



*'In Africa everyone is capable
of making a difference'*



As a traveller, you can do a lot to help ensure that tourism in South Africa remains a positive experience for everyone. The following guidelines offer suggestions for low-impact and culturally sensitive travel:

Health

Visitors are advised to consult their own doctors for travel health advice prior to visiting South Africa; the following information may be useful:

- Much of your safari will take place within a designated malaria zone.
- Winter (June, July, August): No rain, chilly from late PM, overnight, and early AM, sunny, warm days.
- Summer (December, January, February): hot with rain and some storms
- Bush walks are tailored to suit your fitness, as long or as short as you wish
- Special dietary requirements should be advised on booking form

Security

As with many other countries of the world there are some areas and places which unaccompanied travellers would be wise to avoid. With this in mind we offer an airport pick up service such that international travellers can relax on arrival. Further information can be provided on request.

Important

In recognising that a safari of this nature has inherent dangers, you are required to accept the OTS Indemnity Conditions as part of our booking process. Refer to our website T&C's for more info.

Insurance

We strongly advise that all travellers take out comprehensive travel insurance prior to arrival. All clients should be fully insured against accident, all medical eventualities and cancellation. On Track Safaris cannot be held responsible for loss or damage to baggage and personal effects; this should be covered by the client's insurance policy.



Electrical Supply

South Africa has three pin round sockets and also international two pin round sockets. Adaptors can be bought at airports or in supermarkets and drug stores on arrival. Some camps do not have mains electricity but use solar and therefore power is limited. It is advised to have a good torch/flashlight with you.

What to bring

We prefer guests to use environmentally friendly products with reusable or biodegradable packaging. Select your clothing based on comfort. If possible, light coloured (tan, khaki, or neutral colours); it keeps you comfortable and is unobtrusive and non-threatening to wildlife.

In addition you should bring a carry-on bag with everything you cannot live without (camera equipment, prescription medication, money, important travel documents, passport, etc.).

This basic safari-packing list below provides some good pointers.

- Shorts and T Shirts/Shirts
- Long Trousers/skirts and long sleeved shirts/blouses
- Good walking shoes/trainers/boots

- Khaki or light coloured clothing (not white!) is preferable when game viewing or walking in the bush.
- Hat – to protect from sun or summer rain.
- Toiletries, including insect repellent, but this can be bought locally
- Suntan lotion/Sun block
- Torch/Flash-Light
- Binoculars (pair each if possible)
- Camera (one each if possible) associated equipment, battery chargers, memory cards – there may be limited recharging facilities on safari
- Jersey / Jacket and or fleece for cool evenings and winter mornings and evenings
- Pull on waterproof leggings (for over your trousers) and jacket are advisable for game viewing from November to February
- Warm hat, scarf and gloves for early and late game drives all year
- Malaria prophylactics (big five safari)
- Any personal medicines
- Aircraft hold luggage should have at least one flat side
- Your passport should be valid for at least six month after your travel date and have a minimum of two blank pages.



Conservation and responsible behaviour

We believe that everyone is able to help make a difference towards conserving our environment. When on safari or in the bush, we operate a policy of 'bring out what you take in' ie. we leave no litter or man-made products behind. Game drive vehicles will not normally deviate from existing roads and tracks. However on the rare occasion that this may be necessary, your guide will first consider the environmental impact of any proposed off road excursion. Guided foot safaris will access game trails, which cannot be reached by vehicle. When on foot, stay on the trail as deviating can cause erosion and other environmentally harmful impacts. Respect wildlife. Viewing animals from a safe distance is fine. Touching, feeding, or affecting their behaviour is not. Do not litter. Even if you see a local person littering (and you probably will), set an example and dispose of your garbage appropriately. Recycling facilities are extremely limited in South Africa. Avoid products with excess packaging.

By joining us on safari, guests are already helping to contribute towards our conservation work. Our staff are actively involved with a variety of conservation and research activities on a daily basis, but specializing in leopard conservation under the INGWE Leopard Research program.

On Track Foundation

On Track Safaris was formed to help support our work in conservation with profits going to the On Track Foundation (a UK Charity, (Charity No 1158893). The Foundation's principal aim is the conservation, protection and improvement of the natural environment and sustainable wildlife management.

