



TOUR BRIEFING & FINAL INSTRUCTIONS

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SUNWAY SAFARIS

1. INTRODUCTION

Please read this document before your tour departs as it contains important information pertaining to your safari. This document is designed to give you an idea of what to expect on tour and what is expected of you, a Sunway client, and also an idea on how you can prepare before your tour starts.

This dossier is thorough, although it is not exhaustive. The information that it includes is given in good faith and we have tried to cover all possible queries that may arise before the tour starts and what to expect while travelling with Sunway Safaris through Southern Africa. If you have any other questions please don't hesitate to ask your tour leader, contact our office or your travel agent.

2. PRE-TOUR INFORMATION

2.1 Vouchers: Before you leave from your country of origin, please read your tour voucher carefully and make sure that all details are correct. All of the information that we have received regarding you will be on the voucher. If you do notice a wrong time, date or flight detail, please let us know so that we can make sure that we have the correct details.

2.2 Airport Transfers & Hotels: Sunway Safaris offers an airport transfer service from the airport to your hotel.

We advise you to stay in the hotel from which the tour departs (see the list below for details). Staying at the hotel of departure not only saves you the hassle of getting to the departure point on time, but also means that a final briefing can be given to the whole group at the same time, and we can get on the road as soon as possible.

Please contact us on email (sunway@icon.co.za) or phone (+27 11 465 4905) to arrange any pre-tour accommodation that you require, as well as airport transfers.

2.3 Day Tours: If you arrive in Johannesburg and have time to spare, Sunway Safaris can arrange a day tour to SOWETO.

The half-day tours are safe and informative and relatively inexpensive. The day tours can be arranged by your transfer guide or through Sunway's office on your arrival in Johannesburg.

We advise you not to visit the centre of Johannesburg on your own as it is not a safe area and criminals/muggers target tourist attractions.

2.4 Local Payments: Should your tour require a local payment, please pay it at the start of the tour to your guide in the required currency of either ZAR or US\$ bank notes IN CASH. It is important that your USD notes are clean and undamaged, as many banks and exchange bureaus will not accept dirty, damaged or torn notes. Pre-2013 issue US\$ notes are not accepted in some places, so Sunway cannot accept these notes as local payment. Sunway reserves the right to refuse USD notes that do not meet the above requirements. We regret that we cannot credit cards.

The payment covers a portion of the operational costs, which are paid in cash locally including entrance and park fees. This ensures that local communities benefit directly from the fees.

2.5 Departure Points: Unless special arrangements have been made the following will be departure points:

CAPE TOWN

City Lodge V&A
Dock Rd &, Alfred St, Victoria &
Alfred Waterfront, Cape Town
+27 (0)21 419 9450

JOHANNESBURG

Road Lodge Rivonia
Cnr. Rivonia Rd & 10th Ave,
Rivonia, Sandton
+27 (0)11 803 5220

LIVINGSTONE

Victoria Falls Waterfront Lodge
Mosi o Tunya Rd,
Livingstone, Zambia
+260 213 320 606/7/8

MAUN camping

Audi Campsite
Matlapana Road, Maun
+267 75 323 065

MAUN accommodated

Island Safari Lodge
Matlapana Road, Maun
+267 686 0300

Departure Points Classic Journeys

WINDHOEK Classic

Utopia Boutique Guesthouse
66 Barella St, Windhoek
+264 85 588 7704

MAUN Classic

Sedia Hotel
Sir Seretse Khama Road, Maun
+267 73 41 7978

VICTORIA FALLS Classic

Phezulu Guest House
557 Mopane St
Victoria Falls
+263 83 284 1376

2.6 Passports and Visa Requirements: All travelers will require a valid passport and sufficient blank pages for any visas required and for the entry/exit border stamps. Generally 1 blank page per country to be visited. Please check that your passport is valid for 6 months after the end of your safari. If you are in possession of two passports, please ensure that you use the same passport for the duration of your tour.

Important: Participants must have a return ticket to their country of origin, and/or sufficient money to buy a ticket with them on safari. This is to comply with certain entry regulations.

2.7 Departure Briefing: At the time of departure there will be a short meeting to discuss final tour arrangements and inform you about the day's activities. Please bring us your tour vouchers and insurance policy. You will also be asked to fill out our indemnity form, which must be handed to a Sunway Safaris representative. This is also an ideal time to bring up anything that you are not sure of or that we should be aware of i.e. allergies, medical conditions etc.

2.8 Indemnity: All passengers travelling with Sunway Safaris are required to sign an indemnity form before joining the tour. These forms will be handed out and collected by the Sunway Safaris representative on the morning of departure.

2.9 Visas: It is the sole responsibility of the client to ensure that they have the required visas to visit the countries as per the itinerary. Please also be aware that certain itineraries

require double entry visas, please take note of this when applying for visas.

Please note: Mozambique for those nationalities that are required to have a visa, then that needs to be arranged in advance. Please contact your Mozambique consulate or embassy in your country of origin before travel. (Note: in our experience, even for passports where a visa must be obtained in advance, we have found that the land borders do issue visas on entry, at normal fee, but this can take some time).

9Jun23 – Mozambique has introduced an [e-visa online](#) application system. ALL nationalities will need to

	South Africa	Zimbabwe	Zambia	Malawi	Mozambique	Namibia	Botswana
Australia	No	Border	No	No	Yes	Border/ eVisa	No
United Kingdom	No	Border	No	No	No	Border/ eVisa	No
Canada	No	Border	No	No	No	Border/ eVisa	No
Denmark	No	Border	No	Border	No	Border/ eVisa	No
EU	No	Border	No	No	No	Border/ eVisa	No
Ireland	No	Border	No	No	No	Border/ eVisa	No
Israel	No	Border	Border	No	No	Border/ eVisa	No
New Zealand	No	Border	No	No	Yes	Border/ eVisa	No
South Africa	-	No	No	No	No	No	No
Swiss	No	Border	Border	Border	No	Border/ eVisa	No
U.S.A	No	Border	No	No	No	Border/ eVisa	No
Approx Cost	N/A	US\$30-75	US\$25 sgl	US\$50-70	US\$ 100	US\$80-90	US\$0-15

BORDER = VISAS OBTAINABLE AT BORDER

YES = VISAS MUST BE OBTAINED BEFORE DEPARTURE

NO = NO VISA REQUIRED

Visa advice is given only as a **guideline**, please refer to your travel agent, visa service or local embassies for up to date advice. If you are unsure about your visa and passport requirements, please do not hesitate to contact our office.

