



GENERAL TOUR BRIEFING & FINAL INSTRUCTIONS

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CONTENTS:

1. INTRODUCTION
2. PRE-TOUR INFORMATION
 - 2.1 Vouchers
 - 2.2 Airport transfers and hotels
 - 2.3 Day Tours
 - 2.4 Local Payments
 - 2.5 Departure Points
 - 2.6 Passports and Visa requirements
 - 2.7 Departure briefing
 - 2.8 Indemnity
 - 2.9 Visas
 - 2.10 Border Entry and Exit Points
 - 2.11 Age policy
3. WHAT TO BRING
 - 3.1 The essentials
 - 3.2 Luggage
 - 3.3 Personal Medical Kit
4. HEALTH AND HYGIENE
 - 4.1 Insurance
 - 4.2 Hygiene
 - 4.3 Dehydration
 - 4.4 Sunstroke/heatstroke
 - 4.5 Inoculations/Vaccinations
 - 4.6 Yellow Fever
 - 4.7 Malaria
 - 4.8 Bilharzia
 - 4.9 Additional Considerations
5. ARRIVAL
 - 5.1 Airport Transfer Service
 - 5.2 On Arrival
 - 5.3 What if I am not met?
 - 5.4 Lost Luggage
6. CLIMATE
7. ON TOUR
 - 7.1 General Information
 - 7.2 Vehicle Air Cooling System
 - 7.3 Language
 - 7.4 Smoking
 - 7.5 Local Laws and customs
 - 7.6 Personal Safety
 - 7.7 Wildlife/ canoeing / mokoro / game walk safety briefing
 - 7.8 Game drive briefing
 - 7.9 Spending money
 - 7.10 Zimbabwe Currency Warning
 - 7.11 Optional Activities
 - 7.12 Local Village visits
 - 7.13 Photography/Videography
 - 7.14 Binoculars
 - 7.15 Conservation
 - 7.16 Water is a valuable resource
 - 7.17 Tipping
 - 7.18 Wi-Fi and Mobile Network
8. FEEDBACK
 - 8.1 Problems on Tour
 - 8.2 Complaints
9. FLEXIBILITY

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 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 traveling 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 your country of origin, please read your tour voucher carefully and make sure that all details are correct. All the information that we have received regarding you will be on the voucher. If you do notice a wrong time, date or flight details, 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.
- 2.3. **Day Tours:** If you arrive in Johannesburg and have time to spare, Sunway Safaris can arrange a day tour to Soweto, Johannesburg City and/or the Apartheid Museum. The half-day tours are safe and informative and relatively inexpensive. The day tours can be arranged by your transfer guide or through the Sunway 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.
- 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 process credit cards.

The local payment forms part of your overall tour cost and must be taken into consideration when booking your safari. It will be used by your tour leaders to pay for some of the operational costs incurred on safari.

Sunway prepays by bank transfer, as many of the tour costs as possible. However, in many cases, a cash payment is the only option: certain of the destinations that we visit only accept cash. For example, entry fees to most national parks, some of the campsites and local food markets (and even some shops) are only payable in cash. In addition, each Sunway vehicle has a garage card, but these are only accepted in South Africa and parts of Namibia, therefore in all other countries, fuel must be paid for in cash. Due to the remoteness of some departure points, having a local payment system enables us to manage tour funds effectively. The efficiency of this system helps keep the overall tour prices down.

For these reasons, it is necessary for Sunway to charge local payment. It also ensures that a portion of the tour costs goes directly into the country you are visiting, thereby benefiting local communities and contributing to the conservation of the areas we visit. This is all part of Sunway Safaris' ongoing effort to operate sustainable safaris that make a real difference.

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

Classic Journey Departure Points				
Location:	Accommodation	Address	Phone	Tour Code
Windhoek	Utopia Boutique Guesthouse	66 Barella St, Windhoek	+264 85 588 7704	WVac15
Maun	Sedia Hotel	Sir Seretse Khama Road, Maun	+267 73 41 7978	BPac11
Victoria Falls	Phezulu Guest House	557 Mopane St, Victoria Falls	+263 83 284 1376	BZac15

