Warm jersey or fleece plus anorak or parka in winter.
- > Additionally, a scarf, gloves and beanies/woollen hats for the cold winter months.
- > More formal attire for your stay at prestigious city hotels or on one of the luxury trains.

### Equipment/Other

- > Good quality sunglasses, UV protected, preferably polarised. Tinted fashion glasses are not good in strong light.
- > If you wear contact lenses, we recommend that you bring along a pair of glasses in case you get irritation from the dust.
- > Torch.
- > Southern African bird guide if you are a keen birder, e.g., Newman's or Sasol.
- > Personal toiletries (basic amenities are supplied by most establishments).
- > Malaria tablets (if applicable).
- > Antihistamine tablets if you suffer from any allergies.
- > Anti nausea tablets if you suffer from motion sickness.
- > Moisturising cream and suntan lotion – SPF 30 or higher recommended.
- > Insect repellent for body application, e.g. Tabard, Rid, Jungle Juice, etc.

- > Basic medical kit (aspirins, plasters, Imodium, antiseptic cream and antihistamine cream, etc.)
- > Tissues/Wet Wipes.
- > Visas, tickets, passports, money, credit cards, insurance details, etc.
- > Camera equipment including spare batteries, chargers, film, flash cards, memory sticks, etc.
- > Waterproof/dustproof bag or cover for your camera.
- > We highly recommend that you bring your own pair of binoculars for viewing both wildlife and birds. The recommended general purpose binocular specifications are 8x40 or 10x42.

NOTE 1: Bright colours and white are not advisable whilst on safari. Camouflage clothing is not recommended for travel in African countries (camouflage or military-inspired clothing is prohibited when travelling in Zimbabwe).

NOTE 2: There may be a restriction on luggage limits on your safari – please ensure that you have the details from us according to your itinerary and check if you would like details on the feasibility and costs of taking excess luggage with you on any of these restricted luggage safaris.

NOTE 3: Most camps have reference materials/books and in the vehicles, so it is not necessary to bring these with you. However, we highly recommend that you do bring your own pair of binoculars in order to get the most out of your safari.

## Binoculars

A good pair of binoculars will certainly enhance your overall safari experience – particularly with regards to smaller mammals and birds. Everyone should bring their own pair of binoculars in order to get the most out of the safari – roof prism 10x42 / 8x42 is the recommended general purpose binocular specification for both birding and mammal viewing.

A Petzl headlamp packed in your camera bag is a good hands-free idea for changing settings after dark and packing up your gear after night drives.

A Giotto Rocket Blower is excellent to remove unwanted dust from a camera sensor and for general cleaning before doing any lens changes in the field.

A rain-proof cover for your camera bag is a wise investment particularly for African safaris in the rainy season, when afternoon thunderstorms are frequent.

## Loss of Articles

Please note that we cannot accept any responsibility for the misplacement of any articles whilst on your travels. Naturally, we will endeavour to reunite you with your misplaced items, however, please bear in mind that logistics may not always be favourable for the return of articles without incurring costs. Should you require the item/s to be returned to you, please note that any costs incurred in this process will be for your own account.

## Lost Luggage

Luggage that goes missing on scheduled flights is beyond the control of Conservation Safari Company, and/or the airline concerned. The relevant airport controls what happens to passengers' luggage from when it is checked in until it is put on/taken off the aircraft. We would like to suggest that you take precautionary action and pack a small bag with your essentials, including any life sustaining medication, which can be carried with you as hand luggage. Pack a second bag containing non-essentials that can be loaded in the aircraft hold. If the second bag does not arrive, you will still have your essential items on hand to see you through the first couple of days while we try and recover your baggage.

## **Laundry**

Laundry is provided on a daily basis (weather permitting) at most comfortable to luxury properties, bearing in mind that location and access to a plentiful water supply may on occasion mean a laundry service is not possible. Specifics are available on request. The camps cannot be held responsible for any damage or loss to these articles. At certain camps, the camp staff will not wash underwear, due to prevailing local traditions in the country. In these instances, washing detergent is supplied for you to wash your own underwear.

Laundry facilities are available at most camps/lodges and hotels in Africa and, where applicable, laundry is charged for accordingly.