You should be aware that most visas are only valid for a limited period of time from the date of issue. If you are applying for your visa a long way in advance of your planned entry into the country, make sure that the visa will still be valid on the date of your arrival and for the duration of your visit. A large number of travellers have found it beneficial to use a specialist 'Visa Service'.

Check your visa as soon as it has been issued – it is your responsibility to ensure that your visas are correct. Likewise if you applied for a multiple entry visa, check to make sure one was issued. Be aware that possession of a visa does not guarantee you entry into a country. The final decision on whether or not you may enter a country rests with the immigration official to whom you present your passport on arrival. New Zealand passport holders are now required to obtain a visa from the SA high commission in Wellington.

2.9.1 Zimbabwe & Zambia UniVisa The re-launched KAZA UNIVISA will be available to nationals from countries that are eligible to receive a visa at port of entry. This is the majority of countries on the Category B List. The visa will be valid for 30 days as long as you remain within Zimbabwe & Zambia. It is also valid for day trips to Botswana crossing over the Kazangula borders. It will not be valid if you overnight in Botswana.

The visa costs US\$50 (cash only) and would be obtained from these borders:

register on this system to get a "border permit". This will speed up the border crossing process, but you will need to pay processing fee/tax at the border of +/-EUR10 per passport. However, this system is still new (June 2024), and clients are crossing the land borders, getting visas if required, and paying the processing fee/tax at the land borders.

We urge you to allow at least 3 months to apply for all of your visas. We recommend that you use a visa service or your local travel agent for assistance, as applying for visas can take a lot of time and effort.

Zimbabwe: Victoria Falls airport, Victoria Falls land border, Kazangula land border (border with Botswana) and Harare airport.

Zambia: Harry Mwaanga Airport (Livingstone), Victoria Falls land Border, Kazangula land Border (border with Botswana), Kenneth Kaunda Airport (Lusaka).

Please note: Sometimes the UNIVISA is not available at the port of entry in which case you will need the standard visa's for Zambia and Zimbabwe.

2.9.2 Travelling with children (under 18)

To Botswana with one or both parents, minors require a valid passport, valid visa (if required), unabridged birth certificate containing the particulars of a minor and those of his or her parents. And a letter of consent from the other parent should the minor be travelling with one parent. For more information [visit this page from the Botswana Embassy](#).

To South Africa: the South African Department of Home Affairs [revised requirements in November 2019](#) specify that all foreign visa exempt minors (children under 18 years) only require a valid passport when travelling to South Africa. Additional supporting documents may be required should they fall in a specific category. Customers are urged to obtain more information prior to travel. The South African Department of Home Affairs have confirmed that no supporting documents will be required by people in direct transit through a South African International Airport.

There are additional requirements if the child is travelling on a South African passport, unaccompanied or is in alternative care i.e. a foster child. [See this information sheet from the South African Department of Home Affairs](#) for these details. Contact the South African High Commission if you have any specific questions about your trip.

If you're travelling with copies of documents, make sure you get them certified. The South African Department of Home Affairs is not accepting photocopies of birth certificates or passports.

2.10 Border Entry & Exit Points:

South Africa (SAA17 and JJa14)

Johannesburg entry > South Africa out at Jeppes Reef / Matsamo into Swaziland > Swaziland out at Lavumisa / Gollela into South Africa > Cape Town or Johannesburg exit

Zambia, Malawi & Mozambique (LM22)

Livingstone entry> Zambia into Malawi at Chipata > Malawi into Mozambique at Zobue / Tete > Mozambique into South Africa at Giryondo> South Africa > exit Johannesburg.

Zambia & Malawi (ZMa16)

Lusaka entry> Zambia into Malawi at Chipata > Lilongwe exit

Mozambique & Zululand (MOa14)

Johannesburg entry > South Africa out at Kosi Bay / Mozambique in at Ponta do Ouro > Mozambique out at Giryondo > South Africa in at Giryondo > Johannesburg exit

Botswana (BT14)

Johannesburg entry > South Africa out at Groblersbrug / Martin's Drift into Botswana > Botswana out at Kazungula / Kazungula into Zambia > Livingstone (Zambia) exit

Botswana (BPac11 and BTa14)

Maun entry > Botswana out at Kazungula Road / Kazungula Road into Zimbabwe > Victoria Falls (Zimbabwe) exit

Cape to Victoria Falls (CV21 and CVa21)

Cape Town entry > South Africa out at Vioolsdrif / Noordoewer into Namibia > Namibia out at Buitepos / Mamuno into Botswana > Botswana out at Kazungula Road / Kazungula Road into Zimbabwe > Victoria Falls (Zimbabwe) exit

Zimbabwe & Botswana (ZB16 and ZBa16)

Johannesburg entry > South Africa out at Beit Bridge / Beit Bridge into Zimbabwe > Zimbabwe out at Kasangula / Kasangula into Botswana > Botswana out at Martin's Drift/ South Africa in Groblersbrug > Johannesburg exit

Namibia & Botswana (NB21 and NBa21)

Livingstone entry > Zambia out at Kazungula into Botswana > Botswana out Ngoma into Namibia > Namibia out at Buitepos / Mamuno into Botswana > Botswana out at Kasungula / Kasungula into Zambia > Livingstone exit (or Victoria Falls border for Zimbabwe exit)

Zimbabwe, Botswana & Namibia (BZac15)

Victoria Falls entry > Zimbabwe out at Plumtree / Ramokgwebana into Botswana > Botswana out at Shakawe / Muhembo into Namibia > Namibia out at Ngoma Bridge / Ngoma Bridge into Botswana > Botswana out at Kazungula Road / Kazungula Road into Zimbabwe > Victoria Falls (Zimbabwe) exit.

Namibia, Botswana & Zimbabwe (WVac15)

Windhoek entry > Namibia out at Mohembo Border to Botswana > Botswana Out at Mohembo Border to Namibia > Namibia out at Ngoma Bridge / Ngoma Bridge into Botswana > Botswana out at Kazungula Road / Kazungula Road into Zimbabwe > Victoria Falls (Zimbabwe) exit.

Always be courteous, polite and patient at the border posts or when dealing with police or local authorities. Being impatient or arrogant will only cause problems and delay your and the groups passage.

