

## What can I expect on a Serviced Camping Adventure Tour?

- No Duties! Sit back, relax, and enjoy the adventure.
- Services of a Tour Leader, Driver and Camp Assistant for the duration of the tour, local guides as per activities included.
- All tour related chores covered by your adventure crew – cooking, cleaning after meals, pitching & packing of tents.
- Please do respect fellow travellers by keeping your seating area in the vehicle clean and neat as there will be a seat rotation system in place.
- Your adventure crew will take care of the wellbeing of the entire group and will not be able to do chores of a personal nature such as carrying your luggage, getting drinks from the bar, doing shopping of a personal nature on your behalf, taking care of your laundry etc.
- You are required to carry your own luggage to and from your tent/room (due to liability issues we had in the past). Please note, if your luggage is left behind, recovery will be for your own expense.
- You are responsible to make your own bed (while camping) and take care of your own bedding (folding, packing and making sure it is on the vehicle (we provide mattresses).
- Please bring your own sleeping bag, pillow and fitted sheet (single bed). We recommend you bring a sleeping sheet for the warmer evenings when your sleeping bag might be too warm.
- You will travel in an Adventure Overland Safari Vehicle designed for comfort, fitted with 20 reclining seats in a standard configuration.
- Predominantly camping, with standard hotel accommodation at your start and end locations of each tour and depending on the itinerary, some nights in between.
- Tents are 2.5m x 2.5m dome tents with mesh windows and doors which acts as a mosquito net.
- Specially designed dual-density mattresses and all other camping equipment are supplied.
- All accommodation is shared between same gender members of the tour group unless you booked a solo room supplement.
- Most meals are prepared by your adventure crew with some own expense meals along the way to give you the opportunity to try local restaurants.
- Meals prepared by your adventure crew could make provision for dietary requirements such as gluten free, lactose intolerant, vegan, vegetarian etc.
- Please note that most restaurants and hotels do not have a wide selection of vegan and vegetarian choices.
- Unfortunately, we cannot guarantee Halaal or Kosher meals during the tour.
- Please note that the food budget is designed to cater for the entire group. Therefore, we will not be able meet extravagant/exotic meal requests.

## How do I secure my booking and make payment?

- To secure a booking, we must receive a deposit payment of at least 15% of the total tour price, per person, (or full payment, if booking within 30 days of the start date of your tour or at an earlier stage for some tours).
- At the time of booking, we require your personal details to enable us to make the necessary booking arrangements for your adventure i.e. Name, Surname, Passport Number etc.
- A higher deposit will be payable if any supplier(s) requires additional payment at the time of booking / prior to balance due date.
- On occasions - and if required - full payment for a service such as internal flights or discount specials may be required at the time of booking. The required amount will be confirmed at the time of booking.

- All clients (including anyone who is added or substituted later), whether booking in person, by telephone, via our website, by e-mail or facsimile or by any other means, will be deemed to have agreed to our terms and conditions.
- All money due to confirm a booking must be received by us not later than 30 days before the start of your tour. For certain tours, full payment must be received sooner.
- We will inform you in writing when final payment is required. If full payment has not been received by the due date, we reserve the right to treat your booking as cancelled and cancellation charges may apply.
- You can pay by direct bank transfer, PayPal or credit card.
- Paygate and **website payments** are **free** of additional banking charges.
- Normal credit card processing fees will apply to all payments made to Africa4us by credit card. We reserve the right to increase this charge if the card issuer's charges to us increase. We will advise you if this happens before taking any payment by credit card.
- A 2.5% banking fee will be charged on all PayPal transactions.

