

SOUTHERN AFRICA TRAVEL GENERAL INFORMATION GUIDE

INSURANCE

It is essential that adequate travel insurance be taken out prior to departure. It is important to note that it is recommended to purchase travel insurance within 14 days from paying your deposit. This should cover any medical situation such as hospitalisation, as well as cancellation, curtailment of arrangements and baggage. When you travel with Wild Wonderful World, you are automatically covered by our emergency evacuation insurance. This guarantees emergency evacuation to the nearest hospital should you suffer either severe illness or injury. This does not cover the cost of treatment once in hospital and in no way replaces your normal travel insurance. There are certain medical exclusions.

It is important to note that some travel insurance policies may not be recognized by certain Namibian hospitals; therefore please check with your provider if their product is accepted in Namibia and seek alternative cover if necessary.

HEALTH REQUIREMENTS

Please consult your physician before you travel to Africa for advice on precautions against **malaria**.

Anyone who has any special medication should take enough supplies to last the visit.

Yellow fever certificates are required for entry into Southern Africa if you have travelled through the yellow fever belt.

Ticks can be found in Africa's wilderness areas. To avoid getting bitten when going on bush walks, guests are advised to take precautions by wearing long trousers, socks and boots. Please note that there is a possibility that tick bites could lead to **tick bite fever**. Symptoms include fever, headaches and painful, enlarged lymph glands in the area of the bite. If you experience these symptoms after returning home, please visit your doctor and advise them of the possibility of tick bite fever.

PASSPORTS AND VISAS

Passports are required by all foreign visitors and must be valid for 6 months after the intended length of stay. Please ensure that you have at least 2 consecutive blank visa pages (not endorsement pages) in your passport. Our recommendation is 3 or even 4 blank pages if you are travelling through more than one country. If there are insufficient pages entry could be denied.

It is imperative to check your visa requirements with the relevant embassies / consulates as it may vary according to your nationality.

Where visas can be obtained at port of entry, these are payable in US dollars cash in most destinations; we recommend small-denominations as officials are not in the position to give change.

Visa payments at Livingstone, Lusaka and Ndola Airports' can be made via VISA & MasterCard. Should there be any network issues that affect the systems, guests will be asked to draw the cash at the nearest ATM.

BOTSWANA & NAMIBIA

Depending on nationality and country of origin, a visa may be required to enter.

Visas cannot be obtained at port of entry.

ZIMBABWE & ZAMBIA

Depending on nationality and country of origin, a visa may be required to enter.

Visas can be obtained at port of entry and are payable in US dollars cash only.

MOZAMBIQUE

Depending on nationality and country of origin, a visa may be required to enter.

Visas can be obtained at port of entry and are payable in US dollars cash only.

NEW REGULATIONS FOR FAMILIES TRAVELLING TO BOTSWANA AND NAMIBIA WITH CHILDREN

Namibia and Botswana's Ministry of Nationality, Immigration and Gender Affairs has imposed requirements, with immediate effect, for minors (children under 18) travelling through the country's ports of entry. Parents travelling with minors will be required to produce certified copies of their child's unabridged birth certificate, in addition to their valid passports. In the event that one parent is not travelling with the child, the other parent's affidavit, consenting to such travel, will be required. However, an affidavit will not be required if the father's name does not appear on the child's birth certificate. Similarly to South Africa, the new regulations on family travel in Namibia and Botswana have been

implemented as a response to concerns associated with global child trafficking.

Both parents travelling with a child:

The child's unabridged birth certificate (an original / official birth certificate issued by the birth country, which must include the identification numbers and place of the birth of the child and both parents). A letter of consent from both parents if a minor is travelling alone.

Valid passport

One parent travelling with a child

The child's unabridged birth certificate (an original / official birth certificate issued by the birth country, which must include the identification numbers and place of the birth of the child and both parents)

An affidavit from the other parent authorising travel – affidavit must not be older than 3 months

An affidavit will not be required if the father's name does not appear on the child's birth certificate

Valid passport

If the Unabridged Birth Certificate is not issued in English then a sworn translation from a qualified authority from the originating country is required. The Unabridged Birth Certificate is an added form that is compulsory along with passports, visa stamps, etc.