Accommodated Adventures Departure Points				
Location:	Accommodation	Address	Phone	Tour Code
Cape Town	City Lodge V&A	Dock Rd &, Alfred St, Victoria & Alfred Waterfront, Cape Town	+27 (0)21 419 9450	CVa21/ CWa13
Johannesburg	Road Lodge Rivonia	Cnr. Rivonia Rd & 10th Ave, Rivonia, Sandton	+27 (0)11 803 5220	BTa14, JJa14, MOa14, ZBa16/ ZBa15, SAa17
Maun	Island Safari Lodge	Matlapana Road, Maun	+267 686 0300	BTa13
Livingstone	Victoria Falls Waterfront Lodge	Mosi o Tunya Rd, Livingstone, Zambia	+260 213 320 606/7/8	NBa21/ NBa15
Windhoek	Terra Africa Guesthouse	C432+M82, Kenneth McArthur St, Windhoek, Namibia	+264 81 331 8989	NZa21
Lusaka	Pioneer Camp	Farm 5, Plot 380a, Palabana Road, Chongwe, Zambia	+260 96 6432700	ZMa16

Under Canvas Camping Departure Points				
Location:	Accommodation	Address	Phone	Tour Code
Maun	Audi Campsite	Matlapana Road, Maun	+267 75 323 065	BT13, BP10
Livingstone	Victoria Falls Waterfront Lodge	Mosi o Tunya Rd, Livingstone, Zambia	+260 213 320 606 / 7 / 8	NB21/ NB15, LM22/ LL12
Johannesburg	Road Lodge Rivonia	Cnr. Rivonia Rd & 10th Ave, Rivonia, Sandton	+27 (0)11 803 5220	BT14, ZB16
Cape Town	City Lodge V&A	Dock Rd &, Alfred St, Victoria & Alfred Waterfront, Cape Town	+27 (0)21 419 9450	CV21/ CW14

2.6. Passports and Visa Requirements: All travellers 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.
- 2.9.1. eVisas:** In recent years several Southern African countries have made eVisa portals available. We highly recommend that in the case of using an eVisa that you print and bring along proof of payment along with the eVisa documents.

Country	Official eVisa portal
Mozambique	www.evisa.gov.mz
Zambia	www.eservices.zambiaimmigration.gov.zm
Malawi	www.evisa.gov.mw
Namibia	www.eservices.mhaiss.gov.na
Botswana	www.evisa.gov.bw
Zimbabwe	www.evisa.gov.zw/

Zimbabwe has launched an electronic arrival declaration system at its main airports and land borders. **For clients entering Zimbabwe by road**, they require the vehicle registration number which cannot be provided before the tour starts. This includes tours: ZB16, ZBa16, CV21, CVa21, BPac11, BTa14, NZa21 and WVac15. On these tours, the Sunway guides will assist the clients in completing the form prior to or on arrival at the border.

Please note **clients flying into Zimbabwe** can complete the electronic form via this [link](#) prior to arriving, to speed up the process.

Mozambique has introduced an online **Electronic Travel Authorisation (ETA)** system for travellers from visa exempt countries. However, implementation has not been consistent at all border posts. On the LM22, clients entering Mozambique from Malawi via Zobue border are recommended to complete the ETA prior to arrival, as this has resulted in faster processing. On the MOa14, clients entering from South Africa via Kosi Bay are not required to complete the ETA in advance, with guides reporting similar processing times whether the ETA is completed online or at the border. Travellers from countries that require a visa should continue to apply for an eVisa prior to travel. As entry requirements can change, clients are encouraged to verify the latest information before departure.

	South Africa	Zimbabwe	Zambia	Malawi	Mozambique	Namibia	Botswana
Australia	No	Border/ eVisa	No	Border/ eVisa	Yes/ eVisa	Border/ eVisa	No
United Kingdom	No	Border/ eVisa	No	Border/ eVisa	No	Border/ eVisa	No
Canada	No	Border/ eVisa	No	Border/ eVisa	No	Border/ eVisa	No
Denmark	No	Border/ eVisa	No	Border/ eVisa	No	Border/ eVisa	No
EU	No	Border/ eVisa	No	Border/ eVisa	No	Border/ eVisa	No
Ireland	No	Border/ eVisa	No	Border/ eVisa	No	Border/ eVisa	No

Israel	No	Border/ eVisa	Border	Border/ eVisa	No	Border/ eVisa	No
New Zealand	No	Border/ eVisa	No	Border/ eVisa	Yes/ eVisa	Border/ eVisa	No
South Africa	-	No	No	No	No	No	No
Swiss	No	Border/ eVisa	Border	Border/ eVisa	No	Border/ eVisa	No
U.S.A	No	Border/ eVisa	No	Border/ eVisa	No	Border/ eVisa	No
Approx Cost	N/A	US\$30-75	US\$50 sgl	US\$50-70	US\$50-190	US\$90	US\$0-15

BORDER = VISAS OBTAINABLE AT BORDER

YES = VISAS MUST BE OBTAINED BEFORE DEPARTURE

EVISA = OBTAINABLE BY EVISA PORTAL

NO = NO VISA REQUIRED

Note: 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. 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.