#### How do you deal with booking changes?

- A confirmed booking can be changed or transferred once to a different departure date or tour 60 days prior to departure. Thereafter all changes will be treated as cancellations and be subject to cancellation charges as set out below.
- You cannot rebook your original departure once it has been transferred or cancelled.
- You can request a credit voucher for the amount paid in respect of any cancelled booking, less all non-refundable charges incurred by us or imposed on our suppliers.
- This voucher must be redeemed within 12 months of date issued, against a new booking. No further credit vouchers can be requested against a new booking.
- The voucher cannot be exchanged for cash.
- No cash refund will be provided if the new booking is less than the value of the voucher.
- If you are unable to travel, due to circumstances which we consider reasonable, you will be refunded all money paid - minus costs we have incurred on your behalf.

#### What is your booking cancellation policy?

- Should you cancel your booking, cancellation charges will be imposed.
- Cancellation charges are calculated as a percentage of the total tour price per person cancelling excluding any amendment charges and insurance premiums.
- These charges are calculated from the day a written notification is received.
- Amendment charges are not refundable if you cancel your booking.
- Depending on the reason for the cancellation, you may be able to reclaim the cancellation charges (less any applicable excess) under the terms of your insurance policy.
- Cancellation charges more than the amount already paid to us by the time of cancellation apply only to the booking at that time and cannot be transferred or added on to as a part payment for another booking.
- We reserve the right to waive cancellation fees in case of family emergencies. We should be notified immediately if this is the case by telephone as well as in writing.
- Travel insurance is compulsory if you travel with us. We strongly advise comprehensive insurance that will cover you for a cancellation.

#### What are your cancellation charges?

- a) 30 days and more before tour start date: 5% of tour price
- b) 8-29 days before tour start date: 50% of tour price
- c) Less than 7 days before tour start date: 100% of tour price
- All tours are subject to a minimum booking of 5 passengers per tour.

- If the minimum booking is not obtained, Africa4us reserves the right to cancel the tour and refund the tour price to the client, in which event the client shall have no claim for any damages against Africa4us. We will contact you well in advance to notify you if this would be applicable to your tour and discuss any alternatives with you.

#### **Terms and Conditions.**

- The contract is between Africa4us 'The company' and yourself 'You'. 'You' refer to any person intending to participate in one of our tours.
- Both parties agree that South African Law (and no other) applies to this contract and any disputes that might arise between the parties.
- Both parties agree that any disputes, claims or any other matter (whether involving or not any personal injury) will be dealt with by the South African court.
- Only the director of this company has authority to vary or omit any of these terms.
- Discount or a refund will only be binding on us if confirmed in writing.
- Please view our website or follow this link to our extended terms and conditions.

#### **What is an itinerary disclaimer?**

- It is our intention to adhere to the route as published on our website and in brochures.
- Flexibility in the itineraries allow for necessary changes due to unforeseen circumstances.
- The detailed itinerary document is a general guide for the tour and regions and any mentioning of specific destinations, wildlife or activities cannot be guaranteed to be visited or encountered.
- Travel times are approximate and subject to change due to local circumstances.

#### **What are your travel insurance requirements?**

- Medical insurance is mandatory for all our tours. Your tour leader will ask for proof of medical insurance before you depart. We suggest a minimum of US\$200,000 coverage in case of medical emergencies.
- We strongly recommend travel insurance that covers cancellation, flight delays and loss of luggage and personal effects etc.

#### **What if my flight is delayed or I run into other arrival complications?**

- If you miss the departure of the tour, please contact our emergency numbers immediately. We will assist you with logistics on how to catch up with your tour. Please be advised, any extra travel cost outside of the scheduled tour, will be for your own expense. Please make sure to keep track of all costs (keeping all receipts) to enable you to claim back all expenses from your travel insurance.

#### **Will Africa4us compensate me for any medical expenses, loss of property while on tour or missing part of the itinerary etc?**

- Please ensure that your mandatory travel and medical insurance is sufficient to cover your losses in any emergencies, medical or other, missed flights etc. Africa4us will not be liable for any such losses or compensate for any related expenses.