We achieve these aims by backing wildlife conservation, research, education, cultural preservation and conservation project. The Foundation's work aims to benefit wildlife conservation projects that are researching and or protecting endangered or vulnerable species and in doing so also educate local communities as to the value of protecting those species. It is by creating an understanding of the value of the presence of wildlife species with local communities that we can enable sustainable wildlife conservation. Our main focus is to assimilate data on the behaviour and density of the African leopard, by offering support to approved research projects. Over the last ten years, we have worked in support of wildlife conservation projects in several countries, primarily in South Africa. This has led to an in-depth understanding of the specific needs for charitable support to back small-scale conservation projects that are too small to appear on the radar of large conservation charities and aid organizations. Nevertheless it is these small projects that are addressing local conservation efforts and are in need of support.



Community

Do not buy products that exploit wildlife, aid in habitat destruction, or come from endangered species.

Respect cultural differences. Local customs and traditions may be different from your own. Take the time to learn what behaviour is acceptable and what is not. Always ask permission to take photos of people and respect their wishes if they refuse. If you do take a photo, offer to send copies back to them and make sure to follow through with your promise.

On occasion there may be an opportunity to visit local community schools or establishments that we support. If you wish to do so, please let us know before you travel and we will try our best to arrange this for you.

Safety Tips

Your guides can advise on any safety matters before you start any safari, but here are a few safety tips that might be useful:

When out in the open, whether on game drive or bush walk, wear sunscreen and a sun hat.

Wear long sleeve shirts and trousers and spray liberally with insect repellent especially on morning and evening game drive.

Use any mosquito net provided.

It's unlikely that you would try, but just in case, avoid swimming in rivers or lakes unless you are absolutely sure there are no hippos or crocodiles. Hippos are actually the most dangerous of all the big animals. They feed on the banks of the river and if they sense danger will charge and attack whatever lies in their path in order to get back to the safety of the water.

Be careful when walking around at night, even at your lodge. Many lodges are open to the bush, in which case it is not unknown for Lion, Leopard or Hyena to visit at night. A game ranger will assist you.

Always wear boots and socks when walking around the bush.

Do not take logs from a log pile. You may ask why you would? But many lodges have an open fire to enjoy at night and if the fire is dying and the staff are away perhaps getting you a drink; it's tempting to throw a log on the fire. Don't. You don't know what is sharing the log pile.



Carry a torch/flashlight at night.

When entering a room put a light on or use a torch/flashlight before you enter, don't stumble around in the dark.

If an animal looks hostile make sure you are not in the way of its escape route. Give the animal a clear birth and don't make any noise to further aggravate the situation.

It's unlikely that you would be in a position where you come across an animal without your guide in attendance, but if you do, first stand still. Then walk away slowly.

If you encounter an animal that doesn't like your presence, move back slowly and quietly.

Don't stand up when in a game drive vehicle. Many safari vehicles are open-topped and the wildlife is generally accustomed to these. But, if you stand up or wave something around on the side, some animals will get annoyed and consequently aggressive.

Some local words you may hear while on Safari

While in the Kruger Park area you will often hear your guides using the Shangaan (local language) names for animals, especially when talking to other guides via radio who may be also out on game drive in different parts of the reserve. These reserves are massive and it is only by communicating with each other that vital information on animal movements can be shared. We know how it can be frustrating to over hear a radio communication, so here are a few examples you are likely to hear. Your On Track Safari guide will also help with some of the key words as you go along:

Thanks: inkomu

Male: madoda

Female: mfasi

Cub: mapipana

Animal laying down: lala phasi

Animal moving: jika jika



Buffalo – Nyathi



Elephant - Ndlopfu



Black Rhino - Mhelembe

White Rhino - Mkhumbi



Lion – Nghala



Leopard – Ingwe

Customer Liaison

We offer a personal service tailored to meet our clients' needs, wants and wishes. We suggest a safari itinerary as a starting point; however prefer to liaise with clients to ensure we provide the service they require.

In order that we can improve our service, we encourage ongoing customer feedback throughout a safari and appreciate constructive criticism.

Our objective is to make sure that each On Track Safaris is run to the highest standards and we are confident that you will find all the services and facilities to your satisfaction as described on our website. However, if there is any aspect of our operation, or the service we provide, which you feel is unsatisfactory, please let our safari staff know right away. We will do everything possible to resolve any problems immediately so that the remainder of your safari is not affected. Complaining after you have left is less effective as we wonder why you did not advise us at the time. In the unlikely event that our safari staff are unable to rectify any problem or if you remain dissatisfied, they will forward your complaint to The Operations Director for On Track Safaris to resolve any outstanding issues you may have.

We hope you 'experience the difference' that is an On Track Safari.

Carol Fox

On Track Safaris Manager





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