

Frequently Asked Questions

What does "Travel Style" mean?

Each African Adventure Tour is connected to a "Travel Style," The Travel Style points to the type of accommodation, inclusions, and vehicle options for the specific tour. We have two different "Travel Styles".

a. Premium Camping Adventure Tours

- You will travel in an Adventure Overland Safari Vehicle designed for comfort, fitted with 20 seats in a standard configuration and build for manoeuvring the rough African terrain.
- This tour is designed specifically for the budget conscious traveller who enjoys more of a community camping-style experience with a larger group of up to 20 people.
- It gives you the opportunity to experience Africa in its most natural state through adventure-style camping predominantly, with standard hotel accommodation at your start and end locations of each tour and depending on the itinerary, some nights in between.
- All accommodation is shared between (same sex) members of the tour group unless you booked a single room and tent.
- Most meals are prepared by your adventure crew with some own expense meals along the way to give you the opportunity to try local restaurants.

B1. Premium Accommodated Adventure Tours (Southern Africa)

- You'll enjoy the comfort of the Premium Overland Safari Vehicle fitted with 12 Ultimate Safari Seats - configured seating, ensuring each person has access to their own window.
- This travel style gives nights in comfort style lodges, hotels, bungalows, and traditional huts.
- On selected tours, one or two nights camping in twin-share safari dome tents are included. Africa4us supplies your sleeping bag, pillow and premium grade mattress. We camp in places where the location, scenery and setting will ensure you get up-close and personal with nature.
- Most breakfasts are provided for at most establishments we overnight. Most lunches will be prepared by your adventure crew and most dinners will be at your own expense in local restaurants.

B2. Premium Accommodated Adventure Tours – Rustic (East Africa)

- The accommodation on the route between Victoria Falls and Nairobi is clean and comfortable but more rustic and simpler than accommodation in Southern Africa and some selected tours also include one or two nights camping in twin-share safari dome tents.
- We only camp in places where the location, scenery and setting will ensure you get up-close and personal with nature - twin-share safari dome tents, sleeping bags, pillows and premium grade mattresses are provided.
- Most breakfasts, lunches and dinners will be prepared by your adventure crew but with more opportunity for eating at local restaurants than on a camping tour.

What is a tour contract?

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

How do I secure my booking?

- To secure a booking, we must receive payment of the minimum deposit of 15% of the total tour price, per person, (or full payment, if booking within 30 days of the start date of your tour or at an earlier stage for some tours).
- A higher deposit will be payable if any supplier(s) requires additional payment at the time of booking / prior to balance due date.
- On occasions - and if required - full payment for a service such as internal flights may be required at the time of booking. The applicable deposit will be confirmed at the time of booking.
- All clients (including anyone who is added or substituted later), whether booking in person, by telephone, via our website, by e-mail or facsimile or by any other means, will be deemed to have agreed to our conditions.

What are online bookings?

- Online bookings and all correspondence is only an acknowledgement of your enquiry and not a confirmation of your booking.
- We reserve the right to decline any bookings at our own discretion. All communication is via e-mail, it is your responsibility to ensure that you read and keep a record of all correspondence. In a case where we cannot contact you via e-mail, we will contact you by telephone or post.
- Documentation will be emailed to you.
- You have the responsibility to inform us of your preferred way of communication.
- You must inform/request in writing any amendments to the booking conditions.

What are your payment terms?

- All money due to confirm a booking must be received by us not later than 30 days before the start of your tour. For certain tours, full payment must be received sooner.
- We will inform you in writing when final payment is required. If full payment has not been received by the due date, we reserve the right to treat your booking as cancelled and cancellation charges may apply.
- You can pay by direct bank transfer, Paypal or credit card.
- Normal credit card processing fees will apply to all payments paid to Africa4us by credit card. We reserve the right to increase this charge if the card issuer's charges to us increase. We will advise you if this happens before taking any payment by credit card.
- A 2.5% banking fee will be charged on all Paypal transactions.
- Paygate and website payments are free of additional banking charges.

How do you handle booking changes?

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

What is your booking cancellation policy?