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 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. Many 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 you may enter a country rest with the immigration official to whom you present your passport on arrival.

2.9.2. Travelling with children (under 18)

When travelling with minors (under 18), it is the responsibility of accompanying adults to ensure that all documentation meets the entry requirements of the destination country.

For travel to Botswana, children must have a valid passport and a visa if required. Supporting documents such as an unabridged birth certificate and a letter of consent from the non-travelling parent may be requested, particularly when travelling with only one parent.

For Mozambique, minors should carry a valid passport and visa if applicable, as well as supporting documentation confirming parental consent when travelling with only one parent.

For Namibia, minors require a valid passport and may need a visa or eVisa depending on nationality. When travelling with only one parent, a letter of consent from the non-travelling parent is recommended.

For South Africa, minors from visa exempt countries generally require only a valid passport. However, additional documentation may be requested in specific circumstances, including unaccompanied minors, children in alternative care, or when travelling with only one parent.

For Zimbabwe, Zambia, and Malawi, minors should carry a valid passport and a visa if required. When travelling with one parent, a letter of consent from the non-travelling parent is recommended, and additional documents may be requested at the discretion of border authorities.

Copies of supporting documents should be certified, as uncertified copies may not be accepted. Clients are strongly advised to verify requirements with the relevant embassy or high commission prior to travel, as regulations may change and border officials may request additional documentation.

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 Giriyondo> 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 Giriyondo (or Resano Garcia) > South Africa in at Giriyondo (or Komatipoort Lebombo) > Johannesburg exit

Botswana (BT14 and BTa14)

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

Botswana (BPac11, BT13 and BTa13)

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 Beitbridge / Beitbridge into Zimbabwe > Zimbabwe out at Kazungula / Kasangula into Botswana > Botswana out at Martin's Drift (or Pars Halt) / South Africa in Groblersbrug (or Stockpoort) > 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 Kazungula / Kazungula into Zambia > Livingstone exit (or Victoria Falls border for Zimbabwe exit)

Namibia, Botswana & Zimbabwe (NZa21)

Windhoek entry > Namibia out at Mohebo Border to Botswana > Botswana Out at Plumtree Border to Zimbabwe > Victoria Falls (Zimbabwe) exit.

Zimbabwe, Botswana & Namibia (BZac15)

Victoria Falls entry > Zimbabwe out at Plumtree / Ramokgwebana into Botswana > Botswana out at Shakawe / Mohebo 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 Mohebo Border to Botswana > Botswana out at Mohebo 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 group's passage. Do not take photographs at border crossings.

2.11. Age Policy: On all scheduled tours, we accept children 12-17 with an accompanying adult. This minimum age limit policy means that all clients booked on scheduled tours can have accurate expectations 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 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. The letter, when completed by the client, states that the client feels they are fit and healthy enough to undertake the tour. The intention of this 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 tour styles.

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.

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 clothing. Below is a guideline for what to bring:

Category	Item	Under Canvas Camping	Accommodated Adventures	Classic Journeys
Luggage	Main bag	1 bag, max 12kg. Soft sports-type bag recommended. Hard suitcases/backpacks not allowed		
	Day pack	1 small day pack for spare clothes, cameras, personal items		
Bedding	Sleeping bag & pillow	Required. Can rent from Sunway for €1 per day if booked in advance. Warm bag recommended May to September.	Not required. Bedding provided	Not required. Bedding provided
	Towels	Not provided; bring 2 small towels (bath & pool)	Mostly provided; bring small travel towel for beach/pool or Okavango Delta	Mostly provided; bring small travel towel for beach/pool

Special Destinations	Okavango Delta Wilderness camp	Only day pack allowed. Transfer clothes/personal items for 2 nights into day pack due to limited space on mokoros		Not required.
Money & Documents	Money pouch	Small, body-hugging pouch for money, passport, tickets		
Electronics	Camera & accessories	Camera, spare batteries, binoculars		
	Torch / flashlight	Torch and spare batteries		
	Battery bank	5000 - 20000mAH		
Hydration	Water bottle	Minimum 1 litre		
Clothing & Personal	T-shirts	6		
	Shorts	3 pairs		
	Long trousers / jeans	2 pairs		
	Light dress / sarong (ladies)	1		
	Swimming costume	1		
	Jersey & waterproof windbreaker	2		
	Warm jacket	1 (essential during winter)		
	Socks & underwear	Enough for duration		
	Footwear	Walking/running shoes + sandals		
	Sun protection	Sunblock, sunglasses, hat		
	Insect repellent	Recommended		
	Toiletries	Including biodegradable soap		
	Casual evening wear	1 set for restaurant visits	2 set for restaurant visits	3 set for restaurant visits

Please dress appropriately for border crossings, village and market visits – i.e.: 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 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.

