



## BEFORE YOU GO

### *Before you travel to South Africa*

#### 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 andBeyond, 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. Please advise us of any existing conditions in advance in order to arrange cover, subject to our insurer's approval. Please contact us for further details.

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

**Medical Emergency Number: +27 83 300 3927 or +27 87 135 3952**

#### HEALTH REQUIREMENTS

In light of COVID-19 please note the following general safety requirements.

- All guests are advised to bring a cloth mask in the event that the country they are visiting requires a mask to be worn.
- Frequently sanitize or wash hands with soap and water as often as is possible
- Always observe social distancing protocols and keep 1,5m (4ft) to 2m (6ft) away from other people
- Should any visitor exhibit symptoms, or they have a temperature above 37.3°C / 99.14°F, or where medical services suspect they have COVID-19, those guests may be required to isolate in their room and may not be allowed to join scheduled activities until the results of the COVID-19 test is received
- In the event the guest tests positive for COVID-19, they may be required to be quarantined according to country regulations at their own cost
- Should your destination require a QR code verification of your vaccination documents or negative PCR test, please make use of a verification site. Examples of such sites include VaxYes and Clear Healthpass.

#### COVID-19 regulations for South Africa

In addition to all current entry requirements, on arrival into South Africa the latest information provided on COVID-19 protocols by the South African government is as follows:

- Guests of all nationalities are welcome subject to visa requirements.
- There is no longer a requirement for either a recent negative PCR test result or a vaccination certificate.
- The wearing of a face mask in public areas is no longer required.
- Transit travellers through South Africa by air will be allowed to connect to their destinations, subject to them complying with applicable health protocols of the destination country.

#### Yellow Fever:

andBeyond's Terms and Conditions require you to obtain advice from your medical practitioner or travel clinic before travelling to any destination to determine if you are required to get a yellow fever vaccination, no less than 10 days prior to travel. If required, you must be able to produce a yellow fever certificate as proof of vaccination. Depending on which countries you are traveling to prior or post your stay to South Africa the certificate will be required. The certificate may also be required when re-entering your country of origin, or other African countries, if you have visited a destination

within the yellow fever belt. For more information you may consult the following website, but we must reiterate that we advise you to visit your medical practitioner or your closest travel clinic for further information.

[https://www.who.int/publications/m/item/countries-with-risk-of-yellow-fever-transmission-and-countries-requiring-yellow-fever-vaccination-\(may-2021\)](https://www.who.int/publications/m/item/countries-with-risk-of-yellow-fever-transmission-and-countries-requiring-yellow-fever-vaccination-(may-2021))

It is not a requirement to have the yellow fever vaccination to visit South Africa. However, proof of vaccination will be required if visitors are coming from another country where the risk of transmitting yellow fever is high. All travellers over the age of 1 year (9 months for certain neighbouring countries) are then required to have the yellow fever vaccination if they have:

- Recently visited a high-risk country
- Spent over 12 hours in transit in a high-risk country

If guests cannot have a yellow fever vaccination for medical reasons a doctors letter needs to be provided; signed, stamped and on an official letterhead.

#### **Ticks:**

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.

#### **Malaria:**

Please consult your physician for advice on malaria precautions before travel to South Africa.

#### **Allergies, Medication and Prescriptions:**

If you suffer allergies, it is advised to take counteracting medication with you, because the medication may not be available due to the remoteness of these destinations.

If on medication at time of travel please ensure that you bring sufficient supply for the entire trip, as it may be difficult to obtain after arrival. This applies to any malaria prophylaxis, prescriptions, chronic or preferred brand medication.

#### **COVID 19 ANDBEYOND DISCLAIMER OF LIABILITY**

When travelling with andBeyond your safety is of paramount importance to us. We have implemented various Covid -19 related safety measures, processes and procedures ("Infectious Diseases: Health and Safety Protocol") at our lodges and camps to ensure we create an environment that is both safe and hygienic when you stay with us, which protocol was developed by taking guidance from guidelines and hygiene policies prescribed and published by the World Health Organisation, the South African National Department of Health and the National Institute for Communicable Diseases of South Africa and all the relevant health authorities of the destinations we operate in. Should you wish to view our Infectious Diseases: Health and Safety Protocol, please request this information from any of sales or reservation team and we will share this information with you.