#### **Right to sub-contract**

- Africa4us reserves the right to sub-contract, in case of an emergency or by its choice, and when this right is exercised, the substitute vehicle will, as far as circumstances permit, compare equally with Africa4us' own vehicle in comfort and reliability.

### How do I contact Africa4us in an emergency?

- Please contact the 24-hour emergency line at +27 (0) 21 200 5767 or +27 (0) 82 556 4562. You can also leave this number with your relatives at home. If they cannot get hold of you in a family emergency while you are on tour, then we will pass a message to your adventure crew. If for any reason, you do not receive an immediate answer, please leave a detailed message, and contact information, so that we can return your call and assist you as soon as possible.

### What is your policy on illegal behaviour or behaviour compromising the safety or well-being of the group?

- It is in the best interest of all our travellers that we maintain a strict policy of zero tolerance with regards to illegal and or disrespectful behaviour. This includes but is not limited to the use of illegal substances, prostitution, theft, physical or verbal abuse etc.
- Disrespectful behaviour towards other group members, your adventure crew, border officials, accommodation personnel, service providers and the public in general, will not be tolerated.
- Endangering the group or compromising the group experience will not be tolerated, examples are but are not limited to:
  - Not adhering to safety regulations during game drives and game walks.
  - Not adhering to park rules, and country laws.
  - Cultural insensitivity, racism, sexism, ageism, inappropriate jokes towards religion or sexual orientation etc.
- We do not want to put a damper on the joking around and lightheartedness of a tour, but it must not be at the cost of offending or hurt people's feelings.
- We expect all group members to respect and adhere to the departure times and time guidelines communicated by the tour leader. Failure to do so will result in the whole group having to wait for one person and possibly result in missing out on activities or having less time at a great destination.
- Our tour leaders have the authority to address any of the above issues and to take the necessary action in consultation with Africa4us, even if it means to ask a group member to leave the trip to ensure the safety and enjoyment of the trip for the rest of the group.
  - All expenses resulting in this removal will be for the travellers own expense including but not limited to changes in flights, transport costs, accommodation costs, food etc.

### Do you include airport transfers? How does that work?

- Your **arrival** airport transfer is included in the tour price:
  - **Joining Instructions:**

When you arrive at the airport, you will make your way to the joining hotel. As an added service to our travellers, your arrival airport transfer is included. Walk out of the international arrivals area and look for a transfer person holding an Africa4us sign and your name. Ask him/her what hotel he/she will take you to (do not volunteer this information). Then present your passport for proof of identity.

The tour departs in the morning of day 2. A brief departure meeting will be held in the hotel reception area in evening on day 1 of your tour at 6 PM. 18.00 Upon arrival, the reception will let you know where the meeting will take place. provide information from your Tour Leader regarding the meeting place and time.

**NB:** We need to receive your arrival flight details not later than four weeks prior to the start date of your tour. Please e-mail to: [flights@africa4us.com](mailto:flights@africa4us.com). Please make sure that you receive your travel voucher confirming the transfer. The transfer is non-refundable

if not used. *Depending on your nationality you might need a multiple entry visa for South Africa.*

- If you have not met our representative within 30 minutes of clearing customs and immigration, please call the 24-hour emergency number at +27 (0) 82 556 4562.

#### **How fit and healthy do I need to be for your trips?**

- Our tours are of an adventurous nature and some activities could require a person to be actively involved, so we require all participants to be "young at heart", in good health and have a flexible outlook on problem-solving and participation in a group setting.
- You need to be fit enough to take your own luggage in and out of the vehicle and carry it to and from your tent/room.
- You need to be able to travel long distances on some days.
- You must be able to get in and out of an overland safari vehicle with ease and un-assisted.
- Please note that not all accommodation is suitable for differently abled persons and there might be uneven terrain to get to and from your tent/room/bathroom facilities.
- Some of the included activities require a certain degree of fitness and good health. There is enough freedom of choice in optional activities to suit your personal fitness levels.
- Please note that you will be sleeping on a mattress on the ground inside your tent.