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

What are your cancellation charges?

- a) 30 days and more before tour start date: 5% of tour price
- b) 8-29 days before tour start date: 50% of tour price
- c) Less than 7 days before tour start date: 100% of tour price

- All tours are subject to a minimum booking of 4 passengers per tour.
- If the minimum booking is not obtained, Africa4us reserves the right to cancel the tour and refund the tour price to the client, in which event the client shall have no claim for any damages against Africa4us. We will contact you well in advance to notify you if this would be applicable to your tour.

What is an itinerary disclaimer?

- It is our intention to adhere to the route as published on our website and in brochures.
- There is though a certain amount of flexibility built into our itinerary and on occasion, it might be necessary or desirable to make changes.
- The published itinerary is brief as we do not always know where our journey will take us. Our travel style and the regions we visit can be unpredictable, which might force us to make changes to the route.
- The detailed itinerary document is a general guide for the tour and regions and any mentioning of specific destinations, wildlife or activities cannot be guaranteed to be visited or encountered.
- Travel times are approximate and subject to vary due to local circumstances.

Where can I buy flight tickets & travel passes?

- For flight tickets & travel passes you can contact StudentUniverse:
<https://www.studentuniverse.co.uk/travel-services/africa4us/affiliate/Africa4Us>

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

- Our tours are of an adventurous nature and some activities could require a person to be actively involved, so we require all participants to be "young at heart", in good health and have a flexible outlook on problem-solving and participation in a group setting.
- You need to be fit enough to handle your own luggage, set-up your tent and to be able to enjoy long travelling hours on some days.
- Some of the included activities require a certain degree of fitness and good health, there is, though, enough freedom of choice in optional activities to suit your personal fitness levels.

Can I join your tours if I have a medical condition or disability?

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

What are your recommended fitness levels and health guidelines?

- An average level of fitness and mobility is required to participate in our tours. You must be able to walk without help from another person, climb 3-4 flights of stairs, pitch your own tent, and carry your own luggage. Should you not be able to operate independently, please specify in your booking. Although your adventure crew will aim to give every traveller as much personal attention as possible, the well-being of the whole group remains important. The adventure crew will therefore not be able to provide constant attention to a specific person only and you should be able to complete the day's activities unaided.
- You will be required to complete our indemnity form prior to starting your tour as part of our agreement with you.

Do I need inoculations to visit Africa?

- Some countries we visit may require inoculations. It is your responsibility to consult with your travel doctor or clinic for up to date medical travel information well before departure.
- Yellow Fever Certificate: It is compulsory to show a valid Yellow Fever Certificate if you are travelling to South Africa from a Yellow Fever endemic country.
- Entry into South Africa, Namibia, Botswana, Swaziland, Lesotho, Zambia, Zimbabwe, Malawi, Tanzania, and Kenya, when travelling from the following countries (but not limited to) will require a Yellow Fever Certificate: Uganda, Kenya, Tanzania, Malawi, Zambia and Zimbabwe. This rule is also applicable to airport transits.
- If other countries not endemic to Yellow Fever have been visited (such as Botswana and Namibia), after visiting endemic countries such as Zambia and Malawi, then a Yellow Fever certificate will still be required on entry into South Africa.
- We recommend you contact your family physician, or your local travel clinic for the most up-to-date health information at least one month before departure. We also advise carrying a basic personal first-aid kit and some hand sanitizers or antibacterial wipes. Travellers to Southern Africa should observe similar precautions to those taken elsewhere in Africa. Government run medical facilities are basic throughout these countries.
- Some tours enter malaria areas, and it is your responsibility to ensure you contact a medical professional well in advance of travel to obtain the recommended prophylactics.
- Please inform your adventure crew the moment some medical condition occurs whilst on tour, that may affect your well-being.

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

- We place a lot of emphasis on the quality of, and the experience on our tours, so we expect all participants to be mindful of the fact that they could travel together with people of all ages.