2.11 Age Policy: On all scheduled tours, we accept children 12-17 with accompanying adult. This minimum age limit policy means that all clients booked on scheduled tours can have accurate expectation of other participants on each tour. Sunway itineraries include some long days of travel and sometimes meals can be served at irregular times - we find that this kind of group travel is not always suited to younger children. Room allocations can also make family requirements impractical for scheduled group travel.

We may on occasion consider a family booking with a youngest child of 11, but this would be subject to confirmation from Sunway office prior to booking, and dependant on other clients already booked on that particular departure date.

For private groups, we can accept younger children. In these cases we will often adjust the itinerary, or included activities of the day, to make the tour more "manageable" for younger children.

If the clients are older than 65 years of age at time of travel, then we require a medical self-declaration stating the client is fit and healthy to join an adventure travel group tour.

This over 65, medical self-declaration is not so much a technical medical form to complete, but rather a simple letter from the client. The letter, when completed by the client, merely states that the client feels they are fit and healthy enough to undertake the tour. The intention of this requirement is to make sure the client is aware of the style of adventure tour that they will be joining. We find that we have many clients over 65 years of age, who are perfectly capable of enjoying every aspect of a Sunway tour, on classic, accommodated or camping grades.

3. WHAT TO BRING

3.1 The essentials: Remember to bring the originals and leave a photocopy of your passport, air tickets, vaccination certificate (if applicable) and travel insurance with someone at home.

Cash and/or travellers cheques – keep a note of the serial numbers of your cheques and also the emergency contact numbers and keep these details separate from the cheques themselves.

3.2 Luggage: Space in a safari vehicle is limited and we ask you to limit yourself in what you bring. Most people make the mistake of bringing too much in the way of clothing. Below is a guideline of what to bring:

- 1 bag not exceeding 12kg per person. Please use a soft sport type tog bag. Backpacks and hard suitcases are bulky and difficult to pack and therefore NOT recommended.
- 1 small day pack in which to store spare clothes, cameras and other personal effects.
- Under Canvas Safaris -Sleeping bag and pillow are only necessary for **camping safaris**. Should you not have your own you can rent a sleeping bag from Sunway Safaris for Euro1.00 per day if booked in advance. Please be aware that during our winter months (June – September) the nights can be very cold, and you will need a warm sleeping bag during those months.
- Accommodated Adventures & Classic Journeys - On the Accommodated Adventures & Classic Journeys, all bedding is provided, and you will not be required to bring a sleeping bag or pillow. At most accommodation establishments, towels will be

provided, but it is always a good idea to bring a small travel towel for the beach or swimming pool. If you are traveling on a tour that visits the Okavango Delta please make sure to bring a small towel with you as there are no towels supplied.

- If your tour includes a visit to the Okavango Delta Wilderness Camp, please note that only your day pack will be allowed for this portion of the trip. You will need to transfer clothes and personal items for two nights from your main luggage into your day pack, as space on the mokoros is limited.
- Money Pouch. A small body hugging flat money pouch to keep your money, passport and airline tickets out of sight.
- Camera, spare batteries and binoculars.
- Water bottle (minimum 1 litre).
- Torch / Flashlight and spare batteries.
- Note pad and pen.

Bring along comfortable, casual "wash and wear" clothes and remember that bright bold colours and white are not suitable for game viewing or bush wear as they attract insects and the attention of animals. Please do not bring camouflage or military style clothes as they can cause problems with local authorities.

Please note that you will be able to wash clothes several times on each of our tours and below is a "guide-line" list:

- 6 T-shirts
- 3 pairs of shorts
- 2 small towels rather than 1 large one
- 2 pairs of long casual trousers / jeans
- 1 light cotton dress / Sarong for the ladies
- Swimming costume
- Jersey & waterproof windbreaker
- Warm Jacket!! (This is very important during our winter months)
- Sun block, sunglasses and hat
- Socks and underwear
- A pair of walking/running shoes and a pair of sandals
- Insect repellent
- Personal toiletries (including biodegradable soap)

Please bring a set of casual evening wear for restaurant visits – please note that some hotels/restaurants do not allow T-shirts or jeans.

Please dress appropriately for border crossings, village and market visits – ie: no bare feet, no bare chests, no bikinis and no hats. Also, as a form of respect to local customs and the Islamic religion, ladies are requested to dress discreetly by covering their knees and shoulders in Zanzibar, as well as parts of Tanzania, Kenya and Malawi.

You may meet some local people who may wish you to present them with a small gift. All children love ballpoint pens and coloured pencils and books. It is also far better to interact with games or drawings etc. Please avoid giving children sweets and money as this encourages them to beg.

In some areas of Botswana, Zambia, Malawi, Tanzania and Zanzibar one can trade western goods for local crafts. The most popular items are T-shirts, cheap digital watches, calculators and sunglasses.

3.3 Personal Medical Kit: All of the guides carry a comprehensive medical kit on tour, which is available in emergencies. We recommend that you take along the following:

- Plasters
- Anti-septic spray or cream

- Cotton wool
- Sterile dressings,
- Tweezers, small pair of scissors
- Painkillers
- Lip-balm
- Anti-diarrhea pills & laxatives
- Anti-nausea tablets
- Anti-analgesic tablets / cream
- Eye drops
- Re-hydration powder
- Anti-malaria tablets (See Malaria section)
- Any other medicines that you regularly use

4. HEALTH AND HYGIENE

If you have any medical conditions that your tour leader should be aware of, please bring these to his/her attention during the tour departure briefing or, if of a personal nature, please make sure that you advise your tour leader at some stage on day 1 of your safari. This is important for your tour leader to know in case a situation arises where knowledge of asthma or allergies such as penicillin, special medication, medical conditions such as epilepsy, high blood pressure or heart conditions may help us assist you.

SUNWAY SAFARIS reserves the right to turn away, without recompense, any person who is found, at any time during their trip, to have concealed an existing medical condition. We also reserve the right to turn away any person who we consider incapable of completing the trip.

4.1 Insurance: All travellers must be in good health to undertake a safari, as no medical facilities are readily available in the remote places that we visit. **It is mandatory for all travelers to take a fully comprehensive travel insurance to cover medical expenses, emergency travel with repatriation assistance and personal accident.** It is the client's responsibility to ensure that they sort out adequate insurance before they leave their country, as travel insurance cannot be purchased once you have left your country of origin.

