

## Pre – Departure Information

Before you begin your African journey, reading the following information will ensure that you have the best experience possible. You will receive much of this in a specialised and detailed pre-safari information pack, together with information on the specific areas you will be visiting, from your travel agent when you book your safari. The information pack contains essential reading which will ensure that your safari goes a lot smoother and will also list what to bring and not to bring. Please make sure that you get our information before you leave home - and that you read it!

Should you have any questions or require clarification please contact your agent.

### BOOKING CONDITIONS AND ACCEPTANCE

Please ensure that you are aware of our booking conditions. If you do not have a copy, please request this from your agent or alternatively refer either to the back page of any one of our brochures. Taking this journey with us implies your acceptance of these conditions.

### TRAVEL DOCUMENTS & VISAS

International visitors require a valid passport together with onward travel documents.

If travelling to South Africa guests must please ensure that their passport is valid for at least 6 months after their entry date and that they have a minimum of 2 blank pages (if there is insufficient space in the passport then entry will be denied) in their passport to enable the entry visa to be issued. In addition if a father (or mother) is travelling with his (her) children (aged 18 years or younger) alone then a letter of consent, certified by their local police, must be signed by the mother (father) and carried with them.

All passport holders should verify with their travel agent or relevant consulate concerning visa entry requirements. If you are extending your journey to other countries, please establish entry requirements for those countries as well.

Please ensure that you have all the necessary visas prior to departure (unless available on entry). **BEYOND REACH, THEIR STAFF, THEIR AGENTS AND THEIR OPERATORS CANNOT BE HELD LIABLE.**

### HEALTH

Southern Africa is a relatively healthy place in which to live and travel. While disease control centres abroad tend to prescribe every injection and pill imaginable, this is more often than not unnecessary. We sometimes meet guests travelling in totally healthy areas who are petrified to touch the local salads and fruits or drink the local water. As a result, they do not enjoy the region as much as they should. While some parts of Africa do have problems with water and foods, southern Africa, however, is generally a lot safer than the rest of Africa, so please don't over-react to the detriment of your own enjoyment. Be careful, but not overcautious. If in doubt, ask your guide for advice.

There are a few basic health matters that require care and attention. The following points are recommended guidelines only. Please consult your doctor and also check with your health department prior to departure for any changes in health regulations.

#### 1) Malaria

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

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

**Outside of our borders it is found in:**

- the lower lying areas of Swaziland
- in Mozambique, Zambia and Zimbabwe
- most parts of Botswana
- in northern Namibia

**Malaria prophylactic recommendations for southern African travellers:**

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. Beyond Reach provides a locally made repellent but please bring your own as there may be skin sensitivity.
- Wear long-sleeved shirts and trousers/slacks in the evenings.
- Please use the mosquito net over your bed where supplied/available.
- If staying in a bungalow or tent, spray with a suitable insecticide to kill any mosquitoes that may have flown into your room.
- Mosquito coils are also effective.

Malaria is transmitted by a very small percentage of female *Anopheles* mosquitoes which 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 acquiring malaria are reduced. There is also less prevalence in remote areas where our 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 doctor 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 very few cases of our guests contracting malaria in our more than 20 years of operation. It is inadvisable for pregnant woman to visit malarial areas as malaria infection during pregnancy can be detrimental to mother and child.

## **2) Tsetse Flies**

Tsetse flies occur in large areas of sub-Saharan Africa including parts of northern Botswana and Zambia where Beyond Reach operates. 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 which can be fatal but is easily treated and cured. Not all Tsetse Flies transmit all variations of the disease and in our areas of operation they are regarded more as an irritation (the bites are sharp) than as a serious threat. Enormous efforts have been made in eradication of Tsetse Flies in various countries and sleeping sickness has now largely disappeared from southern Africa. The World Health Organisation (WHO) for example reports that less than 50 cases were reported in Zambia in 2005 and none in Botswana from where it has long been absent.

The disease is easily treated with modern medicine and in the unlikely event that symptoms are recorded after a visit to an area containing Tsetse Flies we recommend that a doctor be consulted. These 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 cause anaemia as well as cardiac and kidney disorders before the sleep cycle is disrupted by alternate bouts of fatigue, insomnia and sleep.

## **3) Ticks**

Ticks occur all over the world 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, and 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, but 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.

## **4) Water**

It is very important that you drink plenty of water especially during the warmer months. It is generally recommended that guests 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 therefore can actually contribute to dehydration.

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

## 5) Dietary Requirements

For those guests with specific dietary requirements please ensure Beyond Reach is notified prior to arrival. We can accommodate most reasonable requests.