Your itinerary may include accommodation services at properties (i.e. accommodation at non andBeyond branded lodges and /or camps) and / or ancillary services such as transfers, tours, and activities that will not be provided by andBeyond but by independent third party owners and / or operators that are not owned and / or managed by andBeyond ("Third Party Service Providers"). Whilst all Third Party Service Providers of andBeyond have committed to implement similar processes and procedures as to our Infectious Diseases: Health and Safety Protocol to try and protect guests making use of their services, andBeyond is not in a position to validate or dictate their health and safety protocols which will vary between Third Party Service Providers. As a result we cannot confirm the standard to which Third Party Service Providers protocols adhere to and as such we cannot accept any form of liability (in the broadest terms) should you (or any member of your party) contract an infectious disease (including Covid-19) when using the services of a Third Party Service Provider. The same will apply in respect of public areas (i.e. landmarks, public venues, sightseeing venues, etc.) which you may wish to visit whilst staying at either our lodges / camps or properties owned by Third Party Service Provider as neither andBeyond nor Third Party Service Providers have any control over health and safety protocols followed at public areas or any action(s) of a member of the public which may cause an infection of an infectious disease.

As with any protocol the measure of success in implementing a process or procedure under a protocol will be determined by the level of compliance and adherence to the relevant processes and procedures prescribed by the

relevant protocol. Whilst andBeyond will ensure full compliance by its management, employees and contractors with the Infectious Disease: Health and Safety Protocol, andBeyond cannot accept any liability in the event of a guest(s) contracting an infectious disease (including Covid 19) as a direct or indirect result of complying or adhering to andBeyond's Infectious Diseases: Health and Safety Protocol.

## PASSPORTS AND VISAS

For assistance with visa information and/or application we have retained the services of a specialist visa service. Please visit <https://apply.joinsherpa.com/explore/ZAF?affiliateId=andbeyondevisa&language=en-US>

To enter South Africa, a passport valid for at least 30 days after the intended date of departure is required by all nationals (the rest of Africa requires 6 months). Passports must have at least two blank visa pages (not endorsement pages) for entry stamps. Our recommendation is to ensure you have three or even four blank visa pages if you are travelling through more than one country. If there are insufficient pages, entry will be denied. Please note that even if you do not require a visa to enter South Africa, blank visa pages are still required in your passport for the applicable entry and exit stamps. For a list of countries whose passport holders are exempt from visas for South Africa, please refer to the following website: <http://www.dha.gov.za/index.php/immigration-services/exempt-countries>

It is imperative to check visa requirements with the South African embassy, as these may vary according to your nationality. If you intend to travel between South Africa and its neighbouring countries, it is advised that you apply for multiple entry visas.

Once again, it is a mandatory requirement that you travel to Africa with at least two blank visa passport pages, per country visited, and that your passport is valid for a minimum of 30 days (for South Africa) or 6 months (for the rest of Africa) after your date of travel.

To comply with regulation 2(1) (a) of the Immigration Regulations 2014, only Machine Readable Travel Documents (MRTDs) will be accepted to enter South Africa. Extended passports will no longer be accepted. For this reason, travellers are advised to check their travel documents.

## WHAT TO EXPECT ON ARRIVAL

The time taken to clear immigration and customs will vary based on your arrival time. Guests can book an andBeyond representative to meet them on arrival and assist with formalities before escorting them to their transfer. At the discretion of airport authorities, pre-arranged VIP meet and greet services at certain airports can meet arrivals airside and escort them through expedited formalities.

## FAMILIES WITH CHILDREN

As of November 2019 children travelling on passports of visa-exempt countries will only require a valid passport to enter/exit South African ports of entry (birth certificates will no longer be a requirement for them), as long as they are accompanied by an adult.

Children in possession of a valid South African visa are not required to produce the documents already submitted as part of their visa applications.

South African minors are required to present a copy of their birth certificate/equivalent document or passport containing the details of their parents. For more details, please consult

<http://www.dha.gov.za/index.php/statements-speeches/621-advisory-new-requirements-for-children-travelling-through-south-african-ports-of-entry-effective-1-june-2015>

Please note that stricter requirements may need to be adhered to in South Africa's neighbouring countries.

**Exceptions** (applicable to holders of South African as well as foreign visa-exempt passports):

- **If the minor is travelling unaccompanied**, they must have in their possession:
  - A valid passport
  - copy of his /her birth certificate
  - parental consent letters
  - copy of the passport(s)/identity document(s) of the parent(s) / legal guardian(s)
  - contact details of the parent(s)/ legal guardian(s)
  - letter from the person who is to receive the child in the Republic, containing his / her residential address and contact details in the Republic where the child will reside
  - copy of the identity document / valid passport and visa or permanent residence permit of the person who is to receive the child in the Republic

- *where applicable-*
  - copy of an adoption order
  - copy of a death certificate of the deceased parent/ parents or legal guardian;
  - copy of a court order granting full parental responsibilities and rights or legal guardianship in respect of the child
- **Minors in alternative care** (i.e. foster care, temporary safe care or in a youth care centre following a court order) need in their possession:
- A valid passport
- A letter from the Provincial Head of the Department of Social Development where the child resides authorising their departure from the Republic as contemplated in section 169 of the Children’s Act (Act No. 38 of 2005)