## **Drinks Policy**

Most comfortable to luxury lodges and properties include all local drinks in the standard Fully Inclusive (FI) rate basis, while premium imported brands are excluded. The inclusion of drinks may vary dependent on special deals and/or packages, or other rate bases booked. If you are travelling on a non-fully inclusive basis and participate in excursions at additional cost, you may enjoy the standard beverages included in the activity rate. On the occasions where drinks are excluded from the nightly rate, you are required to settle your drinks bill prior to departure.

Please contact us for specific details on drinks for a specific trip or lodge

## **Travelling Companions**

When travelling to camps and lodges on your safari, you will meet up with other guests who are from different parts of the world and who are of various ages. 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 manner that it affects either the enjoyment or safety of other guests, that guest will be warned and if need be, taken off the safari.

## **Vehicles**

Most safari vehicles are usually open 4x4 vehicles and 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 where they may use closed vehicles with viewing hatches [Kenya and Tanzania].

## **Private Activities**

Subject to availability and camp dependent, private activities and/or a private guide can be arranged at an additional cost. If you elect not to take up this option, please note that you will be sharing activities such as game drives, boating, guided/nature walks, mokoro, etc. with other guests. The number of guests per vehicle/activity can vary.

## **Self-Drive Guests**

It is possible to self-drive some routes in South Africa and Namibia. Should you be visiting camps on a self-drive basis, you are responsible for all necessary paperwork needed and relevant costs, particularly with regard to border crossings. In addition to carrying fuel/spare parts/additional tyres where necessary, you must also carry a satellite phone (for north of the

border – Botswana, Malawi, Namibia, Zambia, Zimbabwe) or cellular/mobile phone (in South Africa) as well as be covered by comprehensive travel insurance. Note that you may not do self-drive activities in private concession areas.

Should you get lost, get stuck or break down, it is not the responsibility of Conservation Safari Company to recover or search for you, if you do not arrive at your destination. Having said that, should you require assistance, please call us or the relevant camp/hotel/B&B's emergency number and we will do everything possible to facilitate the hiring of someone to recover/assist you. All costs incurred will be for your own account and we cannot be held liable for any delays or missed services.

When travelling on a self-drive basis, we will not accept any liability, responsibility or claim for compensation, for any incident or accident involving you (the guest), your vehicle and/or any third party. Please request the country specific information if hiring a car - these may vary depending on country and/or car-hire company.

## **Driving Conditions**

While visiting remote areas or national parks and reserves, the roads may be rough and bumpy and occasionally you will travel "off road". It is possible that injuries may occur – if for example a hidden pothole is struck. Conservation Safari Company (Thom Media and Travel Pty Ltd) and/or its staff members, associates and agents cannot be held liable for any accidents or any damages.

## **Walking in Parks & Reserves**

You may be able to walk where possible, however, this is often determined by the local area, country or reserve regulations as well as the availability of qualified walking guides.

Note: Walking is at your own risk as it can take you close to dangerous wild animals.

## **Respecting Wildlife & Safety When Staying at Safari Camps/Lodges**

Safety is of utmost concern to us and we request you take note of the following guidelines:

- > The wild animals are not like those found in theme parks – they are not tame.
- > 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. Attacks by wild animals are rare, however, there are no guarantees that such incidents will not occur. Conservation Safari Company (Thom Media and Travel Pty Ltd), our staff members, associates, agents and/ or their suppliers cannot be held liable for any injuries caused during an incident involving the behaviour of wild animals.
- > Please listen to the camp staff and guides. The safety precautions need to be taken seriously, and strictly adhered to.
- > Generally speaking, for safety reasons in wildlife areas, do not walk about on your own without a guide – even to your rooms. After retiring to your rooms at night, do not leave them. On arrival in camp, management will clarify the situation relevant to that particular camp. 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. Do not imitate animal sounds, clap your hands, pound the vehicle or throw objects.
- > Please respect your guide's judgement about proximity to lion, cheetah and leopard. Do not 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.
- > Do not litter. Litter tossed on the ground can choke or poison animals and birds, is unsightly and environmentally-unfriendly.

- > 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 in the Camps**

Many safari camps have made a conscious decision to refrain from providing internet access for guests. While there are a very small number of camps that do have internet access, we believe that the beauty of being away in the wilderness is the very fact that you are not in contact with your office or the outside world! We want our guests to have new and different experiences, which includes the liberating feeling of not being contactable or involved in work or the affairs of the world, something most of our guests comment very positively on. Of course, if there is a problem, we will relay messages to and from guests – we have been doing so for years very successfully.