If your travel insurance is provided with the credit card payment of your travel arrangements, please check the policy carefully to ensure it provides adequate comprehensive insurance cover as detailed above for travel of this nature. We recommend obtaining a travel insurance quotation from your travel agent or insurance broker.

4.2 Hygiene: Attention to hygiene is extremely important. Being ill while traveling is not fun and can affect the group's tour. Regardless of any or all of the inoculations you may have, it is still common to have some sort of stomach upset at some stage of your tour in Africa. This is seldom serious, usually being a reaction of the body to a different environment and different foods. One usually recovers after a couple of days. If symptoms persist however, or are of a serious nature, you must inform your tour leader and seek medical advice as soon as the chance arises.

Remember to try and:

- Not drink water from uncertain source,
- Not have a drink with ice made from uncertain source,
- Not eat food that may have been contaminated by flies,
- Not eat food prepared by unclean hand and served uncooked,
- Not eat food that has been cooked but then come into contact with raw meat or uncleaned cutlery.

4.3 Dehydration: In hot and humid areas your body can lose a lot of water. Dehydration also occurs when you are suffering from Diarrhea. The best way to avoid dehydration is to drink plenty of fluids – preferably water rather than soft drinks. In most countries you can obtain “rehydration salts” or “electrolyte solution”. Although these do not taste great, they restore the salts lost by your body.

4.4 Sunstroke/heatstroke: It is easy to underestimate the strength of the African sun – particularly when you are busy sightseeing. Until you have become acclimatized you should try not to overdo it and if you go out during the hotter parts of the day, cover up and wear a hat (preferably wide-brimmed). Use a sun cream or sun block that is appropriate for your skin type and reapply often. Drink plenty of fluids – far more than you would normally do at home.

4.5 Inoculations/Vaccinations: Please ensure that you have all the recommended inoculations by your doctor. Also be aware that the proposed itinerary requires a certain level of physical fitness, so please ensure that you are medically fit before you embark on your tour in Africa. Inoculations and vaccinations must be obtained in advance, prior to departure of the safari. It is not possible to obtain inoculations/vaccinations whilst on safari.

4.6 Yellow Fever: Please note that any Southern Africa border health official may request information about your recent travel to countries that are WHO yellow fever designated countries. If you have travelled to, or through any of the listed countries you will be required to provide the authorities with a yellow fever vaccination certificate, or you may be denied entry to that country.

4.7 Malaria: All of our clients are advised that they should take anti-malaria prophylactics when on safari. Please consult your doctor or pharmacist regarding which tablets to be taken. Please bear in mind that prevention is better than cure and the best prevention is avoidance. It is advised that you bring anti-mosquito spray or cream, and remember that when you are sitting around the campfire in the evening, to wear long sleeves and long pants. This greatly decreases the chance of you being bitten by mosquitoes.

4.8 Bilharzia: Please note that Bilharzia is present in Lake Malawi and the rivers of Mozambique and eastern South Africa. If you get wet remember to towel off as soon as possible. Symptoms of Bilharzia include:

- Local irritation at the site of entry or itchy rash
- General lethargy and weight loss, and sometimes an asthma-like cough

Average temperature (*C)

	Jan	Feb	Mr	Ap	My	Jn	Jul	Ag	Sp	Oc	Nv	Dc
Cape Town	26	26	24	22	18	19	17	17	19	21	22	24
	17	17	16	12	13	11	9	9	10	12	15	16
Drakensberg	27	27	26	25	22	20	20	22	25	26	27	27
	15	15	13	10	4	1	1	3	7	11	13	14
Durban	26	26	26	24	23	21	20	21	23	22	24	25
	20	20	19	17	15	11	10	14	16	17	17	19
Jo'burg	26	26	25	22	19	17	17	20	25	27	27	27
	17	16	14	12	8	5	4	8	13	15	16	16
Kruger	35	34	32	29	28	26	24	27	31	31	34	34
	20	20	19	15	12	11	8	8	12	16	18	20
Lusaka	26	26	28	26	25	23	23	25	29	32	31	28
	17	17	17	15	12	10	9	14	17	19	20	19
Maputo	30	31	29	28	27	25	24	26	27	28	28	31
	22	22	21	19	16	14	13	16	16	18	19	21
Nairobi	25	27	27	24	22	21	21	21	24	26	23	23
	12	13	14	14	13	12	11	11	11	13	13	13

- Fever / Blood in urine or bowel action

Please consult your doctor immediately should you experience any of these symptoms and make him/her aware of the fact that you have been in a Bilharzia area. Simple diagnostic tests can be performed and, if positive, treatment with medication has a good success rate.

It is recommended that immunization against **Hepatitis A** and **Typhoid** be obtained and make sure your **Tetanus** inoculation is up to date; please consult your local doctor for advice.

5. CLIMATE

MALAWI
Malawi is tropical and warm year round. May to July is cooler and dry while November to April is warm with rain (we do not tour during the main rainy season).

Take light clothing as well as warmer clothes for the mountains and on winter evenings.

MOZAMBIQUE

The coastal regions are tropical, hot and humid year round. January to April is rainy season with heavy rainfall (we do not tour at this time).

NAMIBIA

Namibia is largely a desert environment with hot clear days from September to April. May to August can be very cold at night but pleasant and sunny during the day.

Rains are infrequent but most likely in January to March.

The coast is subject to heavy morning fogs throughout the year.

SOUTH AFRICA / SWAZILAND

The southern tip of the continent has various regions with different climates.

May to August can be cool to very cold (in mountains) and days are pleasant and sunny in the north. The Cape can have rain at this time.

September to April is pleasant, warm to hot with thunder showers in the north. January to early March light showers to heavy rains may occur throughout the country.

ZAMBIA / BOTSWANA

This Central region of Southern Africa is subtropical and generally warm and mild / humid.

October and November are hot, day and night.

November to April is the hottest time of the year with chances of showers to heavy rains later in the season.

May to September is cool and dry.