#### **Do I have to be of a certain age to join a tour?**

- For the best tour experience for all, please keep in mind that your trip might include travellers of all ages.
- You need to be 18 years old on the departure date of the trip. If you want to travel together as a family with children, you can contact us to provide a tailor-made trip designed for your needs. There is no "maximum" age limit on our trips but please keep in mind that relative fitness and mobility is required to keep up. Please see *Can I join your tours if I have a medical condition or if I am differently abled?*
- Detailed information is provided about the style of each tour and the itineraries, therefore different travellers booking the same tour will generally share the same interests, irrespective of age or abilities.

#### **Can I join your tours if I have a medical condition or if I am differently abled?**

- If you have a medical or psychological condition e.g. heart condition, high blood pressure, diabetes, allergies, bipolar, epilepsy, life threatening allergies or any other serious medical condition or if you need to take chronic medication, please notify us in advance and provide a letter from your medical practitioner confirming that you are fit to travel.
- Please note that our tours sometimes go through remote areas that are far from medical help. It is, therefore, important that your condition can be controlled with self-medication.
- Please make sure to bring along all necessary medication as you might not always have access to medical facilities.
- It is advisable to take out extra medical insurance for your pre-existing medical condition to make sure you are covered for an emergency medical evacuation.
- Please note that our vehicles and most accommodation establishments are not wheelchair friendly.
- Although our vehicles are equipped with fridges we are not able to guarantee a constant temperature for diabetes medication.
- Some road conditions are poor which might result in an uncomfortable, bumpy ride which is not suitable for travellers with chronic back problems.

- Although your adventure crew will aim to give every traveller as much personal attention as possible, the well-being of the whole group remains important. The adventure crew will therefore not be able to provide constant attention to a specific person only and you should be able to complete the day's activities unaided.

#### **What about solo travellers?**

- There is no mandatory single supplement charge for single travellers, however, for guaranteed single-occupancy tents or rooms a solo-room supplement is payable.
- Solo travellers who choose not to pay a solo-room supplement will be paired in twin accommodation with another traveler of the same gender.

#### **Are meals included and do you cater for special dietary requirements?**

- Our tours are known to stir quite an appetite far more than extraordinary sights. There is no doubt that plenty of travelling and activity will increase your cravings for delicious food. As an Africa4us Adventure Traveller, your taste buds will enjoy a variety of meals prepared from local fresh produce.
- Most breakfasts, lunches and dinners are included and prepared by your adventure crew with some own expense meals along the way to give you the opportunity to try local restaurants.
- Fresh products such as meat, fruit, vegetables, and dairy are bought during the trip from supermarkets, local shops and markets.
- Breakfasts generally consist of bread and cereal. If time allows, a warm breakfast may be prepared. Lunches provided en route are light meals such as sandwiches and/or salads. Tasty and filling dinners are freshly cooked on open fire or gas.
- Meals prepared by your adventure crew could make provision for dietary requirements such as gluten free, lactose intolerant, vegan, vegetarian etc.
- Please note that most restaurants and hotels do not have a wide selection of vegan and vegetarian choices.
- Unfortunately, we cannot guarantee Halaal or Kosher meals during the tour.
- Please note that the food budget is designed to cater for the entire group. Therefore, we will not be able meet extravagant/exotic meal requests.
- Coffee and tea will be provided in the mornings and evenings, but all other drinks are for your own expense.

#### **What are the campsites like?**

- Campsite facilities are generally good but can be very basic in more remote areas.
- There are generally small restaurants and/or bars, hand wash laundry facilities, swimming pools, electricity and occasional Wi-Fi.
- All camps have flush toilets and showers. There are some exceptions where facilities might be more rustic.
- Hot water is available at most sites, but it is not guaranteed depending on the number of guests at the campsite at that time.