CROSSING BORDERS BETWEEN BOTSWANA, ZIMBABWE AND ZAMBIA BY ROAD – WHAT TO EXPECT

ZIMBABWE – ZAMBIA VICE VERSA

Guests are required to present themselves at Immigration
 Queues can be expected at Immigration
 Cross over the Victoria Falls bridge – here only two light vehicles are allowed on this bridge at any one time, which can cause occasional delays.
 Heavy truck congestion blocking parts of the road may also cause delays.
 When crossing the border guests will be required to change vehicles.
 May need to walk a short way with bags to change transfers. Your driver will assist with your luggage.

ZIMBABWE – BOTSWANA VICE VERSA

Guests are required to present themselves at Immigration
 Queues can be expected at Immigration
 When crossing from Zimbabwe to Botswana guests will change closed vehicle to an open vehicle
 May need to walk a short way with bags to change vehicles. Your driver will assist with your luggage
 On the Botswana-side you will be required to step on a treated mat for foot and mouth disease control. The foot & mouth control is a regular occurrence and should be advised to guests as a matter of procedure. Please note that you will be required by Port Health at the Botswana border to disinfect your shoes before entering Botswana.
 With this in mind, we request that you carry ALL your shoes as hand luggage in a separate bag for the border crossing

ZAMBIA – BOTSWANA VICE VERSA

Guests are required to present themselves at Immigration
 Queues can be expected at immigration
 Guests will cross the Zambezi river in a speed boat, which will take approximately 5 minutes
 The general public and their vehicles cross this border on one of two commercial ferries
 There may be delays due to heavy truck congestion
 On the Botswana side of the river you will be transferred in an open 4x4 game viewing vehicle
 On the Zambian side of the river you will be required to walk a short distance between the boat and the transfer vehicle
 On the Botswana-side you will be required to step on a treated mat for foot and mouth disease control. The foot & mouth control is a regular occurrence and should be advised to guests as a matter of procedure. Please note that you will be required by Port Health at the Botswana border to disinfect your shoes before entering Botswana.
 With this in mind, we request that you carry ALL your shoes as hand luggage in a separate bag for the border crossing.

FLIGHTS and ACTIVITIES

Check-in is 1½ hours prior for domestic and 3 hours prior for international departures. Scheduled regional and inter-lodge flights may involve multiple stops before reaching final destination. Flights are operated as “shuttle transfers” and therefore departure times may vary up to 1 hour. Times are subject to change without notice.

In the event of bad weather airlines reserve the right to drop guests off at the nearest serviceable airstrip which may mean a road transfer for guests to get to their final destination. Any costs resulting from such diversions would be for your own account.

Some shuttle inter-lodge flights may depart early in the morning which means you will miss your morning activity. Regrettably, this is beyond our control as flights are scheduled to meet onward and connecting flights out of the various international airports. If a specific departure time is required, a private charter would need to be booked.

Aircraft used on inter-lodge flights are small and interior space limited. In addition, some activity and scenic air operators may also have weight and/or height restrictions. For the sake of your own comfort, please advise us at time of booking if you are particularly bulky or tall and we will do our best to accommodate you. Additional costs may apply. Please note that in Namibia, our flying partner Scenic Air enforce passenger weight restrictions of 72kg per female and 90kg per male passenger. We will require passenger weight information at the time of booking, and if passenger weights exceed the restrictions (at the time of travel), an extra seat may need to be charged for.

Our flying partners in Botswana would need advance warning for any guests exceeding 110kgs. This information would need to be communicated at time of booking. If the charter company has not been advised prior to the flight and an additional aircraft needs to be dispatched, this cost will be passed onto the guest.

Please note that in Namibia, our flying partner Scenic Air enforces passenger weight restrictions of 72kg per female and 90kg per male passenger. We require passenger weight information at the time of booking. Should passenger weight exceed the restrictions an extra seat may need to be booked.

For self-drive guests in Namibia all vehicles on the road have to drive with their headlights on at all times of the day. For self-drive guests it is advisable to arrive at their safari lodge/camp no later than 14h30 as afternoon activities generally starts from 15h00.

All meet and greet facilities can be found at the exit doors of the terminal building at Harry Mwanga Nkumbula (Livingstone) International Airport.

International travellers are currently experiencing significant delays at OR Tambo International Airport. This is due to a new, and lengthy, process of capturing biometrics of passport holders. It is unclear as to how long these delays will last. Please ensure that you allow enough connection time when booking guests’ flights.