In addition, the safari camps/lodges you are visiting may be located in very remote areas and often do not have telephones. It is not always possible to rent satellite phones in the various regions, although this can be arranged at O.R. Tambo International Airport (Johannesburg) and Cape Town International Airport. Should you require this service, we highly recommend that you pre-book this in advance.

Telecommunications in more urban areas are generally easily accessible, however, if you do bring a satellite phone with you on safari, please respect the guidelines we have laid out below as most people come on safari to “get away from it all”:

Please ensure the ring tone is kept at a low volume or on silent/vibrate to avoid disturbing other guests or wildlife.

Please use your phone in the privacy of your room and not in any of the common areas: dining room, bar/lounge area, or on any of the vehicles or on game drives.

## **Generally Not Included in the Cost of Your Journey**

Personal expenditure, meals in major cities, insurance, drinks, gratuities, airport/departure taxes, park fees, conservation levies, entrance fees, visa fees, new government taxes, fuel increases, etc. Please consult your itinerary or check with us for the specific details of what is included and excluded from your arrangements.

## **Tipping/Gratuities**

Tipping is not compulsory. If, however, you would like to tip because you have received good service, we have enclosed a brief guideline to assist you. You may wish to add a nominal amount ranging between US\$ 10.00 to US\$ 50.00 per day for incidentals (subject to personal budget choice) – i.e. if additional activities are booked once on your journey, if travel arrangements change for any reason, in acknowledgement of good service received in another area, etc.

Regional

- > Guides, Specialist Guides & Butlers – We recommend US\$ 10.00 per guest per day up to \$50 for exclusive experiences that are above average.
- > Mokoro Paddlers & Trackers – We recommend that each paddler receive US\$ 5.00 per guest per day and that camp/lodge trackers receive US\$ 5.00 per guest per day.
- > The General Safari Camp, Lodge or Hotel Staff – We recommend about US\$ 5 - 10.00 per guest per day for safari camps. This should be placed in the communal tipping box to be distributed equally amongst all the staff.
- > Transfer Driver – We recommend about US\$ 2.00 to US\$ 3.00 per guest per movement.
- > Porterage – We recommend about US\$ 2.00 to US\$ 3.00 per guest per movement.



Some properties have slightly different gratuity schedules and these are usually clearly stipulated in their collateral.

#### South Africa

- > Transfer Driver – We recommend about ZAR 20.00 per guest per movement.
- > Drivers and/or Guides on Sightseeing Excursions – For half day tours we recommend about ZAR 50.00 per guest and for a full day tour we recommend ZAR 100.00 per guest. For private guided full day tours we suggest ZAR150 - ZAR200 per guest.
- > Safari Guides/Trackers at Game Lodges – We recommend about ZAR 150.00 per guest per day for the guide and ZAR 80.00 per guest per day for the tracker.
- > Porterage – We recommend about ZAR 15.00 per guest per movement.
- > Hotel/Guest House/Game Lodge Staff – We recommend about ZAR 50.00 per guest per day for hotel staff, i.e. housekeeping, etc.
- > Blue Train & Rovos Rail – We recommend about ZAR 100.00 per guest per day for your cabin attendant and about ZAR 75.00 per guest per journey for your dining car waiter.
- > Restaurants & Hotels
- > 10% is customary on meal accounts if you are satisfied with the service.

Generally speaking, gratuities can be paid in cash (local or foreign currency, i.e. US Dollars, Euro) or alternatively, depending on the establishment, by credit card or Travellers Cheques. We would like to emphasise that tipping is definitely not a requirement and should be undertaken only by choice, dependent on the service received.

#### Quality & Feedback

We pride ourselves in arranging quality itineraries and offering the best safari and travel experience possible. Should you feel that we may improve and enhance your experience, please feel free to contact the camp/lodge, hotel manager and/or Jamie Thom at Conservation Safari Company. Alternatively, should any issues present themselves while travelling, please bring this to the attention of the relevant parties, as this will afford us the opportunity to do our best to rectify it immediately. If you do not communicate your concerns to the camp/lodge, hotel manager and/or Conservation Safari Company, it can be more difficult to resolve later on.



**ENJOY YOUR JOURNEY WITH US!**



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