#### **Equipment includes:**

- **2-Person dome tents** - these are good quality, durable, industry-standard safari canvas tents. Most adults will not be able to fully stand up inside the tents, though most travellers find these more than adequate, as they have a base area of approximately 4 square meters. All tents have built-in mesh insect netting on the windows and doors.
- **Camping mattresses** - another first for our industry, we provide oversized camping mattresses and you get to choose between the super-duper memory foam side or a firmer high-rebound sponge side. These are comfortable and approximately 10cm thick.
- **Portable camp chairs** - with a comfortable backrest.

- **Cooking equipment** - to provide the group with good quality camp meals.

#### All vehicle features:

- View all vehicle features on our fleet page ([Link](#))

#### What should I pack?

- Pack light, as you will need to carry your own luggage and load it on and off the vehicle. Please bring soft luggage such as duffel bag or a backpack, hard-top cases are not recommended.
- Your luggage is limited to **one backpack** and **one day pack** weighing no more than 23kg. Most travellers make the mistake of bringing too many clothes on tour.
- Personal and valuable items should be carried in a daypack.
- When packing, please keep in mind that areas Southern Africa can be extremely cold in winter and extremely hot in summer. (South Africa, Namibia, Botswana, Zimbabwe, Lesotho, Swaziland).

Spring:           September to November

Summer:         December to February

Autumn:         March to May

Winter:          June to August

#### Suggested checklist:

- Fleece top
- Windproof/waterproof jacket
- Small beach towel or sarong and swimwear
- Bath towel
- At least one long-sleeved shirt to protect against sun and mosquitos
- At least one pair of long trousers to protect against sun and mosquitos
- T-shirts
- Shorts
- Sun hat or cap
- Hiking pants/track pants
- Sandals
- Hiking boots/sturdy walking shoes
- A set of smart casual clothes for restaurant evenings is also advisable
- Sunblock
- Sunglasses
- Toiletries
- The climate in Africa might be harsher to your skin than what you are used to, so plenty of your favourite brand of moisturizer.
- Flashlight (with extra batteries)
- Money belt
- Personal entertainment
- Binoculars
- Camera and enough memory cards and batteries - you will have access to a USB charging socket and 220/240Volt AC plugs at night.
- First-aid kit: Lip balm/salve, pain killers, adhesive bandages and gauze for small cuts, anti-histamine, anti-diarrheal products for mild cases of diarrhoea, eye drops, rehydration powder, insect repellent, antibacterial cream, disinfectant, extra prescription drugs you may need. We have a first aid kit on board but unfortunately by law, we cannot give any medication.

#### Will I have access to laundry facilities?

- Laundry can be done at some hotels and lodges.
- Most campsites have facilities to do hand washing.

#### **How do the optional activities work?**

- Every tour is designed to capture the best of the area and give you the most exhilarating experience.
- During each tour, there may be times where you would like to venture off on your own and explore at your leisure or do some activities not included in the trip.
- Your adventure crew will inform and advise you on optional activities and excursions available on your tour.
- These activities do not form part of your pre-booked travel arrangements with us.
- We are not involved or have any supervision or control over any of the optional activities.
- These activities are provided by local operators and are entirely independent of us. We can, therefore, not ensure that they have public liability insurance in place.
- None of these operators, form part of the contract between you and Africa4us, we merely make suggestions for credible and reputable operators for activities and excursions.
- Should your adventure crew collect payment for or otherwise assists in making reservations for activities, he/she solely acts as a booking agent for the operator. You will have a contract with the operator and not with Africa4us. The local operator/provider's terms and conditions will apply.
- Africa4us cannot accept any liability on any basis in relation to such activities or excursions. We also cannot guarantee that any optional activities and excursions as by time of publishing our brochure or website will be available at the time of your tour. Rates are also just an indication and may vary. We will not be held liable for whatever reason if the activity does not operate as advertised.