Nata	31	30	29	27	26	23	24	26	30	35	32	31
	18	18	16	13	9	5	5	7	12	16	18	18
Vic falls	30	30	28	28	26	23	24	29	34	36	32	32
	18	17	17	16	10	7	7	8	13	16	19	19
Windhoek	29	28	27	25	22	20	20	23	25	29	30	30
	19	16	15	13	9	7	6	8	12	15	17	18

Average rainfall (mm / month)

	Jn	Fb	Mr	Apr	My	Jun	Jul	Ag	Sp	Oct	Nv	Dc
Cape Town	15	14	19	34	67	98	93	87	25	25	26	18
Drakensberg	75	10	10	10	50	25	25	50	75	10	10	10
Durban	87	93	97	86	75	30	35	37	70	87	93	95
Jo'burg	96	83	67	50	25	25	3	6	17	75	89	97
Kruger	98	92	62	33	15	4	5	8	14	33	72	99
Lusaka	76	73	66	37	8	6	6	3	4	9	86	98
Maputo	98	86	77	47	20	11	12	9	27	71	82	93
Nairobi	25	32	73	25	95	86	35	16	19	47	96	64
Nata	86	75	60	18	6	4	3	3	3	7	50	72
Vic Falls	94	86	75	25	3	5	5	4	5	8	79	97
Windhoek	88	97	78	29	15	9	3	3	5	8	23	70

6. ARRIVAL

6.1 Airport transfer service: Arrival airport transfers can be arranged by Sunway Safaris at an additional charge. Please ask your travel agent for details. This service should be booked at the same time as you make your tour booking.

6.2 On Arrival: After clearing Customs and Immigration please look for our representative who will be carrying a sign with your name or the name of the company you booked through. If you do not see our representative immediately, do not worry, he/she is probably attending to other clients and will be with you as soon as possible. He/she will usually wait until all passengers arriving on the same flight (or at the same time) have arrived, then escort you all to the vehicle.

6.3 What if I am not met?: If you have not made contact with our representative 20 minutes after clearing Immigration & Customs, we advise you to call the Sunway Safaris office as the first point of call on **011 465 4905** or if it is outside business hours call **076 746 0453** and urgent transfer arrangements will be made.

6.4 Lost Luggage? If you discover upon arrival that your luggage is missing, or has arrived incomplete, you should report this immediately to the information desk in the baggage hall before clearing through immigration. The airline staff will be able to tell you what the procedures are for reclaiming your luggage and advise you on any forms that may need to be filled in and stamped. If you experience any problems in dealing with airport/airline officials your Tour Leader will be happy to assist you.

However please remember that lost luggage is a matter between you and the airline/airport authority and the recovery of your luggage is your own responsibility and at your own expense. Please inform the Sunway office if you are missing baggage so that we can help where we can.

Please make sure that you do not leave anything behind at any point on the tour or at the end of your holiday.

7. ON TOUR

7.1 Camping Equipment: Sunway supplies all the camping equipment with the exception of your sleeping bag and pillow. The tents we are using are very comfortable (2.2 x 2.2 x 1.8 meters) and putting them up or down takes only 5 minutes. The tents have built in insect nets on doors and windows.

We supply mattresses, which are about 5 cm thick, warm and comfortable. The camp chairs have a backrest and we use regular plates, cups and cutlery. All cooking and eating utensils will also be provided.

7.2 Facilities: according to your detailed safari itinerary we use various forms of accommodation. We stay at campsites in a national or private park / reserve / lodge / town with designated campsite. The following facilities may be available at some of the campsites: hot and cold showers, swimming pool, shop, bar, restaurant, washing facilities, post office/telephone, kiosk, etc.

Wild camps will be made in the bush and will have no facilities. We will be completely self-contained and must carry all our own equipment, food and water. Washing opportunities may be limited due to limited water needed for drinking and cooking. All of the garbage / rubbish must be removed from wild camping areas.

Hotels / guesthouses are normally situated in the city centers and are comfortable, but basic. Rooms are twin with en suite facilities or quad sharing with shared ablutions. Bungalows / cabins are sometimes used in remote areas or national parks. These are simple structures with basic rooms and shared ablutions.

7.3 Accommodated tours: The accommodated tours are designed around the same small group participation principles as our camping tours. The guides will prepare the meals with voluntary assistance from the group and meals provided by Sunway will be eaten around the campfire or in the accommodation communal kitchen. Clients will participate in cleaning up of meals and packing / unpacking the vehicle.

As with the camping tours hotels / guesthouses used on tour are normally situated in the city centers and are comfortable, but basic. Rooms are twin with en suite facilities (or occasionally shared ablutions). Bungalows / cabins bungalows are sometimes used in remote areas or national parks. These are simple structures with basic rooms and shared ablutions.

On our Accommodated Adventures that visit the Okavango Delta, Sunway will supply clients with tents (2.4m x 3.6m). Each tent has twin camp beds with linen and an en suite

chemical toilet. Shared bucket shower tent with hot water off the fire.

This is applicable for the BTa14/13 Botswana Wild Parks, ZBa16/15 Zimbabwe Botswana Game Tracker, CVa21 Cape To Vic Grand Explorer and NBa21 Southern Circle.

On our Classic Journeys in Savuti Sunway will supply clients with mini-meru tents (2.9m x 6m). Each mini meru tent has twin camp beds with linen and an en suite chemical toilet and en-suite bucket shower with hot water off the fire.

7.4 Participation: It is fun and convenient to travel with a group. Everyone is there because of similar attitudes and desires. Everyone is responsible for the chemistry of the group and for making the safari an enjoyable one.

It is important to realise the implications of group travel. Everyone is asked to participate and help with everyday tasks such as loading and unloading the vehicles, setting up camp, cooking and cleaning. In other words if everyone spends a little time setting up camp and preparing and washing up after meals then the tour will run smoothly and everyone will have a good time. Participation is the name of the game.

If you have any special requirements, please let us know before leaving on your safari. Knowing before the trip if you are vegetarian or on medication or suffering from allergies will prevent misunderstandings from arising.

The tour leader is there for you and he/she will endeavor to make your holiday a memorable one. If there are any problems during your trip the tour leader is the most qualified person to help you solve them.

We ask you to help us preserve our countries in their natural state. Please do not drop or leave litter nor throw rubbish out of your vehicle whilst travelling.

Please bear in mind that we will endeavor to run this tour according to the brochure but due to the nature of the tour we are sometimes forced to make the occasional adjustment to the route or accommodation. Unforeseen circumstances due to problems with road conditions, weather, mechanical breakdown, punctures or accidents can delay and change the tour profile. Please also be prepared for long drives on certain days. Travelling in Africa is unpredictable, however, this only adds to the adventure of your safari!