## FLIGHTS, CAR RENTAL, LUXURY TRAINS AND ACTIVITIES

Flights	<p>Check-in is 1½ hours prior to departure for domestic flights and 3 hours prior to departure for international flights.</p> <p>Due to particularly stringent security measures at airports, guests are advised to arrive an additional hour prior to their departure time.</p> <p>International travellers may experience 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.</p> <p>Some scheduled regional and inter- lodge flights may involve multiple stops before reaching the final destination. Many flights are operated as shuttle transfers and therefore departure times may vary by up to one hour. Times are subject to change without notice.</p> <p>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 to get to your final destination. Any costs resulting from such diversions would be for your own account.</p> <p>The aircraft used on inter- lodge flights are small and interior space is limited. In addition, some activity and scenic air operators may have weight and/or height restrictions per guest per seat. 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. Please note that additional costs may apply.</p> <p>andBeyond 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.</p>
Car Rental	<p>An international driver’s license is not required if you have an English-language driver’s license with a photograph. Car rental companies generally only rent vehicles to guests between the age of 21 and 76 years. This may differ from company to company.</p> <p>E-tolls: Guests will be liable for the advertised, gazetted rate per gantry utilised in Gauteng or on other toll roads with e-tag express gates throughout South Africa. The e-toll charges will be charged to the guest.</p> <p>For self-drive guests it is advisable to arrive at their safari lodge/camp no later than 14h30 as afternoon activities generally start from 15h00.</p>

Luxury Trains	Please be aware that, when travelling on the Blue Train or the Rovos Rail, you will experience distinct mechanical train sounds during the night that are common to rail travel. Should there be any unforeseen delays, the train may need to travel overnight to make up for setbacks and stoppages.
Activities	<p>IMPORTANT UPDATE: Robben Island Museum compulsory Ticket requirements as of 01 December 2018</p> <p>Please note: Robben Island Museum will no longer accept tickets that do not reflect the ticket holder's full details (name &amp; surname). Should the ticket not correspond to the proof of identification (passport or SA ID document), guests will sadly not be permitted to board the boat to the island.</p>

#### LUGGAGE ALLOWANCE AND PASSENGER WEIGHT

As you will be travelling in vehicles and small aircraft with limited space, luggage is required to be packed in a soft bag weighing a maximum of 20 kg (44 lbs) and 5 kg (11 lbs) hand luggage. The allowance on certain smaller aircraft may be as little as 15 kg (33 lbs) which includes hand luggage and camera equipment.

Type of luggage & dimensions: Soft bags with maximum dimensions of 40cm (16 inches) wide x 30 cm (12 inches) high and 60 cm (24 inches) long. No hard suitcases are allowed and oversized bags may not be carried on your lap. An additional seat can be booked for extra luggage, subject to availability. Airline luggage requirements will vary slightly between airlines - some will allow rigid frames or wheels according to strict internal guidelines. We recommend soft bags with correct dimensions as a default, but can provide specific and up-to-date luggage rules on request. These rules are often updated without notification so are best checked nearer departure.

Some air operators may have weight and/or height restrictions per guest per seat. 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. Please note that additional costs may apply.

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.

OR Tambo International Airport has implemented restrictions on the shape of luggage that may be checked in. Please note that bags should comply with the following:

- Bags must be regularly shaped, with at least one flat surface. Round or irregularly-shaped bags will not be accepted
- Bags with long hanging straps will not be accepted

Passengers with bags not meeting these restrictions will be asked to wrap their bags at one of the wrapping stations in the airport.

#### CHECK IN TIMES

In accordance with global practice, all hotel and lodge check-in/out times are normally as follows (depending on the specific hotel or lodge):

Check-in: 14h00/15h00; Check-out: 10h00/11h00

For self-drive guests it is advisable to arrive at their safari lodge/camp no later than 14h30 as afternoon activities generally start from 15h00.

## 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
- Sun block, sunglasses, hat, moisturizer and lip-salve are all essentials
- Strong insect repellent like Mozzie Guard ([www.mosi-guard.com](http://www.mosi-guard.com))
- Binoculars and camera equipment
- Good quality safari clothing is available in andBeyond's Safari Shops

You might want to consider some of our recommended travel accessory options:

- These include top quality Thule luggage items, which are not only designed for your total comfort, but also for your ultra-convenience as they are accepted by all andBeyond's preferred flight providers.
- While we offer a pair of Swarovski Optik binoculars per guest suite/room in all our African lodges/camps for your exclusive use during your stay, perhaps you would prefer to purchase your very own pair for use throughout your itinerary.

Browse our Travel Shop for full details.