#### **Drone Laws**

Africa4us do not allow any drones on our tours due to the different drone laws for different countries and the respect for privacy. Africa4us and their staff will not accept responsibility and cannot be held liable should you be fined, legally prosecuted or your drone confiscated due to not adhering to our rules.

#### **Do I need inoculations to visit Africa?**

- Some countries we visit may require inoculations. It is your responsibility to consult with your travel doctor or clinic for up to date medical travel information well before departure.
- Yellow Fever Certificate: It is compulsory to show a valid Yellow Fever Certificate if you are travelling to Southern Africa from a Yellow Fever endemic country.
- If other countries not endemic to Yellow Fever are visited (such as Botswana and Namibia), after visiting endemic countries, then a Yellow Fever certificate will still be required on entry into Southern African countries.
- We recommend you contact your family physician, or your local travel clinic for the most up-to-date health information at least one month before departure.
- Some tours enter malaria areas, and it is your responsibility to ensure you contact a medical professional well in advance of travel to obtain the recommended prophylactics.

#### **What documents do I need for travelling to Africa?**

We recommend storing electronic copies of all your travel documents in a secure online storage place such as Dropbox.



- Passport (with photocopies) Citizens from all countries require a valid passport (with minimum 6 months' validity and at least two clean pages).
- Travel insurance (with photocopies).
- Medical insurance (with photocopies).
- Airline tickets (with photocopies).
- Credit or debit card (Visa cards are recommended).
- Africa4us vouchers, pre-departure information and dossier.
- Any entry visas or vaccination certificates needed.
- Yellow Fever Certificate as mentioned in "Do I need inoculations to visit Africa?".
- Sufficient funds.
- A return or onward ticket.

### **What visas might I need?**

- Contact your local embassy or consulate for the most up-to-date visa requirements. Most countries also have websites where these specific requirements can be found.
- It is your responsibility to ensure that you have the correct travel documentation.
- Visa requirements for your trip could vary depending on where you are from and in some cases where you have been prior to visiting us.
- The following information is a rough guideline. While we provide the following information in good faith, it is vital that you inform yourself and be sure to comply with all entry requirements for all countries visited on tour.
- Information provided is based on the following assumptions:
  - Valid for Non-South African passport holders
  - The requirements are based on tourist and not business applications
  - You have the necessary funds/tickets/paperwork in place
  - The travellers' passport should remain valid for a period of 6 months after the travellers' departure.

Some visas can be obtained on arrival, (this is applicable to most nationalities travelling to Zambia and Zimbabwe (although there are exceptions, please double check before departure) and these can only be paid for in US\$ cash at the point of entry. It is possible to apply for an e-visa for Zambia and Zimbabwe as well, but visas are still issued at the point of entry. Visas for South Africa, Swaziland, Lesotho, Namibia, and Botswana can only be obtained at an embassy or consulate prior to arrival.

## **Money**

### **What should my personal budget be for the tour?**

- We all have different spending habits, please take that into consideration when planning and budgeting your trip.
- There are many opportunities on all the tours to buy souvenirs – you might want to spoil yourself with some unique memorabilia.
- Drinking water is not included in the tour so you will need to budget for water. Water is drinkable from taps in South Africa and Namibia but for other countries, it is recommended to buy bottled water. A litre of water costs about 1 USD in most countries.
- You might become peckish on the long driving days and there will be plenty opportunity to stock up on local snacks.
- On our accommodated tours you will be responsible for your own lunches (budget US\$10 to US\$15 depending on whether you buy a take-away or opt for a sit-down lunch. When visiting Zimbabwe, budget US\$15 to US\$20 per lunch).
- Cash withdrawal facilities in Zimbabwe are very unreliable. Please ensure you have enough USD cash for your stay. USD notes need to be younger than 2009.