7.4.1 Classic Journeys: Non-participation On the Classic Journeys the Sunway team, and the various accommodation staff will look after the operational side of the safari. Your holiday time is exclusively yours to enjoy your safari and get the most from your travel experience. Where porters are available they'll help with your bags, but sometimes you'll need to carry your own bags. Please remember that this is still an adventure tour, travelling by vehicle, so the more you put in the more rewarding your experience will be.

7.5 Vehicle Air Cooling System All of our vehicles are fitted with an air cooling system which will make the air in the passenger compartment a couple of degrees cooler than outside. The system is not designed to make it cold in the vehicle, as we find that large fluctuations in indoor/outdoor temperatures lead to clients with common colds! The system works best with all the windows closed, so please bear this in mind when opening windows. Of course, when on game drives having the windows open is preferable for most clients, and this affects the cooling system efficiency.

Please understand that we service and maintain all the compressors, pulleys, belts and condensers regularly and in line with manufacturers guidelines however the extreme conditions under which our vehicles operate, including rough roads and dusty environments means that the performance of the cooling system cannot be guaranteed. Should we have a cooling system mechanical failure on tour we will endeavour to have it repaired at the next major centre, which may be several days travel away. Technicians and spare parts are not always readily available so we cannot guarantee that a repair is possible during the tour, in which case we apologise for any inconvenience but will proceed with the tour without repair or replacement of vehicle.

7.6 Language: All Sunway Safaris scheduled departures are small groups with a maximum of 12 people. Because of international groups the tours are conducted in English. On selected departures dates and tours there will be a German speaking tour leader / translator. Please have a look at our website www.sunway-safaris.com in order to see which dates and tours are available in German.

7.7 Food & Drinks: Sunway Safaris will provide three meals per day, unless specified in the itinerary, from lunch on the day of departure until breakfast on the last day of your tour.

A rough idea of what you can expect is:

- Breakfast - Cereals and milk or bread/toast, jam and fruit with coffee and tea or the occasional cooked breakfast.
- Lunch - Cheese, cold meats, fish, fruit, pasta salads and bread or rolls.
- Dinner - Potjies (stews), braais (barbecue), stir fries, curries etc prepared on a wood fire or gas stove.

Please note that the main meal is served in the evening and lunch is always something light and picnic style.

Please be aware that, due to the diverse tastes of our clients, we are unable to accommodate individual food preferences on our group tours. The group shared meals we provide are subject to available produce, and in our sometimes remote destinations, the variety of ingredients is sometimes limited. However, we do take allergies, vegetarian and vegan dietary requirements into consideration to ensure everyone has suitable meal options.

Please be aware that Sunway Safaris needs at least two weeks' notice to deal with special dietary requirements (e.g. vegetarian or allergies.) For this reason if you did not indicate these on your booking form please advise the Sunway Safaris office as soon as possible.

We pride ourselves on giving good, healthy meals to our clients. The tour leaders do all the shopping and meal planning for each group. He/she will always try to obtain fresh produce wherever possible. Each tour has 1 cool box / freezer for the meats and the fresh produce only and 1 cool box for cold drinks. Please take others into account when packing your drinks into the drinks cooler box – limited space means you may need to replenish your cooler box stock as you consume drinks.

Sunway Safaris will supply the following drinks:- fruit squash served with breakfast and tea or coffee served with breakfast and dinner. All other beverages will be for your own expense. Sunway Safaris will not supply bottled drinking water although it is available at many shops on tour if you want to buy it yourself at +/- €1 / liter.

At most campsites in South Africa and Namibia, the water out of the tap is drinkable. In other countries, please check with your guide if the water is drinkable before you get there so that you can stock up with bottled water. Should clients be concerned about the water quality from local sources, Sunway recommends that they bring their own water purifying tablets.

The safari trucks are equipped with a water tank that is filled with drinking water. Clients can refill their water bottles from these tanks, or alternatively from the 25l drinking water container provided by the guides.

Note for Okavango Delta Wild Camping: Clients will be required to purchase 1 x 5L water containers in Maun before entering the Okavango Delta. These bottles will make up their drinking water for the duration of the Okavango Delta excursion. On exiting the Okavango Delta, clients can then refill these 5L containers before continuing to Moremi or other destinations.

Note for Botswana Wildside (BT14) and Botswana Baobab's (BPac11): Clients traveling through the Botswana Parks (Moremi, Savuti and Chobe) will need to purchase a 5L water container in Maun. These containers can be refilled at Moremi North Gate and Savuti.

7.7.1 Food & Drinks Classic Journeys: The majority of meals on these safaris are provided by the lodges.

Sunway Safaris will not supply bottled drinking water although it is available at many shops on tour if you want to buy it yourself at +/- €1 / liter. All alcoholic drinks, soft drinks and snacks are for the clients own expense. Each tour 1 cool box for cold drinks. Please take others into account when packing your drinks into the drinks cooler box – limited space means you may need to replenish your cooler box stock as you consume drinks.

Please be aware that Sunway Safaris needs at least two weeks' notice to deal with special dietary requirements (e.g. vegetarian or allergies.) For this reason if you did not indicate these on your booking form please advise the Sunway Safaris office as soon as possible.

7.8 Smoking: please do not throw your butts anywhere - an empty drink-can makes a good ashtray, or deposit them in the campfire. We have a NO SMOKING policy on all our vehicles, in the tents and around the kitchen area, this is both for the comfort of all the travellers, as well as your safety. We will have smoke breaks on days with long travelling sections.

7.9 Local Laws & Customs: You, our client, are required to obey the laws of the countries through which we pass. Please note that this includes the purchase and/or use of drugs or marijuana, which is illegal in all countries in Southern and East Africa. Any passenger found contravening such laws or putting other passengers at risk, may be asked to leave the tour immediately with no refund of tour fare.

Please remember that we are guests in each region that we visit, and it is good manners to comply with any local customs that we may encounter. At border posts it is very important that we are patient and polite to all border control officials; if we have a problem at the border it will influence the rest of the tour.

Also, it is only good manners to ask local people in traditional dress, if they mind if you take a picture of them. In most cases

they do not mind, but often ask for a small donation, or that you send them a copy of the picture.

Try to avoid giving out sweets and money especially to children as it encourages them to beg. All children love ballpoint pens, coloured pencils and books. It is also far better to interact with games or drawings etc.