Wild Wonderful World cannot be held responsible should airlines discontinue flights or change scheduled times resulting in missed connections etc. Should an amendment in a routing or itinerary be necessary, we will re-quote accordingly

LUGGAGE ALLOWANCE

When embarking on an African safari, luggage is required to be packed in a soft bag with no wheels or hard frame. These requirements differ from operator to operator, based on various conditions; however, because most of our guests travel cross border, and with more than one charter airline, we recommend that they adhere to the standard rule. Please do consult with your Wild Wonderful World consultant on the exact requirements as per your specific itinerary.

Botswana Luggage regulations

- Guests are permitted a total of 20 kg of luggage per person per flight
- An additional maximum of 45 kg of luggage per person per flight may be purchased
- All luggage, including excess baggage, must be soft-sided
- No piece of luggage, including excess baggage, may exceed 25cm x 30cm x 62cm

The weight restriction in each region is as follows:

Botswana and Namibia: Maximum of 20kg (44lbs) which includes hand luggage. Type of luggage & dimensions: Soft bags with maximum dimensions of 25 cm (10 inches) wide x 30 cm (12 inches) high and 62 cm (24 inches) long. Wheels on a bag are only permissible if they are not part of a solid frame or rigid structure. Charters need advance warning for any guests exceeding 100kg, as they may be required to purchase an additional seat.

Mozambique: Mostly 12kgs (26lbs) with a maximum of 15kgs (33lbs) depending on number of passengers on aircraft. This includes hand luggage.

Zimbabwe: Maximum of 20kg (44lbs) which includes hand luggage.

Zambia: From 15kg (33lbs) with a maximum of 30kgs (66lbs) depending on fare type booked on Proflight. This includes hand luggage.

When travelling to any of our destinations in Africa, please remember that it's a criminal offense to be in possession of, to deal with or to traffic in wildlife products. This includes, without limitation, Ivory, Rhino horns, furs, claws, teeth, bones, eggs, meat and feathers of any form of wildlife. The penalties for violating legislation governing the possession and trafficking of wildlife products in Africa are among the most punitive in the world and may even lead to life imprisonment upon successful prosecution. To avoid any inconvenience you are strongly advised not to purchase any wildlife products of any nature from any street vendor, local market place, or village market when participating in any excursion. Only purchase wildlife products which are offered for sale at legitimate curio vendor establishments located within the duty free demarcated area of the airport as these vendors are required by law to hold the necessary legal permits to enable them to offer for sale the wildlife products on display in their establishments.

CHECK IN TIMES

In accordance with global practice most hotel and lodge check-in/out times are as follows:

- Check-in: 14h00; Check-out: 11h00

WHAT TO PACK

As a general guide, comfortable, casual wash and wear clothes are recommended. Muted colours are recommended for game-viewing. Game-drives are conducted in the early morning and late afternoon which can be very cold, especially in winter.

The most practical items to pack for safari are:

- Khaki, green, beige and neutral colours
- Shirts with long sleeves (even in summer, as protection from the sun and mosquitoes)
- T shirts
- Shorts or a light skirt
- Jeans or safari trousers for evenings and cooler days
- Jackets and sweaters are recommended for early morning and evening game drives
- Lightweight water-proof jacket
- Swim and beachwear
- Comfortable walking shoes
- Sunscreen, sunglasses, hat, insect repellent, moisturizer and lip-salve are all essentials
- Binoculars and camera equipment

Good quality safari clothing is available in safari shops. Note: Camouflage-patterned clothing is not permitted in Zimbabwe. This applies to any clothing that can be construed as mimicking military-wear. Travellers are urged not to wear, or even carry, any military-inspired clothing while travelling in Zimbabwe.

Laundry: Most lodges, camps and hotels do their best to deliver a same day laundry service, weather permitting. Dry cleaning can be arranged at most hotels but is not available at lodges. At the lodges soap suds are generally provided in your room for delicate items. Please be mindful that, due to culture and customs in many of the areas in which we operate, some lodges/camps do not wash underwear. While most lodges/camps can arrange for your shoes to be polished, we regret that we are unable to provide a service for these to be washed.