- Most dinners are included and will be served by your overnight host or by your adventure crew with some own expense meals along the way - to give you the opportunity to experience the local cuisine (local is lekker). Budget about US\$20 to US\$30 for own expense dinners.
- Many activities are included in your tour price. There are numerous opportunities to do optional activities that suit your personality and lifestyle – anything from cultural experiences to sky-diving. You will be able to pay with credit card at most of the big activity suppliers but keep in mind that some might add a small percentage surcharge.
- Activity guides such as the polers in the Okavango Delta, game drive guides etc. will be grateful for a tip as a token of your appreciation. Tipping and the amounts remain a personal choice and you will be under no pressure at all to tip but your adventure crew will advise the group accordingly.
- In restaurants, the recommended percentage to tip is 10% of your meal price.
- Most African countries offer an E-visa facility but if you plan to buy visas at the port of entry (only possible at Zimbabwe) then you need to budget for this. For most nationalities, the fees are US\$50 for Zimbabwe varies from US\$30 to US\$80. These visas can ONLY be paid in USD. No local or any other currency will be accepted.
- It is best to stock up on cash on arrival at the airport. ATM's are mostly accessible for easy cash withdrawals, but there might be times when we enter rural areas with no facilities or there might be incredibly long queues on pay days. Your adventure crew will advise accordingly.
- Consider taking more money rather than less, as you do not want to spoil your trip by constantly feeling short of funds. Emergencies are rare, but it is still a good idea to have an emergency fund available, kept separate from the rest of your funds. We suggest a minimum of \$150 USD.
- Have an extra bank card available and keep it separate from your other cards for emergencies.

#### **How should I keep my money safe?**

- On the **Premium Camping Adventure Tour**, you have access to a communal safe. It is, however, your responsibility to keep your money safe at all time. Africa4us will not be held liable for any loss.
- For your own safety, keep your money and valuable documents in a money belt around your waist or around your neck, underneath your clothing. Leave your valuable jewellery at home.

#### **How would I be able to make payments on tour?**

- A combination of foreign currency and debit/credit cards for cash withdrawals is best.
- Please do not bring Traveller cheques to Africa, as they are not readily accepted.
- Visa/Plus/Maestro/chip debit cards are accepted by most places, while MasterCard/Cirrus cards might not work everywhere.
- We highly recommend that if you hold a MasterCard, you obtain a prepaid Visa Travel Card prior to departure and travel with both. This could also be useful should something unforeseen happen to one of your cards during your travels. Your adventure crew will advise you on payment options.

#### **What currency is accepted?**

- All countries have their own currency that can be obtained locally by foreign exchange or ATM withdrawals if available, except for Zimbabwe which trade only in USD.
- Your adventure crew will inform you where you can exchange money throughout the tour. Occasional power outages are common all over Africa, so you might not be able to withdraw cash at ATM's along the way and it is best to withdraw money at the main centres or airports.
- The easiest foreign currency to exchange for any of the local currencies is the US Dollar, British Pound and Euro. Please note that US notes should not be older than the year 2009 and should not have any markings on it. A mix of big and small notes will work well. To exchange money, you get a better rate for bigger notes but if you want to buy something small and pay in a

foreign currency then smaller notes will work best as change might not be always available. Currency exchange rates fluctuate daily so it is best to follow websites, such as [www.oanda.com](http://www.oanda.com) for current exchange rates.

- Please note that only local currency is accepted in local super markets and restaurants etc.
- Foreign currencies can be used to pay for most activities and can be used at local street markets.
- If you plan to buy your visas at borders, you will need to have cash in US Dollars.
  
- Currencies for different countries:
  - Botswana: Pula (BWP)
  - Lesotho: Lesotho Loti (LSL). *South African Rand is accepted.*
  - Namibia: Namibian Dollar (NAD). *Equivalent to the South African Rand*
  - South Africa: South African Rand (ZAR). *Accepted in Namibia.*
  - eSwatini (Swaziland): Lilangeni (SZL) *South African Rand is accepted.*
  - Zimbabwe: US Dollar (USD).

