Dear Client???,

On behalf of (INSERT AGENT NAME HERE), welcome to Botswana and I hope that you have a fantastic holiday and African adventure!

In this file I will give you as much information as possible but please do not hesitate to contact me for any more information. Here are some points I would like to note before I go into the day-to-day breakdowns:

1) On your arrival at Maun Airport on flight SA8604 at 13:05, a representative from **Safari Destinations** as well as **Safari Air** will meet you and assist you with your luggage as well as the check-in procedures for your light aircraft transfer to Leroo La Tau airstrip.

**Safari Air** + 27 117 060 861

2) Your tour has been booked through our ground handler in Botswana/ Zimbabwe. We work closely with **Safari Destinations** and all your arrangements were made by them. Please feel free to contact them direct for anything you may need during your travels, and they will gladly assist.

 **Safari Destinations** + 267 680 1234 / +267 686 2933 (local ground handler)

3) Please take note of which meals have been included for the duration of your tour. All your accommodations have been booked on a fully inclusive basis meaning that all your meals as well as local drinks are included. In Victoria Falls your accommodation has been booked to include breakfast only. Any additional meals & imported premium drinks will be for your own arrangement and account.

3) Take note of the standard check-in and check-out times at the lodges and plan your travelling days accordingly. Check-in is usually from 14:00pm and check-out is usually around 10:00/11:00am. Should you arrive early or depart late, you will need to arrange this with reception accordingly or arrange to leave your luggage at reception if necessary.

4) All your flights in Botswana have been booked on a shared charter basis with Moremi Air as well as Mack Air.

**Moremi Air Tel:** +267 6860675

**Mack Air:** **Tel:** +267 6860675

5) On shared air transfers, all the flight times between lodges are arranged a few days before the flights take place to avoid endless schedule changes. The lodge or camp where you are staying will be advised of your departure time the day before travel and will ensure that you are at the airstrip on time.

6) There are strict luggage restrictions for light aircraft transfers for safety reasons. Luggage, including camera equipment and hand luggage, is restricted to 20 kg per person travelling on seat rates. Only soft bags will be accepted - no hard suitcases or bags with wheels can be transported, as they physically cannot fit into the aircraft. The maximum dimensions of the soft bags that can be accommodated are as follows: 25cm/10 inches wide x 30cm/11 inches high and 62cm/24 inches long. Please keep in mind that the baggage compartments on the light aircraft are only 25cm high, so the pilots must have the ability to manipulate the bag into the compartment. Note that laundry can be done on a daily basis at most camps and lodges.

7) The currency of Zimbabwe is the American Dollar (US$) and for Botswana the Pula (BWP). US$ Dollar notes (2007 Series onwards), and Visa and MasterCard are accepted. Always have enough cash available in smaller denominations in the event where ATM's and Credit Card facilities are not operational or for extras along the way.

8) You will find all the necessary contact numbers you may need on your provided vouchers as well as in your travel diary. Please feel free to contact our office at any time and do not hesitate to contact me if you have any problems or if I can assist you with anything further during your time in Botswana as well as Zimbabwe.

I hope that you will have an amazing holiday! Travel safe and as you will meet many friendly people, feel free to ask for help and advice along the way…

Best regards,

Sannie se Tannie

**Travel Expert**

**Namibia Tours & Safaris After hours number +264 81 784 4315**