3.3. Personal Medical Kit: All 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-diarrhoea pills & laxatives
- Anti-nausea tablets
- Antihistamine tablets / cream
- Eye drops
- Rehydration 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 easily available in the remote places that we visit. It is mandatory for all travellers to take fully comprehensive travel insurance to cover medical expenses, emergency travel with repatriation assistance and personal accidents. 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 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, 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 hands and served uncooked,
- Not eat food that has been cooked but then come into contact with raw meat or unclean 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 Diarrhoea. 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 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 inoculations recommended 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-designated yellow fever risk countries. If you have travelled to, or through any of the listed countries for more than 12 hours, you will be required to provide the authorities with a valid yellow fever vaccination certificate (International Certificate of Vaccination or Prophylaxis, ICVP). Failure to present a valid certificate may result in denial of entry. Travelers transiting through yellow fever risk countries for less than 12 hours are generally not required to show a certificate.
- 4.7. Malaria:** All our clients are advised that they should take anti-malaria prophylactics when on safari. Please consult your travel clinic, 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, 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. Be sure to check with your guide before swimming in an unknown water. Symptoms of Bilharzia (take 2-12 weeks to manifest) include:
- Local irritation at the site of entry or itchy rash
 - General lethargy and weight loss, and sometimes an asthma-like cough
 - 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.
- 4.9. Additional considerations:** It is recommended that travellers consider immunization against Hepatitis A and Typhoid and ensure that their Tetanus vaccination is up to date. Clients should consult their local doctor or travel health clinic for personalized advice based on their medical history and itinerary.

5. ARRIVAL

- 5.1. 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.
- 5.2. On Arrival:** After clearing Customs and Immigration please look for our representative who will be carrying a sign with your name or Sunway Safaris. 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) arrive, then escort you all to the vehicle.
- 5.3. 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, and then wait at the arrivals hall information counter.
- 5.4. 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 your tour leader if you are missing baggage so that they can help where they can.

Please make sure that you do not leave anything behind at any point on the tour or at the end of your holiday. The cost of returning those items to you will be at your own expense.

6. CLIMATE

Average temperature (°Celsius) maximum / minimum

Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cape Town	26/17	26/17	24/16	22/12	18/13	19/11	17/09	17/09	19/10	21/12	22/15	24/16
Drakensberg	27/15	27/15	26/13	25/10	22/04	20/01	20/01	22/03	25/07	26/11	27/13	27/14
Durban	26/20	26/20	26/19	24/17	23/15	21/11	20/10	21/14	23/16	22/17	24/17	25/19
Johannesburg	26/17	26/16	25/14	22/12	19/08	17/05	17/04	20/08	25/13	27/15	27/16	27/16
Kruger	35/20	34/20	32/19	29/15	28/12	26/11	24/08	27/08	31/12	31/16	34/18	34/20
Lusaka	26/17	26/17	28/17	26/15	25/12	23/10	23/09	25/14	29/17	32/19	31/20	28/19
Livingstone	30/18	30/17	28/17	28/16	26/10	23/07	24/07	29/08	34/13	36/16	32/19	32/19
Maputo	30/22	31/22	29/21	28/19	27/16	25/14	24/13	26/16	27/16	28/18	28/19	31/21
Lake Malawi	27/21	28/21	27/20	26/19	24/17	22/15	22/14	24/16	26/18	27/20	27/21	27/21
Nata	31/18	30/18	29/16	27/13	26/09	23/05	24/05	26/07	30/12	35/16	32/18	31/18
Maun	33/21	33/21	32/20	29/17	26/13	23/09	23/09	26/13	30/18	34/21	33/21	32/21
Swakopmund	23/16	23/16	22/15	21/13	19/12	17/10	16/09	17/10	19/12	21/14	22/15	23/16
Windhoek	29/19	28/16	27/15	25/13	22/09	20/07	20/06	23/08	25/12	29/15	30/17	30/18
Victoria Falls	30/18	30/17	28/17	28/16	26/10	23/07	24/07	29/08	34/13	36/16	32/19	32/19
Eastern Highlands	25/13	25/13	24/12	23/11	21/09	18/06	18/06	20/07	23/09	25/12	25/13	25/13