FIRST AID

Although most hotels and lodges are equipped with a First Aid kit, we suggest that you bring a small airtight container with a few well-chosen articles, such as: plasters, travel sickness tablets, antiseptic cream, pain relieving tablets for headaches, indigestion tablets, sunscreen, eye drops, insect repellent, medication for upset stomachs and after-sun moisturiser. We remind travellers who have any allergies i.e. insect stings, or an asthma condition, to pack the required medication.

CLIMATE

BOTSWANA	Botswana's climate is mainly temperate. Summer, October to April, can be very hot, but daytime temperatures typically average around 30°C (86°F). The rainy season lasts from January to March. Winter, May to September, brings cooler weather with an average temperature of 25°C (77°F); early mornings and evenings may be very cold.
NAMIBIA	The cold Benguela current keeps the coast of the Namib Desert cool, damp and free of rain for most of the year, with a thick coastal fog. Inland, all the rain falls in summer (November to April). January and February are the hottest months, when daytime temperatures in the interior can exceed 40°C (104°F), but nights are usually cool. Winter nights can be very cold, but days are generally warm and pleasant.
ZIMBABWE	Although located in the tropics, temperate conditions prevail all year as the climate is moderated by altitude and the inland position of the country. The hot and dry season is from August to October, and the rainy season from November to March. Night-time temperatures can become very cold during the winter months.
ZAMBIA	Although Zambia lies in the tropics, the altitude of the plateau ensures that the climate is seldom unpleasantly hot, except in the valleys. There are three seasons: the cool, dry winter season from May to September; the hot, dry season in October and November; and the warm, wet season from December to April.
MOZAMBIQUE	Climate varies according to region. Inland is cooler than the coast and rainfall higher as the land rises with most rain between January and March. Hottest and wettest season is October to March. From April to September the coast has warm, mainly dry weather tempered by sea breezes.

ELECTRICITY

Botswana: 220/240 Volts AC, 50hz
 Namibia: 250 Volts AC
 Mozambique: 220/240 Volts AC, 50hz
 Zimbabwe: 220/240 Volts AC, 50hz
 Zambia: 220/240 Volts AC, 50hz
 It is possible that lodges in more remote areas do not have electricity and run on generator or solar power.

MONEY

Banks and foreign exchange bureaus are available at all international airports and main towns. Officials may not be in a position to issue change, so please carry small denominations of cash where possible. Most hotels and lodges accept Visa and MasterCard. Credit card transactions could take anything up to a few months to go through, especially from more remote areas.

BOTSWANA	The currency is Pula (P); US Dollars cash is widely accepted
NAMIBIA	The currency is Namibian Dollar (NAD); South African Rand (ZAR) cash is accepted
ZIMBABWE	It is advised that small denominations of USD cash are carried with you at all times. Banking institutions are unable to dispense foreign currency as there is a severe shortage of legal tender. Credit cards are mostly accepted throughout Zimbabwe however, USD cash is essential for day-to-day expenses.
ZAMBIA	The currency is Kwacha (ZK); US Dollars cash is widely accepted
MOZAMBIQUE	The currency is Metikcal (M); US Dollars cash is widely accepted. Airport ATM facilities are no longer available at Vilanculos Airport. It is recommended that guests carry a small amount of cash, we suggest between USD50-USD80 per person

LANGUAGES

English is widely spoken throughout Southern Africa.

DIETARY

Most dietary requirements can be catered for. Please advise us of any specific dietary requirements and these will be communicated to all properties. Kosher meal options are not available.

PHOTOGRAPHY

Bring sufficient memory cards and batteries as these are not always readily available. Remember to ask permission before taking a photograph of any local resident. The use of Unmanned Aerial Vehicles (Drones) is not allowed in any of the conservation areas, until such time as their impact on wildlife and anti-poaching initiatives can be assessed. This rule applies throughout Africa, as our partners have adopted a similar stance.

GRATUITY GUIDELINE

Please note, the below are guidelines only. Gratuities are at your own discretion and are not compulsory.

Waiters and Drivers	10% of the fare or bill
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City Guides

Private transfer	USD 5 per transfer
Private half-day tours	USD 10 per tour
Private full-day tours	USD 20 per tour

On Safari

Ranger/Guide	USD 20 per couple per day
Tracker	USD 15 per couple per day
Butler	USD 15 per couple per day
Camp Staff	USD 15 per couple per day

CONTACT DETAILS

RESERVATIONS

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