#### **Do I need to tip?**

- Tipping is an expected and common practice all over Africa, but it remains a personal choice to tip or not.
- Tipping remains a way of expressing your appreciation to the people who assisted you on tour, including your adventure crew.
- When tipping, we suggest that the whole group plan together on how and when tips will be handed over. To ensure anonymity all tips can be placed in an envelope and handed to the specific person as a gift. This method allows for a friendly and appreciative interaction between the group and adventure crew or local guides. We suggest tipping US\$3-5 per person per crew member or local guide per day.
- The accepted guideline for tipping waiters is 10 % of the total value of your meal.

### **Health, Safety and Security**

#### **Is Africa safe?**

- All countries have their own travel advisories and provide regular and updated information on foreign destinations.
- Check your government's advisories for their latest travel information before departure.
- Sometimes unforeseen situations develop which might compromise the safety of the group. If deemed necessary, routes will be altered to ensure your safety. Your adventure crew has the authority to amend or cancel any part of the tour itinerary if deemed necessary, for your personal safety.
- Most cities visited are safe during the day, but we do not recommend wandering alone at night. When going out, make sure that you are in small groups and take taxis to and from restaurants at night.

#### **How do I know I will be safe?**

- Your safety is our priority. Our itineraries are designed with your safety and well-being in mind.
- Your tour leader and driver know the countries visited and will advise on potential dangers and the safety precautions to be taken.
- From experience, the safest possible way to travel Africa is together in a group, under the responsible leadership of your adventure crew. This also applies to national parks and other areas where wildlife roam. However, it is your responsibility to exercise common sense and caution at all time.

- For your own safety, keep your money and valuable documents in a money belt around your waist or around your neck, underneath your clothing. Leave your valuable jewellery at home.
- On the **Premium Camping Adventure Tour**, you have access to a communal safe. It is, however, your responsibility to keep your money safe at all time. Africa4us will not be held liable for any loss.

#### **Passenger luggage and personal effects**

- Baggage and personal belongings are carried entirely at owner's risk. Africa4us will not be liable for any loss or damage arising from delay, sickness, injury, and death to any passenger, or of their luggage or personal belongings, in any manner, whatsoever.
- Under no circumstances may passengers carry with them on the coach or trailer attached thereto, weapons, explosives or items which are, in the sole opinion of Africa4us, its employees or officials, dangerous or hazardous, or of such nature as is likely to cause offence or injury to other passengers or damage to their property.

#### **What other health hazards should I be aware of?**

##### **Insects**

- Africa has its share of insects. Mosquitos are more commonly found in areas with a high rainfall.
- Some precautions to take against insect bites:
  - Wear protective clothing, long sleeve shirts and trousers at night.
  - Wear natural colours, khaki or olive. Bright colours tend to attract insects.
  - Use insect repellents.
- Your adventure crew will advise about any other precautions that you need to take.

##### **Sun**

- Africa is the continent of the sun. Throughout the year, it is advisable to use sunscreen and a hat when outdoors.

##### **Hydration**

- Drink water! It is important to stay hydrated, especially in extreme heat. You will be advised if water quality is not for human consumption. If it comes out of a tap, it is not necessarily safe.
- Bottled water is readily available.

##### **Diarrhoea**

- It is normal for people travelling overseas to get an upset stomach due to a change of climate and food. This usually pass after a few days after you have acclimatized.

#### **How can I share feedback after my trip?**

- Your feedback is extremely important to us! We work hard to ensure that your experience in Africa is enjoyable, safe, and hassle-free so please let us know if there is anything we can or could do to make the experience even better.
- If you have any concerns during your tour please inform your adventure crew immediately, and if for whatever reason you feel the situation was not resolved, please contact our office directly.
- After your tour, a link will be emailed to you to enable you to complete an online post-tour Survey. Alternatively, you are welcome to write a review on TripAdvisor.