Average rainfall (mm/month)

Location	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cape Town	15	14	19	34	67	98	93	87	25	25	26	18
Drakensberg	75	100	100	100	50	25	25	50	75	100	100	100
Durban	87	93	97	86	75	30	35	37	70	87	93	95
Johannesburg	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
Livingstone	94	86	75	25	3	5	5	4	5	8	79	97
Maputo	98	86	77	47	20	11	12	9	27	71	82	93
Lake Malawi	100	95	90	50	20	10	10	12	25	45	80	95
Nata	86	75	60	18	6	4	3	3	3	7	50	72
Maun	110	100	80	30	10	5	5	8	15	40	90	110
Swakopmund	10	10	10	10	5	3	2	2	5	8	10	12
Windhoek	88	97	78	29	15	9	3	3	5	8	23	70
Victoria Falls	94	86	75	25	3	5	5	4	5	8	79	97
Eastern Highlands	120	110	100	70	40	25	25	30	50	80	110	120

7. ON TOUR

The distance and travel times quoted in the itinerary are provided as an estimate only and may vary depending on local road conditions, traffic, weather, and border procedures where applicable. In Southern Africa in particular, travel times can be affected by road surface quality, wildlife crossings, roadworks, and seasonal conditions such as heavy rains, which may slow down progress even over relatively short distances.

Each itinerary clearly distinguishes between total travel time, actual driving time, and the distance in kilometres. This is to provide a more accurate and transparent understanding of each travel day. Driving time refers specifically to the time spent on the road without stops, while total travel time includes all planned stops, rest breaks, meals, sightseeing opportunities, and border formalities where relevant.

It is also important to note that kilometres in Africa do not always translate directly into travel time in the same way as in more developed road networks. Road conditions, varying speed limits, gravel sections, livestock or wildlife on roads, and limited highway infrastructure can all result in slower average speeds. As a result, shorter distances may sometimes take longer to complete than expected, and itineraries are planned with this in mind to ensure a realistic and comfortable travel experience.

These are long distance overland journeys, and some travel days can be extended to cover the distances between destinations and to access remote national parks and regions. While this is an integral part of the overland safari experience, guests should be prepared for full travel days on certain sections of the itinerary, balanced with extended time spent in key wildlife and cultural destinations.

7.1. General Information

Please bear in mind that we will endeavour 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!

Category	Under Canvas Camping	Accommodated Adventures	Classic Journeys
Participation	Limited participation: On our camping safaris we will require some participation during the tour. This includes putting up and taking down your tent (your trusty guides are never too far away to lend a helping hand), packing and unpacking the vehicle and some help with the meals on the tour. The guides do all the provisioning, meal planning and cooking, but a bit of help with preparation before and cleaning up after the meal is always appreciated. We share this on rotation.	Limited participation: On our accommodated adventures we will require a limited amount of participation from you. The Sunway guides will, when required, do the meal preparation and will ask you for a bit of help cleaning up afterwards (on rotation). Where restaurant meals are included in the itinerary, obviously these will be served by the lodge and do not require your assistance. When everyone gets involved in the safari it makes the entire tour more successful.	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 safari vehicle, so the more you put in the more rewarding your experience will be.
Single Supplements:	Booking solo - you do not pay any more for travelling as a single person. If you are travelling on your own, Sunway will automatically "tent" you with another same gender single person. If however you request a single tent, a limited number of these are available on each camping tour, with a price supplement.	Booking solo - you do not pay any more for travelling as a single person. If you are travelling on your own, Sunway will automatically room you with another same gender single person. If, however you request one of the limited number of single rooms available, there will be a price supplement.	Due to the group size and the lodge room allocations, if you are travelling on your own there is a price supplement. Please see the individual itineraries for details of the single supplement.

