

## GENERAL INFORMATION

**BOOKING:** Upon written request via email/fax and subject to availability, we will **PROVISIONALLY** book your place on the chosen tour. Space is allocated and held BUT if another client requires definite cabins, the holding agent/guest will be asked to confirm with a deposit payment or release the cabin. Upon written confirmation via email/fax and a completed Reservation Form, final confirmation details and an invoice will be sent. Upon receipt of the relevant payment the booking will be **CONFIRMED**. Conditions apply. See T&C.

**CANCELLATION:** Cancellation of a confirmed booking received prior to departure is subject to a fee of the per person tour price. See T&C. Cancellation insurance is compulsory as these fees will not be waived. We offer insurance to South African residents. For international guests we suggest you contact your local insurance agent for assistance. Please bring a copy of your travel insurance policy stating clearly the company, policy number and 24-hour medical emergency telephone number.

**SCHEDULING TIMES, ROUTES AND EXCURSIONS:** We cannot be held liable for any delays due to trains not running to schedule. Off-train excursions cannot be guaranteed and will only be undertaken if time and circumstances permit. Departure and arrival times are approximate and cannot be guaranteed. We reserve the right to alter our routing at any time between departure and arrival points. We caution against same-day air travel on departure or arrival days due to possible delays with flights or the train. We do our best to fulfil our obligations but it goes without saying that with many locomotive changes as well as other logistical permutations it is not uncommon to be delayed. **It is very important that we have your arrival and departure details.** Should you be delayed in any way, kindly contact +27 (0) 12 315 8242.

ADDRESSES	JOURNEY	CHECK-IN	DEPART	ARRIVE
<b>PRETORIA:</b> Rovos Rail Station, 1 Transnet Ave, Capital Park, Pretoria, South Africa	<b>Good Hope Pretoria-Cape Town</b>	08:00 (Tour)	16:00	16:00
	<b>Good Hope Cape Town-Pretoria</b>	08:00 (Tour)	16:00	18:00
<b>CAPE TOWN:</b> Rovos Rail Lounge, 1 Adderley St, Paul Sauer Building, Cape Town, South Africa	<b>Southern Cross Pretoria-Victoria Falls</b>	08:00 (Tour)	16:00	18:30 (Hotel)
	<b>Southern Cross Victoria Falls-Pretoria</b>	10:30 (Hotel)	17:00	16:00
<b>VICTORIA FALLS:</b> Victoria Falls Hotel/Station, Mallet Drive, Victoria Falls, Zimbabwe	<b>Dune Express Pretoria-Walvis Bay</b>	14:00	15:00	11:30
<b>WALVIS BAY:</b> Walvis Bay Station, Corner 6 <sup>th</sup> Street and 11 <sup>th</sup> Road, Walvis Bay, Namibia	<b>Dune Express Walvis Bay-Pretoria</b>	10:00	11:00	12:00

### MEDICAL

- **All guests are solely responsible for ensuring they are capable of undertaking the tours and activities.**
- **Please inform us at the time of your reservation** if you have any medical conditions, physical disabilities or allergies.
- There is a basic First Aid Kit on board.
- Anti-malarial precautions are recommended. Malaria areas: Swaziland, Kruger Park, Northern Botswana, Zimbabwe and Etosha.
- Recommended immunisations (*not required*): Hepatitis A + B, Polio, Tetanus, Cholera (low risk).
- A Yellow Fever/Medical Exemption Certificate is **essential** if travelling to/from **Tanzania, DRC** and **Angola**. Although all countries travelled through don't require this, countries guests return to **after** the trip often require them.
- Please consult your clinic or doctor. TRAVEL DOCTOR AFRICA *local* 0861 300 911 or *international* +27 (0) 11 214 9030.