## 6) Medical Conditions

You need to notify Beyond Reach of any medical condition you may have prior to your arrival. This includes any allergies e.g. bee stings, nuts, shellfish etc.

## INSURANCE

It is a condition of booking that the sole responsibility lies with the guests to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependants/travelling companions for the duration of their trip to southern Africa. 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 goods.

Beyond Reach, including their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the guest, or guest's dependants or travelling companions, 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.

### 1) Health Insurance

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

### 2) Cancellation and Curtailment

If for any reason you cancel a trip close to departure date, you could lose the entire cost of your trip. Should you have to leave before your holiday is finished, 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.

### 3) Luggage & Money Insurance

It is advisable to take out luggage and money insurance especially if you are carrying a lot of cash or expensive camera equipment. You should always carry such equipment as "carry-on" luggage. Do not put anything of value, including any vital medication, in your checked-in baggage!

### 4) Claims

If you anticipate an insurance claim upon your return, be sure to document as accurately as possible any accident, injury or loss. Doctor's notes and police reports will aid any claim.

## AIR TRANSFERS

Should your journey with us include any non-scheduled airline flights, please be advised that we offer two types of air transfer – either a sole-use air transfer (where your party has exclusive use of the aircraft for that particular flight sector) or a shared air transfer (where your party share the aircraft with others). A brief description follows:

## 1) Shared air transfers

**Unless specifically requested** to do otherwise, we will automatically book you onto the shared air transfer, which may entail stopping at other airstrips en route for other guests to board/alight.

When we package an itinerary using shared air transfers, we book the aircraft and pilot through licensed charter companies. This portion of your trip might therefore be sub-chartered. 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.

We cannot be more specific about the timings of these air transfers as the charter companies are compelled by safety regulations to service their aircraft every 100 hours which could result in arrangements having to be rescheduled at the last moment.

At certain times of the year it may be necessary (for safety reasons) to transfer you during the cooler times of the day, in early morning or late afternoon only. Any changes requested or made by the travellers will be at a considerable extra cost.

## 2) Sole-use air transfers

**If specifically requested**, sole use air transfers will be booked for your trip at an additional cost. This service means that you and your party are the only passengers on that specific flight transfer leg. This could allow more flexibility on luggage restrictions depending on the number of guests and the size of the aircraft – please clarify this with your agent.

Sole-use air transfers also allow for more flexibility of flight timings which are to be arranged at the time of booking. Please note that late changes to the timings at the request of the party cannot always be accommodated. The original arranged flight times can not be guaranteed. This is as a result of unforeseeable delays such as scheduled flight delays etc. Aircraft used for Sole Use transfers are also used to carry guests before and after your flight.

Please note that if combining shared and sole use air transfers, then the specified luggage restriction for shared transfers will apply.

## LUGGAGE ON SCHEDULED FLIGHTS

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

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 value) 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.**

## LUGGAGE ON AIR TRANSFERS

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

- The aircraft are designed with a maximum bodyweight and luggage weight allowance.
- Most of our airfields are over 1000 metres above sea level and are located in the tropics, and therefore the permissible aircraft carrying capacity is reduced.
- The aircraft have physical space restrictions.

### Some important issues must please be noted for air transfers with Sefofane:

- 1) Luggage, including camera equipment and hand luggage, is restricted per person as follows:
  - 12kg in Zimbabwe.
  - 15kg in Malawi
  - 20kg in Botswana, Namibia (including the Skeleton Coast Fly-In safari but excluding our Best of Namibia Wing Safaris and Namibia Explorations) and Zambia
  - 12kg for Best of Namibia Wing Safaris and Namibia Explorations
  - 20kg in South Africa.
- 2) Only soft bags will be accepted – no hard suitcases or bags with wheels can be transported as they physically cannot fit into the aircraft.
- 3) The maximum dimensions of the soft bags which can be accommodated are as follows: 25cm wide x 30cm high and 62cm long. Should you require a bag, we do have a supply of soft nylon 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 25cm high, so the pilots must have the ability to manipulate the bag into the compartment.

- 4) Passengers weighing 100kg or more, or two guests travelling together whose combined weight is 200kg, must please advise us in advance as an extra seat for the additional weight will have to be costed in to the package for safety purposes.

**These luggage restrictions appear minimal; however please bear in mind the following:**

- Most safari camps / lodges and hotels provide basic toilet amenities,
- Laundry can be done on a daily basis (many camps provide this service free of charge but hotels do charge a nominal fee),
- Mainly casual clothing is required.