<p>Pace & Distance:</p>	<p>These safaris follow the same travel distances and pacing as Accommodated Adventures, with access to the same key highlights. While the physical activities are similar, the nature of camping requires a bit more involvement and a willingness to be hands-on. This style allows guests to connect closely with the environment, hear the sounds of the wild at night, and experience Africa's wilderness in its most authentic form.</p>	<p>These are long distance multi-country touring and include a mix of one- and two-night stays to visit a wide range of highlights. The activity level is moderate, with a steady travel pace and regular sightseeing, making this style well-suited for active travellers seeking variety and value.</p>	<p>These are crafted for a more relaxed safari experience. With two-night stays at key destinations these itineraries offer a gentler travel pace with more time to enjoy each location. While travel distances may be slightly shorter, the itineraries still include a variety of excursions, short walks, and wildlife activities, making them suitable for travellers who enjoy exploring Africa.</p>
<p>Camping on different styles:</p>	<p>Sunway supplies all the camping equipment except for 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.</p> <p>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.</p> <p>Formal Campsites provide running water, hot showers, electrical power points, in great locations with helpful staff.</p> <p>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 the garbage/rubbish must be removed from wild camping areas.</p>	<p>Okavango Delta: For 2 nights in the Okavango Delta on Accommodated Adventures, we are hosted by the local community guides. We stay in a simple pre-erected mobile tented camp. Each dome tent has camp stretchers with linen, and an en-suite chemical toilet. There is a communal bucket shower with hot water off the fire (during the day, but not at night).</p> <p>On the NZa21: In Mababe Private Reserve we stay in a luxury pre-erected mobile tented camp. Each meru tent has camp beds with linen, bed side table, solar powered lighting, and an ensuite bathroom with private shower. The camp is serviced by our back up team, including housekeeping, waiter and chef. Set up on private exclusive use locations within the parks the camp is a wonderful experience and highlight for many clients.</p>	<p>Botswana luxury mobile camps BZac15 and BPac11: In Mababe Private Reserve and Savuti in the Chobe National Park, we stay in a luxury pre-erected mobile tented camp. Each meru tent has camp beds with linen, bed side table, solar powered lighting, and an ensuite bathroom with private shower. The camp is serviced by our back up team, including housekeeping, waiter and chef. Set up on private exclusive use locations within the parks the camp is a wonderful experience and highlight for many clients.</p>

Meals Provided	Three meals per day (unless specified). From lunch on departure day to breakfast on final day. Most provided by the guides, some by the lodges, please check your detailed itinerary.	Three meals per day (unless specified). From lunch on departure day to breakfast on final day. Some provided by the guides, some by the lodges, please check your detailed itinerary.	Majority of meals provided by lodges. Some lunches and dinners at own expense (see itinerary).
Typical Menu	Breakfast: Cereals, milk, bread/toast, jam, fruit, tea/coffee, or occasional cooked breakfast. Lunch: Cold meats, cheese, salads, fruit, bread or rolls (picnic-style). Dinner: Hot meal such as stew, braai, stir fry, or curry cooked over a fire or gas stove.	Breakfast: Cereals, milk, bread/toast, jam, fruit, tea/coffee, or occasional cooked breakfast. Lunch: Light picnic or lodge meal depending on day's travel. Dinner: Hot meal prepared by guides, or restaurant/lodge meals when staying in towns.	Breakfast: As provided by lodges. Lunch & Dinner: Lodge restaurants or local establishments. Occasionally Sunway prepares picnic lunches on travel days.
Meal Preparation	Fully self-sufficient setup. Guides plan, shop, and prepare meals with group participation. Clients assist with preparation, serving, and washing up.	Fully self-sufficient setup. Guides plan, shop, and prepare meals with group participation. Clients assist with preparation, serving, and washing up.	Meals prepared by lodge chefs. Sunway guides assist with coordination and logistics only.
Dietary Requirements	Vegetarian, vegan, and allergy-based requirements can be catered for with minimum two weeks' notice . No personal preferences (e.g. dislikes) can be accommodated on a group tour.		
Quality & Freshness	Fresh produce sourced whenever possible. Guides plan menus according to local availability and remoteness. Variety may be limited in isolated areas.		Lodges provide meals to their own standards, usually high quality and varied.
Cooler Boxes & Drinks	1 cooler box for food and 1 cooler box for group drinks. Space is limited – please be considerate and restock as needed.	1 cooler box for food and 1 cooler box for group drinks. Space is limited – please be considerate and restock as needed.	1 group cooler for drinks (space limited). Most beverages purchased directly from lodges.
Water	Safari trucks carry drinking water tanks and minibuses 25L containers for refilling bottles. In most of South Africa and Namibia, tap water is safe. Check with your guide if you are unsure of the quality. We encourage clients to limit their use of plastic on tour. Note for Okavango Delta wild camping: Clients will be required to purchase 1 x 5L water containers in Maun before entering the Okavango Delta. This will be your drinking water for the duration of the Okavango Delta excursion.	Safari trucks carry drinking water tanks and minibuses 25L containers for refilling bottles. In most of South Africa and Namibia, tap water is safe. Check with your guide if you are unsure of the quality. We encourage clients to limit their use of plastic on tour. Note for Okavango Delta wild camping: Clients will be required to purchase 1 x 5L water containers in Maun before entering the Okavango Delta. This will be your drinking water for the duration of the Okavango Delta excursion.	Safari trucks carry drinking water tanks and minibuses 25L containers for refilling bottles. In most of South Africa and Namibia, tap water is safe. Check with your guide if you are unsure of the quality. We encourage clients to limit their use of plastic on tour. Note for 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.