**PASSPORTS & VISAS:** The onus is upon the client to ensure that passports and visas, as may be required, are valid prior to departure for Africa. On the various journeys we travel through South Africa, Swaziland, Namibia, Zimbabwe, Botswana and Mozambique. Some nationalities are eligible to purchase port-of-entry visas. Immigration forms are available on board. Please ensure you have a minimum of US\$200 in cash with you. Passports must have at least five blank VISA pages and must be valid for at least six months from your return-home date. Please enquire with us or check with the relevant embassies in good time regarding applications. Visas available through visa and booking agents.

**ACCOUNTS:** Guests will be requested to sign for on-board purchases throughout the trip. This includes signing for drinks, optional extras and purchases of a personal nature etc. All accounts are to be settled on the evening before departure. Please note that drinks purchased on the last night of the trip will be settled on a 'cash bar' basis. Accounts may be settled by means of: South African Rand, major foreign currencies or credit cards. Regrettably debit cards are not accepted.

**AMENITIES:** We provide a complete amenity bag – available in your en-suite bathroom cupboard – with the following South African products: soap (25g), tissues, shampoo (50ml), conditioner (50ml), bath and shower gel (50ml), hand and body lotion (50ml), hand sanitiser (30ml), vanity kit, small sewing kit and a shower cap.

**CHILDREN:** We cannot accommodate children under the age of 10. Children over 10 pay the full rate. There are no child-minding facilities or activities for children on board. Please be sensitive to the adult atmosphere of the train by keeping your children respectful and quiet. See Child Policy.

### CURRENCY

- South Africa – Rands only. We accept all major credit cards on the train.
- Outside of South Africa – Rands are accepted in Namibia and Swaziland. US Dollars are accepted in Zimbabwe and Mozambique. Cash is highly recommended. Hotels and major dealers accept credit cards.
- US Dollars printed before year 2009 or that look worn will not be accepted. Low denominations recommended for shopping/gratuities. Larger denominations recommended for exchanging money to local currency as you get a better rate.

**DIETARY REQUIREMENTS:** We will do our best to cater for dietary requirements provided a detailed request has been made at that time of your reservation. If a special request has not been made, the chefs will endeavour to prepare suitable meals with the ingredients available on board. We regret we are unable to prepare meals requiring strict religious observance in the preparation.

**DINING:** Meals on board are served in one sitting only in the dining cars. Breakfast: 07:00-09:00 • Lunch: 13:00 • Tea: 16:30 • Dinner: 19:30 • Bar service 07:00-01:00. All meals are served at these times unless otherwise stated in the timetable. A gong heralds lunch and dinner.

**DRESS:** The atmosphere on board is relaxed so casual clothing is recommended. For off-train excursions we strongly recommend comfortable walking shoes, sun lotion and hats. If required, blankets and rain capes are available. Game drives are on open vehicles so please dress accordingly: mornings can be cool then warm up considerably; afternoons can be warm then cool down considerably. Please see average temperatures as a guide.

**ELECTRICITY:** 220V AC 50Hz 3-point round-pronged wall plugs and 110V/220V 2-pin plugs for shavers and chargers. International adaptors available. A generator supplies power. Please be aware that certain breaks in power are necessary when servicing is required.

**GIFT SHOP/ADMINISTRATION:** There is a small gift shop on the train and at Rovos Rail Station. Due to the varying exchange rates, credit cards are preferred. The host/ess on duty has a basic First Aid kit and personal essentials (toothbrushes, razors, earplugs etc.). He/she will also fulfil any administrative requirements and check your onward arrangements.

**GRATUITIES:** Gratuities for the staff are at your discretion. If you wish to show your appreciation in this manner, there will be a suitably marked envelope in your cabin that you can hand directly to the Train Manager who will distribute any amounts on a pro-rata basis (share) among the staff on board. An amount between ZAR100-200 (±US\$10-20) per person per night is suggested, depending on the length of your journey.

**LAUNDRY:** There is a LIMITED laundry service on board comprising household washers, dryers and steam irons. The turnaround is 48 hours so we are not able to handle a week's worth of laundry. There are no dry-cleaning facilities en route or on board the train. Items cost between R10.00 and R35.00.