As no formal clothes are needed throughout most of southern Africa, we recommend that you limit your luggage to the basics. 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.

**SUGGESTED LUGGAGE LIST**

Following is a list of suggested items to bring on your holiday. Please bear in mind the luggage restrictions of 12kg (26lbs) on some light aircraft transfers and 20kg (44lbs) on scheduled airline flights.

1. Good quality sunglasses – preferably polarized. Tinted fashion glasses are not good in strong light
2. Sun hat
3. Golf-shirts, T-shirts and long-sleeved cotton shirts
4. Shorts/skirts
5. Long trousers/slacks
6. Track suit
7. More formal attire for your stay at prestigious city hotels or on one of the luxury trains.
8. Underwear (sports bra recommended on game drives as the roads can be bumpy and uneven) and socks
9. Good walking shoes (running/tennis shoes are fine)
10. Sandals
11. Swimming costume
12. Warm winter jersey
13. Warm Anorak or Parka and scarf / gloves for the cold winter months (May to September)
14. Light rain gear for summer months (late November to April)
15. Camera equipment and plenty of film /memory cards (batteries and chargers)
16. If you wear contact lenses, we recommend that you bring along a pair of glasses in case you get irritation from the dust
17. Binoculars – essential (Night vision binoculars are not essential but highly recommended if your safari includes night activities)
18. Newman's bird book if you are a keen birder
19. Personal toiletries (basic amenities supplied by most establishments)
20. Malaria tablets (if applicable)
21. Moisturizing cream & high SPF suntan lotion
22. Insect repellent e.g. Tabard, Rid, Jungle Juice, etc
23. Basic medical kit (aspirins, plasters, Immodium, antiseptic cream and Anti-histamine cream etc)
24. Tissues/"Wet Ones"
25. Visas, tickets, passports, money etc
26. Waterproof/dustproof bags/cover for your cameras
27. Small hold-all bag to use on game drive

Please note bright colours and white are NOT advised whilst on safari. Camouflage clothing is not recommended for travel in southern African countries (camouflage or military-inspired clothing is prohibited when travelling in Zimbabwe). Remember that there may be a restriction on luggage limits on your safari – please ensure that you have the details from your agent according to your itinerary and ask your agent ahead of time if you would like details on the feasibility and costs of taking excess luggage with you on any of these restricted luggage safaris.

**LOST LUGGAGE**

Luggage that goes missing on scheduled flights is beyond the control of Beyond Reach, and/or the airline concerned. The airport controls what happens to passengers' luggage from when it is checked in/out until it is put on/taken off the aircraft.

We suggest that you take the following precautionary action: pack a small bag with your essentials including any life sustaining medication, which can be carried with you as hand luggage. If your luggage goes missing, you will still have your essential items on hand to see you through the first couple of days while we try and recover your lost baggage.

### **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, logistics may not be favourable for the returning of articles unless you are prepared to pay for the cost to get your goods back to you. Any costs incurred in this process 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. So please make sure that you keep all your goods with you.

### **TRAVELLING COMPANIONS**

When travelling to camps and lodges on our safaris 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 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. Our safaris are conducted in English and for safety reasons, it is important that all guests are able to communicate in basic English – this also enables compatibility with fellow travellers.

### **VEHICLES**

Our safari vehicles are open 4X4 vehicles and are designed for all 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.

### **PRIVATE VEHICLES**

If you would like a private vehicle and guide, we can arrange this for you at an additional cost and subject to availability. If you elect not to take up this option you will be travelling with other guests on activities. We would appreciate acceptable behaviour on the vehicle that will ensure that all our guests have enjoyable game drives.

### **DRIVING CONDITIONS**

While visiting remote areas or national parks and reserves, the roads could be rough and bumpy and occasionally we will travel "off road". It is possible that injuries may occur – if for example a hidden pothole is struck and the Beyond Reach group of companies, their staff members, associates and agents cannot be held liable for any accidents or any damages.

### **WALKING IN PARKS AND RESERVES**

We will walk where possible but this is often determined by the local area and country regulations. **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 aren't 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. None of the group of companies, their staff, associates, agents, or their suppliers can 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.
- Never walk on your own without a guide – even to your rooms. After retiring to your rooms at night, don't leave them.
- 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 lions, cheetahs and leopards. 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.
- Litter tossed on the ground can choke or poison animals and birds and is unsightly.
- 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/LODGES**

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.