<p>Note for Botswana Wildside (BT14): Clients traveling through the Botswana Parks (Moremi, Savuti and Chobe) will reuse the 5L water container above. It can be refilled in Maun, at Moremi North Gate and Savuti.</p>		
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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.

7.2. Vehicle Air Cooling System: All our closed 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 preferred by 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 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.

7.3. Language: All Sunway Safaris scheduled departures are small groups with a maximum of 12 people. The tours for international groups 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 to see which dates and tours are available in German.

7.4. Smoking: Please dispose of cigarette butts responsibly. An empty drink can makes a good temporary ashtray. Smoking is not permitted on any vehicles, in the tents, or around the kitchen area. This policy is for the comfort and safety of all travellers. On days with long travel sections, we will provide designated smoke breaks.

7.5. 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 most countries in Southern 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 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 curio sellers. While it is interesting to haggle, remember that the stall holder must make a living, and that the amount that you are haggling about may sound like a lot, but if converted into US\$ or € 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 fair and generous.

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

7.6. 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:

- Don't walk alone in apparently deserted places, especially at night. Try to walk in groups whenever possible.
- Keep an eye out for bag snatchers and don't have anything in your pockets to tempt a pickpocket.
- Do not carry large sums of cash with you.
- Keep a photocopy of your passport (first few pages), visas and air ticket separately from the original documents.
- Please do not bring unnecessary valuables such as jewellery and expensive watches.
- We advise using a thin, body-hugging money belt to be worn under your clothing
- Although it can be traumatic and distressing to lose personal belongings, remember that almost everything can be replaced.
- 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. A smashed window might severely delay the tour.

7.7. 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.

7.8. 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 using open vehicles, local knowledge from guides and helps promote the local community's commitment to conservation. All the local operators we use are locally owned companies and have arrangements with local communities for financial benefits through employment, support services and community upliftment.

- 7.9. Spending Money:** We suggest you budget between €10 and €30 per person per day 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.

In Zambia, the Zambian kwacha (ZMW) is the country's official currency and domestic transactions are required to use it. However, in the tourism sector (lodges, some parks, visa fees) US\$ are widely accepted and may be preferred. Ensure your US\$ notes are clean, undamaged and of recent issue.

Mozambique banks are often reluctant to exchange small denomination foreign notes. It is best to bring larger notes (e.g., €50, £50, US\$50) and ensure they are in pristine condition. South African Rand is widely accepted (in the south) and easy to exchange for business and locals.

A word of advice would be to take a little bit more money than you think you will 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.

- 7.10. 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 at the ATMs so please bring hard cash with you.

- 7.11. 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:

Category/Country	Activity	Approx. Price (US\$)	Notes
General	Dinner	15–25	
	Lunch	10–25	
	Beer	3	
	Cold drink	2	
	Bottled water (750ml)	2	
Mozambique	Scuba diving	80	
	Snorkelling	30	
	Ocean safari	55	
Namibia	Dune boarding	50	

	Scenic flight – Sossusvlei (2½ hrs)	500	Price depends on number of passengers
	Scenic flight – Skeleton Coast (2 hrs)	500	Price depends on number of passengers
	Dolphin and seal cruise	90	
	Skydiving – Tandem	300	
South Africa	Soweto tour	80	
	Apartheid Museum	60	
	Kruger NP night drive	30	
	Ocean safari – Plettenberg Bay	70	
	Table Mountain cable car	25	Return ticket
	Robben Island cruise	35	
	Seal Island cruise (Hout Bay)	10	
	Shark cage diving (full day)	200	
Zambia/Zimbabwe	Game drive (2 hours)	78	
	Helicopter flight – 13 min/25 min	220/385	
	Microlight flight – 15 min/30 min	190/365	
	White-water rafting (full day)	175	
	Bungee jumping	195	
	Canoe – Upper Zambezi (½ day)	115	
	Canoe – Upper Zambezi (1 day)	160	
	Zambezi sunset cruise	60/100	
	Livingstone Island tour	156	
Botswana	Fixed-wing scenic flight (1 hour)	~210	Approximate price
	Helicopter flight (~23 min)	230	

7.12. 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 arranged some very informal local village visits in many areas through years of co-operation. 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.