And if you would like to purchase safari clothing, or browse other luggage and travel accessories to prepare for your trip, please visit [www.andBeyondsafariishop.com](http://www.andBeyondsafariishop.com) for a wide selection of quality products.

**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. In most hotels a shoe buff is supplied in the rooms.

### 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, for example insect stings, or an asthma condition, to pack the required medication.

## CLIMATE

South Africa is famous for its sunshine. Over much of South Africa, summer is characterised by hot, sunny weather, often with afternoon thunderstorms that clear quickly. The Western Cape gets most of its rain in winter, with quite a few days of cloudy, rainy weather. Johannesburg lies at an altitude of 1 694 metres (5 560 feet), keeping the average summer temperatures below 30°C (86°F). The hot, humid KwaZulu-Natal coast, as well as the Mpumalanga and Limpopo provinces, offer fantastic winter weather, with sunny, warmish days and virtually no wind or rain.

## ELECTRICITY

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.

South Africa experiences load shedding at times when demand for electricity is high and the power system is constrained. Electricity may be cut off for a number of hours at various times during the day and night. Most hotels have generators so there is little to no disruption, however certain hotels do not wish to create noise disturbance and opt for no generator. This can be cause for temporary inconvenience or the opportunity to go off the grid.

## MONEY

The currency is the South African Rand (ZAR).

Officials may not always be in a position to issue large amounts of change, so please carry small denominations of cash where possible.

Credit cards are widely accepted.

Please note that credit card transactions could take anything up to a few months to go through on guests' cards, especially from more remote areas.

General banking hours in main centres and towns:

Monday - Friday: 09h00 - 15h30

Saturdays: 08h00 - 11h00

Travellers taking goods out of South Africa are able to reclaim VAT. VAT Reclaim Offices are found at Johannesburg, Durban and Cape Town International Airports.

## LANGUAGES

There are 11 official languages in South Africa, although English is widely spoken.

## DIETARY

Most dietary requirements can be catered for. Please advise us of any specific dietary requirements and these will be communicated to all the properties you will be visiting. Should you require kosher meals these will incur additional costs as they are specially flown in to the more remote destinations (two weeks' prior notice is required).

## RESTAURANTS

We recommend pre-booking restaurants for dinner during South Africa's peak seasons

## PHOTOGRAPHY

Please be sure to bring sufficient memory cards and batteries as, although these are readily available in all South African cities and towns, there might be no stock available at the safari lodges. Please remember to ask permission before taking a photograph of any South African resident.

Please be advised that the use of Unmanned Aerial Vehicles (Drones) is not allowed in any of the conservation areas we manage, until such time as their impact on wildlife and anti-poaching initiatives can be assessed. This rule will apply throughout Africa, as our partners in various countries and regions have adopted a similar stance.

## GRATUITY GUIDELINE

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

<b>Waiters and Drivers</b>	10% of the fare or bill
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### City Guides

Private transfer	R 100 per transfer
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Private half-day tours	R 250 per tour
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Private full-day tours	R 400 per tour
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<b>On Safari</b>	
Ranger/Guide	R 320 per couple per day
Tracker	R 160 per couple per day
Butler	R 160 per couple per day
Camp Staff	R 160 per couple per day
<b>CULTURAL AWARENESS</b>	
Please note that local laws, religious beliefs and cultural practices in parts of Africa may be more conservative than those in your country of origin. As these must be observed and adhered to, we suggest that guests carry out due diligence on any areas of concern to them and exercise their discretion when travelling in the region.	
<b>CONTACT DETAILS</b>	
<b>RESERVATIONS</b>	<p><b>24 Hour Emergency Numbers:</b>  Direct Guests: +27 72 607 6385  DMC Wholesale, DMC Retail &amp; Groups: +27 83 280 7342  Lodge Wholesale &amp; Inbound Sales: +27 83 280 7251  Bateleur Club: +27 83 463 8923  Arusha: +255 789 668 055  Nairobi: +254 733 704 335 or +254 718 649 951</p>
<b>SOUTH AFRICA</b>	<p><b>andBeyond, South Africa, Johannesburg</b>  Tel: +27 11 809 4300 (Office Hours Only)  Fax: +27 11 809 4511  24 Hour Emergency Number: +27 60 969 8086  Email: safaris@andBeyond.com  Physical Address:  164 Katherine Street, Pin Mill Farm Block F  Sandown, Johannesburg, South Africa</p> <p><b>andBeyond, South Africa, Cape Town</b>  Tel: +27 21 531 2517 (Office Hours Only)  24 Hour Emergency Number: +27 72 190 1908/ +27 82 468 1512  Physical Address:  Office 4, 1<sup>st</sup> Floor, Howard Centre Mall  Pinelands, Cape Town, South Africa</p>
To the best of our knowledge all information above was correct at time of going to print.	