**LOCOMOTION:** Use of steam has become increasingly difficult over the years as more and more water and coaling facilities have been scrapped. Diesel or electric locomotives are used while steam is used in and around the area of Rovos Rail Station only.

**LUGGAGE:** It is possible to store luggage in your cabin under the bed or above the door, depending on the category of accommodation you are in. It is not recommended to bring excess luggage as space is limited.

**MAGAZINES, MAPS AND GAMES:** There are board games, playing cards, a card table (dependent), books and magazines available for your use in the lounge and observation cars while on board. In your cabin is a map, itinerary and the *Journeys* magazine featuring articles of interest related to the route. If the map supplied is not comprehensive enough you may purchase a more detailed map from the Gift Shop.

**MOBILE DEVICES AND INTERNET:** In maintaining the spirit of train travel there are no radios or television sets on board. The use of mobile phones, laptops and essentially anything that has the ability to disturb other passengers is confined to the privacy of your cabins only. The reception is poor while the train is moving. It is advised to contact your service provider to ensure the correct settings for network services are activated. WiFi is available at our lounges in Cape Town and Pretoria and at most off-train accommodation (although not always guaranteed).

**SECURITY:** An electronic safe is provided in the cupboard in each cabin.

**SMOKING:** On board the train smoking is allowed in the smoking Club Lounge only. HOWEVER, please be mindful of other non-smoking guests, that the train is generally made up of wood and DO NOT throw flammable items such as cigarette or cigar butts off the train. Bush fires in Africa are a constant and dangerous hazard. Please note at the time of your reservation if you are smoking or non-smoking so that the appropriate room might be requested at the hotels.

**SPECIAL OCCASIONS:** Please note at the time of your booking if you're celebrating a special occasion as we'd like to share it with you.

**TEMPERATURE AND TIME ZONES:** All public cars and cabins are fitted with gas-filled air-conditioners with temperature controls that can also be set to heat mode. Windows should be closed while operating the air-conditioning unit. Electric under-blankets are fitted on the bed. See guide...

AVERAGE TEMPS °C	JAN/FEB		MAR/APR		MAY/JUN		JUL/AUG		SEP/OCT		NOV/DEC		Rainfall Months	TIME ZONE
AREA	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max		
Cape Town, South Africa	16	28	13	26	9	21	7	19	9	22	13	27	Apr-Aug	GMT+2
Pretoria, South Africa	18	30	15	27	7	23	4	22	13	28	16	30	Oct-Mar	GMT+2
Durban, South Africa	21	29	19	28	12	25	16	25	16	26	19	28	Oct-Mar	GMT+2
Mbabane, Swaziland	16	28	13	27	5	23	5	23	10	26	14	28	Nov-Feb	GMT+2
Vic Falls, Zimbabwe	15	29	14	29	8	23	7	27	16	28	16	26	Dec-Mar	GMT+2
Maputo, Mozambique	31	23	30	21	27	15	26	15	28	18	30	21	Nov-Mar	GMT+2
Lüderitz, Namibia	24	15	24	15	22	12	20	11	20	12	22	13	Jan-Mar	GMT+2
Walvis Bay, Namibia	22	16	22	15	22	11	20	10	18	11	20	13	March	GMT+2
Etosha Pan, Namibia	31	18	30	17	27	10	27	10	32	15	33	18	Jan-Mar	GMT+2

**THE TRACK:** The track over which we travel is inconsistently maintained. If you wake at night imagining the train is travelling at high speed, be assured it is the state of the track below creating that impression. We restrict the train to 60km/h (37mph) and over bad sections reduce speed to as little as 20km/h (12mph). If you find it noisy, earplugs are available.

**WATER:** The water used on the train is carried in tanks under each coach. These tanks are filled every day but they cannot be topped up while the train is travelling. Water inside the cabins has been filtered and chlorinated; it is safe for bathing and brushing teeth only. Please use the bottled water provided for drinking.