It is customary in many places to haggle with stall and store keepers. While it is fun to haggle, remember that the stall holder has to make a living, and that the amount that you are haggling about may sound like a lot, but if converted into US\$ of € will amount to very little in your own currency. Be firm but always polite, don't offer a price that you are not willing to pay and once you have agreed a price – stick to it!

Please be aware that things often happen slower in Africa, so at times you may need a good deal of patience.

7.10 Personal Safety: This is of concern when you travel anywhere and Africa is no exception. As with most big cities in the world, the central areas of the bigger cities that you might visit (Johannesburg, Windhoek, Cape Town, Victoria Falls, Lusaka, Lilongwe, Maun & Maputo,) have a criminal element that tend to prey on the unwary tourist! Please use your common sense and take note of the following guidelines:

1. Don't walk alone in apparently deserted places, especially at night. Try to walk in groups whenever possible.
2. Keep an eye out for bag snatchers and don't have anything in your pockets to tempt a pickpocket.
3. Do not carry large sums of cash with you.
4. Keep a photocopy of your passport (first few pages), visas and air ticket separately from the original documents.
5. Please do not bring unnecessary valuables such as jewellery and expensive watches.
6. We advise using a thin, body hugging money belt to be worn under your clothing
7. Although it can be traumatic and distressing to lose personal belongings, remember that almost everything can be replaced.
8. When leaving the vehicle do not leave your daypack or any valuables in a visible position in the vehicle. Rather take your daypack with you or have it locked in the packing compartment or trailer.

7.11 Wildlife / Canoeing / Mokoro / Game Walk Safety Briefing:

Your tour leader will give you a comprehensive wildlife safety briefing when appropriate but we would like to point out a few things now. Your tour leader is a trained professional and the local guides we use at various times are very knowledgeable on local conditions and animals – for yours and the animal's safety PLEASE OBEY ALL INSTRUCTIONS FROM YOUR TOUR LEADER AND LOCAL GUIDES AT ALL TIMES.

From the outset it is important to obey all the National Park rules and regulations. Failure to do this may have serious consequences with wildlife encounters or the group being asked to leave.

Please DO NOT FEED any wild animal or pick any plants and flowers.

Remember that all wild animals are dangerous, please leave them alone, DO NOT attempt to get too close to them.

7.12 Game Drive Briefing: When on a game drive in a Sunway vehicle or on an open 4WD it is very important that the noise in the vehicle is kept to a minimum and that there is no excessive or sudden movement as the animals pick up on this and move away, diminishing the chance for that perfect picture. On this note if you do see something exciting bring it to the attention of your guide quietly.

Please stay in the vehicle at all times, unless the guide specifically allows you to exit the vehicle.

It is also important not to lean out and break the silhouette of the vehicle, as this will scare the animals away.

Make sure that you have your camera, binoculars, sunblock, and something to drink with you before the game drive departs. For night or early morning drives in open vehicles remember to take something warm to wear.

On certain tours the game drives are carried out by local operators, this is intended to enhance your experience through the use of open vehicles, local knowledge from guides and also helps promote the local community's commitment to conservation. All of the local operators we use are locally owned companies and also have arrangements with local communities for financial benefits through employment, support services and community upliftment.

7.13 Spending Money: We suggest you budget between €10 and €30 per person per day of tour depending on what you want to do in the way of optional activities, curio shopping and tour guide tips.

Credit cards (Mastercard and Visa) are widely accepted in Southern Africa (American Express is not) and can be relied on to pay for restaurant meals, optional activities and snacks / drinks from grocery shops.

It is however always advisable to carry a small amount of cash notes - road side curio sellers, or market vendors do not have credit card facilities. And if you choose to tip local activity guides, a small amount of cash can be useful. (In addition, in the unusual case where a credit card is declined due to communication bank link error you may need to settle in cash, so always helpful to have a small amount available.)

Craft traders in Victoria Falls will generally accept €, £, US\$ in small denominations, or local cash but in most other curio markets in Southern Africa the local currency will be required.

It is not necessary to purchase local currencies before travelling. You will be able to exchange USD, EUR and GBP cash notes into local currencies at an in-country bureau de change. It is important that you ensure that your USD, EUR and GBP notes are clean and undamaged, as many banks and exchange bureaus will not accept dirty, damaged or torn notes. Pre-2013 issue US\$ notes are not accepted in some places, so Sunway cannot accept these notes as local payment.

Zambia (update 31Mar14) has changed foreign currency regulations. All activities and local cash costs are to be paid in US\$. Should you wish to pay in Kwacha, the exchange rate of the day will apply. Entrance visas are to be paid in US\$.

Mozambique (updated 15Nov22) banks do not exchange anything smaller than a 50 note (€, £, US\$) and note has to be in pristine condition! South African Rand is widely accepted and easy to exchange for business and locals.

A word of advice.....take a little bit more money than you think you will actually need, just in case – you don't have to spend it! Remember, few insurance policies will provide you with instant cash in an emergency and you cannot count on borrowing money from fellow travellers.

7.14 Optional Activities: Below is a list of **approximate** prices, in US\$, for the optional activities available on the various tours. Please be advised that these prices are subject to change and are a guide only:

General:	Meals – Dinner	15-25
	– Lunch	6-20
	Beer	3
	Cold drink	1.5
	Bottled water / 750ml	1.5
Mozambique:	Scuba diving	80
	Snorkeling	30
	Ocean Safari	35
Namibia:	Dune boarding	38
	Flight – prices from (dependant on number of pax)	
	– 2½ hour Sossusvlei	405
	– 2 hours Skeleton coast	450
	Dolphin and Seal Cruise	72
South Africa:	Sky Diving – Tandem	250
	Soweto Tour	72
	Apartheid Museum	55
	Kruger N.P. night drive	25
	Ocean Safari – Plettenberg	60
	Table Mountain cable car	22
	Robben Island cruise	30
	Seal Island cruise Houtbay	10
	Shark cage diving full day	180
	Zambia / Zimbabwe: Game drives (2 hours)	78
	Flight helicopter (13min,25m)	150/284
	Flight microlight (15min,30m)	190/380
	Rafting full day	150
	Bungi jumping	168
	Canoe upper – Zambezi ½ day	115
	Canoe upper – Zambezi 1 day	160
	Zambezi Sunset Cruise	45/83
	Livingstone Island Tour	135
Botswana:	Fix wing Flight – 1 hour	~205
	Helicopter flight – ~23 min	195

7.15 Zimbabwe Currency Warning: With the failure of the Zimbabwean Dollar, the US\$ is now currently used in Zimbabwe. We advise you to bring US\$ cash or credit card (Visa or Mastercard). **Please note:** There is a shortage of available cash at the banks as well as in the ATM's so please bring hard cash with you.