An increasing number of guests are bringing satellite and iridium phones with them on safari. As most people come on safari to “get away from it all”, we feel that we must set guidelines on the use of these phones when on safari as follows:

- 1) Please ensure the ring tone is kept at a low volume to avoid disturbing other guests.
- 2) Please use your phone in the privacy of your room and not any of the common areas: dining room, bar/lounge area, or on any of the vehicles or on game drives

### **WHAT IS NOT INCLUDED IN THE COST OF TOUR FARE**

Personal expenditure, meals in major cities, insurance, drinks other than specified, gratuities, airport taxes and visa fees are generally excluded. Scheduled flights are also generally excluded from your tour fare (unless otherwise arranged). We suggest that you allow US\$25 per day to cover the cost of personal expenses and souvenirs (within reason).

Please consult your itinerary or check with your agent for the specific details of what is included in your holiday package.

### **TIPPING / GRATUITIES**

Tipping is not compulsory. If, however, you want to tip because you have received good service, we have enclosed a brief guideline to assist you:

- **Camp, Game Lodge and Specialist Guides**

We recommend US\$10 per guest per day.

- **Mokoro Paddlers and Trackers**

We recommend that each paddler receive US\$5 per guest per day and that camp / lodge trackers receive US\$5 per guest per day.

- **The General Safari Camp / Lodge Staff**

We recommend about US\$5 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 US\$2 per person.

- **Touring (excluding Camp / Game Lodge) Driver and/or Guides**

Half day tour                    US\$5 per person

Full day tour                    US\$10 per person

- **Hotel Staff**

We recommend between US\$1 and US\$2 per guest per day for hotel staff i.e. housekeeping etc

- **Porterage**

We recommend about US\$1 per person per movement.

- **Blue Train and Rovos Rail**

Cabin attendant                R100 per person per journey

Waiter, Dining Car            R75 per person per journey

- **Restaurants / Hotels**

10% is customary on meal accounts if you are satisfied with the service.

### **FLIGHT CHECK-IN TIMES**

Please check in early at all airports (at least one hour prior for domestic flights, three hours for all flights to the USA and two hours for regional and other international flights) due to additional security which now affects international travel around the world.

Please be aware that during peak season, delays are often encountered on scheduled flights. Remember that you are on holiday – relax and enjoy the ambience, which sometimes has no sense of urgency at all!

### **RECONFIRMING FLIGHTS**

Please ensure that your onward flights are reconfirmed, when applicable, at least 72 hours prior to flying. Please note that we have had notification from Air Botswana, Lam, Air Seychelles and Air Namibia that they **do require** reconfirmations for their flights. SAA and BA/Comair and most of the international carriers deem the ticket numbers in the air bookings to be sufficient. If you are uncertain please check with your agent.

## **PHOTOGRAPHY**

The choice of the correct camera equipment and film will determine the quality of your photographs on the trip. For good photography of birds and animals, a good SLR camera and telephoto lens is necessary. A zoom lens can be extremely useful on safari and the minimum recommended size is 70 - 200mm, though a 100 - 400mm is ideal. Modern image stabilised lenses are best as they allow photographers to hand hold their cameras at slower shutter speeds with sharp results.

The new high-resolution digital cameras are outstanding and give superb quality images, especially if you are using a digital SLR camera body, with inter-changeable lenses. Camera bodies like the Canon 20D, Digital Rebel and Nikon D70 are excellent. The advantage of digital photography is that one can get instant feedback on images and adjustments can be made in the field to ensure that your photographs are correctly exposed. Spare batteries are essential and a storage device of some sort is recommended. Make certain you have enough card storage – most people take more photographs than they expect to. Camps have facilities for recharging batteries and storage devices. Strips for charging more than one device are suggested for more serious photographers.

For people using film, colour reversal film (slides) will give better quality results than print film. There are good high-speed films, 400 ASA, on the market that give good colour with very little grain - either Fuji or Kodak. This is especially useful when using a big lens in low light situations. The guides' personal preference is for slower film (either 50 or 100 ASA) as this gives almost perfect quality for normal light. However, you may consider going to faster film for larger lenses in low lighting conditions. The only disadvantage with the low ASA film is that you need good support, either a tripod or bean bag, for the early morning and evening shots. **IMPORTANT: BRING SPARE FILM (ALTHOUGH IT IS AVAILABLE IN MOST CAMPS/LODGES) AND A SPARE CAMERA BATTERY.**

## **QUALITY & FEEDBACK**

We pride ourselves in running quality itineraries and offering the best experience possible for such remote locations. If there is anything you feel that we can do to enhance your experience, please do not hesitate to contact the camp and/or hotel manager or your guide / representative. If you have a problem, please bring it to our attention at the time, giving us a chance to try and rectify it immediately, as it will be may difficult to resolve later on.