7.13. Photography & videography: It is always advisable to bring a camera on safari. These days most mobile phones take great images and video, which are great ways 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.

We recommend that you bring 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 in Southern Africa is 220-240 volts.

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.

7.14. Binoculars: A pair of binoculars is recommended when visiting wildlife areas, to benefit fully from the safari. A small pair of 8x24 or 10x32 is suitable and compact for travel and will enhance your game viewing opportunities.

7.15. 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 snorkelling 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. Or visit www.wwfsassi.co.za

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

Sunway Safaris does not supply bottled drinking water. Clean and safe drinking water is widely available throughout Southern Africa, and in most places tap water is suitable for drinking. If unsure, guests can always check with their guide.

Each safari vehicle carries a 150-litre water tank for drinking and cooking purposes. Bottled water is also available for purchase at own expense if preferred.

We encourage guests to minimise single use plastic by bringing a reusable water bottle or purchasing one bottle at the start of the tour and refilling it throughout the journey. If every guest used a new plastic bottle daily, it would result in over 60,000 bottles per year across our operations. Reusing a bottle helps reduce this impact significantly.

7.17. Tipping: This is often a confusing issue for clients - when it comes to tipping the local guides that we use for various activities (e.g. local game drive guides, polers in the Okavango Delta etc.) We suggest that a tip of €1 – €3 per ½ day activity from each client, or the local currency equivalent, is acceptable.

Your Sunway tour leaders also work extremely hard to ensure that your safari runs smoothly and that all the clients on tour are happy. They are usually the last to bed and the first to rise, do most of the cooking and share information with you about the areas that are visited, the flora and fauna. We suggest that a tip of €2 – €5 per client, per day for each tour leader is reasonable.

As in all cases with tipping, 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 only. Sunway pays all guides a contracted and fair wage, above industry norm, resulting in a large stable team of Sunway guides, many of whom have been with the company for many years.

7.18. Wi-Fi and mobile network: Wi-Fi is generally available in the main reception areas of most campsites and lodges that we visit on tour. Some choose not to provide Wi-Fi. The details of Wi-Fi availability are listed on each tour detailed itinerary. For various reasons Wi-Fi should not be depended on and used sparingly when available – you are on holiday after all.

You may consider activating mobile data roaming on your mobile device or consider an eSIM while travelling in Southern Africa. These must be purchased and loaded before arrival in country. Bearing in mind that you should get local network coverage in urban areas and on some major highway sections. But network coverage is not available everywhere that we go, particularly in national parks and wilderness areas.

We strongly encourage you to deliberately look away from your device, to look up and to look out and enjoy the travel experience.

8. FEEDBACK

- 8.1. 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 tour leader so that he/she can address 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 +27 (0)76 746 0453. Please give us the opportunity to rectify the situation and resolve the matter, so that you can enjoy your holiday.
- 8.2. 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.

9. FLEXIBILITY

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 place.

The clock in Africa runs much more slowly than in your own country and sometimes things happen that you might not expect. Those who want to travel in Africa and enjoy it need a relaxed attitude. This is a continent of continual change, exciting opportunities and amazing experiences. Flexibility, patience and above all a sense of humour are essential.

We encourage you to arrive with a sense of adventure and wonder, travel for the different experiences, and enjoy the diversity, accept the adversities and return home with memories that you'll have forever.

Sunway Safaris prepares each trip carefully, but even so there may be surprises that cannot be avoided. We are a team of over 100 people working on the road and in the background to showcase this amazing continent. We have been in operation for 30+ years and have a wealth of operational experience – trust us.

If you are open to different experiences, flexible and relaxed you will enjoy Southern Africa and have a fascinating visit.

If you have any queries before tour, please contact your booking agent.

If you need help while on tour, please contact Sunway Safaris emergency mobile number +27 (0)76 746 0453

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 several reasons. Any prices quoted are intended as a guide only and will be subject to variation at any time.