7.16 Airport and Harbour Departure Taxes: Most flights out of Africa (except South Africa) involve an airport departure tax which must be paid in US\$ cash when clearing immigration. Please remember to have this cash available at the end of your safari. Amount is normally US\$20 but this should be confirmed with your booking agent when collecting your airline tickets.

7.17 Local Village visits: Sunway Safaris try in all aspects of our tour operation to respect and support local communities and as such do not encourage the unsolicited invasion of private homes and villages by tourists. We have in many areas, through years of co-operation, arranged some very informal local village visits such as at outside Mkuzi GR, Zululand in South Africa, Tamarind in Zambia or Chembe in Malawi. These visits are through invitation and therefore the

interaction is sincere and welcome. Please respect the privacy of local people throughout your tour with us.

7.18 Photography: It is always advisable to bring a camera on safari. These days most mobile phones take great images and video, which are great way to share your holiday with friends and family. However, you should also consider a digital DSLR or mirrorless camera for higher resolution and better quality images. A 70-300+mm telephoto lens is recommended for photography of animals and birds while a nice wide angle lens will come in handy for capturing landscapes and wildlife in their natural habitats.

Please note: You are not permitted to take photographs of border posts or military/ police posts. Doing so can lead to an unpleasant situation and even arrest.

Please also always remember to ask permission before taking a photograph of the locals, it is a sign of respect. In most cases a small payment is expected. However some cultures believe that the camera steals their soul and we request that you respect and understand their beliefs.

If you would like to share images with Sunway, please email to sunway@icon.co.za - these may be included in our next brochure and, if used, you will be eligible for a 5% discount on your next tour booked with Sunway Safaris within 24 months of publication.

7.19 Video Cameras: As with cameras, we recommend that you bring along enough batteries as well as a 12/24-volt cigarette lighter adapter for charging in the vehicle if necessary. (This will be at the discretion of the guide, as it will not be allowed if there is a risk of draining the batteries). The power supply of most of the countries you will be visiting is 220-240 volts.

7.20 Binoculars: A pair of binoculars is recommended when visiting wildlife areas, in order to benefit fully from the safari. A small pair of 8x24 is suitable and compact for travel and will enhance your game viewing opportunities.

7.21 Conservation: In the interests of Eco-tourism and wildlife conservation, please do not purchase any products made from or containing animal skins, ivory, shells or wildlife products as this puts enormous pressure on African wildlife resources. (Also - these may be confiscated at customs at borders or on your return home)

Please be aware that the purchase of large wooden carvings puts a strain on local forests; rather purchase smaller items. Please also be aware of the marine environment and do not damage or touch any corals with hands or feet when snorkeling and diving.

Sustainable Seafood Initiative, when ordering seafood at a restaurant you can check which species are legal and sustainable by SMSing / texting the name of a fish to **+27 (0)79 499 8795**. They will sms / text you back the fish species status. You can then enjoy your meal safe in the knowledge that your order is not having a negative impact on the Southern African fish resources

Water is a valuable resource throughout Africa – please use it sparingly and not waste water by not leaving taps running while brushing teeth, or not taking long showers.

7.22 Tipping: This is often a major issue for clients, as when it comes to tipping the guides that we sometimes use for various activities (e.g. game walks, polers in the Okavango Delta etc.), the clients find it difficult to get a realistic value of the local currency and what it is worth in the local economy. We suggest that a tip of 1-3 € per client per ½ day activity, or the local currency equivalent, is acceptable.

Your Sunway tour leader also works extremely hard to ensure that your safari runs smoothly and that all the clients on tour are happy. He/she is more often than not in bed last and up first, does most of the cooking and also gives as much information to the client about the areas that are visited and of flora and fauna. We suggest that a tip of 2–5 € per client per day for your tour leader is reasonable.

As in all cases with tipping, the final decision of the amount tipped is up to the individual. It is up to you to decide if you thought the service was poor, or exceptional, and the amount tipped should reflect that. The amounts quoted above are guidelines for you to get an idea of what to tip

8. ONWARD JOURNEY:

Many of our travellers book a tour in conjunction with connecting flights. It is advisable to have all your onward travel arranged before you set off, especially if your traveling time is limited. Bear in mind that flight tickets bought locally are rarely cheaper than they would have been at home and the choice is seldom as good.

9 FEEDBACK

9.1 Problems on Tour: Should you experience any problems on safari, and we hope that there won't be any, please don't hesitate to discuss them in private with the safari guide so that he/she has the opportunity to rectify the matter. If you are still not satisfied please contact the Sunway Safaris office on telephone number +27 (0)11 465 4905 or the emergency number +27767460453

9.2 Complaints: Should your complaint not be rectified on your tour, please write to Sunway Safaris as soon as possible. Sunway must receive the complaint within 30 days of the completion of the safari so that the matter can be investigated. Sunway Safaris will not entertain complaints due to Loss of Enjoyment when the full land arrangements have been provided.

10. FLEXIBILITY

Those who want to travel in Africa, and enjoy it, need a relaxed attitude. This a continent of continual change, exciting opportunities and amazing experiences. It is important to prepare for your trip thoroughly by reading one of the many travel books available.

The tours are a mixture of culture, nature and adventure. There are some long travelling days, some short ones and at the most interesting places, a few nights at the same camp. There are some short to medium length walks along the route.

The clock in Africa runs much more slowly than in your own country and sometimes things happen that you might not expect. Flexibility, patience and above all a sense of humour are essential. Sunway Safaris prepares the trip carefully, but even so there may be surprises that cannot be avoided. If you are open, flexible and relaxed you will enjoy Africa and have a fascinating visit.

**If you have any queries please contact Sunway Safaris on +27 (0)11 465 4905 or email sunway@icon.co.za
Emergency contact number +27767460453**

LOOKING FORWARD TO A GREAT TRIP!

PLEASE NOTE: All information in this dossier has been compiled with care and is given in good faith. At the time of writing this information is correct to the best of our knowledge. Over time details and arrangements may change for a number of reasons. Any prices quoted are intended as a guide only and will be subject to variation at any time.