- You need to be 18 years old on the departure date of the trip. If you want to travel together as a family with children, you can contact us to provide a tailor-made trip designed for your needs.
- There is no “maximum” age limit on our trips.
- Detailed information is provided about the style of each tour and the itineraries, so participants that book on the same tour will generally share the same interests, irrespective of age or abilities.
- Our group tours are designed to provide as much flexibility as possible to pursue individual interests - there will thus be ample time to "do your own thing", but a mature approach is more important than age to make sure your tour is a success.

How much “work” will I be expected to do?

- Please note that due to the nature of our tours being "Soft Adventures Tours" your participation and help with camp duties are appreciated to ensure the smooth running of the tour.
- Your adventure crew will divide everybody into small groups and “duties” will be rotated daily to make sure everybody gets a turn in helping with cooking, packing, cleaning etc. These duties are usually a lot of fun and a great way to get to know your fellow travellers a bit better while chopping tomatoes.
- If you are on an accommodated tour, then your style of travel will naturally be more relaxed as you will not have to deal with tents and most of the cooking.

Are meals included?

- African Adventure Tours are known to stir quite an appetite far more than extraordinary sights. There is no doubt that plenty of travelling and activity will increase your cravings for delicious food. As an Africa4us Adventure Traveller, your taste buds will enjoy a variety of meals prepared from local fresh produce.
- Most meals are included in the tour price on the **Premium ~~Adventure-Camping~~ Adventure Tour** and most shopping is done before the tour departs – Please study your itinerary for a breakdown on meals.
- Fresh products such as meat, fruit, vegetables, and dairy are bought during the trip from supermarkets, local shops and markets.
- Breakfasts generally consist of bread and cereal. If time allows, a warm breakfast may be prepared. Lunches provided en route are light meals such as sandwiches and/or salads. All evening meals are freshly prepared hot meals and will consist of a variety of continental and local dishes.
- Your adventure crew organize the meal preparation. As part of the small group community, each group member will take turns in helping with meal preparation and cleaning.
- Some meals are not included on the **Premium Camping Adventure Tour** so that you can explore the local restaurants. This gives you the opportunity to experience the area and local cuisine on your own time. Your adventure crew will suggest some local restaurants and give you options to choose from.
- On the **Premium Accommodated Adventure Tour**, fewer dinners are included in the tour price to give you more time on your own exploring the fine food and wines the local restaurants have on offer.

What happens when I am allergic to certain foods?

- If you have special dietary requirements, please let us know at the time of your booking to give your adventure crew enough time to do the necessary planning and shopping.

How do you handle solo travellers?

- Solo travellers will be paired in twin or multi-share accommodation, depending on the style of your tour, with someone of the same sex for the duration of the tour.
- On the **Premium Accommodated Adventure Tour**, the ergonomically designed seat setup in the vehicle provides a great “private experience” for the solo traveller - combined with the safety of travelling in a group.

Can I reserve a single-occupancy tent or room?

- A solo person supplement is payable if you require single-occupancy rooms or tents and is available on a first come, first serve basis. Please note that in certain locations single occupancy is not available due to the nature of the camp.

What is the accommodation like?

- Camping in Africa is a true adventure, giving you the opportunity to experience Africa's wilderness and nature. We stay at designated campsites in national parks and outside towns.
- Campsite facilities in both Southern and East Africa are generally good but can be very basic in certain areas. There are generally small restaurants and/or bars, washing facilities and occasionally telephone facilities.
- Almost all camps have flush toilets and hot water showers. There are some exceptions where simple reed enclosures might be your only privacy.
- Hot water is available at most sites, but it is not guaranteed depending on the number of guests at the campsite at that time.
- We try to set up camp within close proximity to ablution facilities, but you may have to walk a short distance.
- We provide all camping equipment except for your sleeping bag, sleeping sheet and pillow on the **Premium Camping Adventure Tours**.
- For the few days of camping on certain camping tours, we provide a sleeping bag, memory foam travel pillow & mattress to our **Premium Accommodated Adventure** travellers.

Equipment includes:

- **2-Person dome tents** - these are good quality, durable, industry-standard safari canvas tents, which can be assembled and disassembled within 5 minutes. Your tour leader will demonstrate how to assemble and disassemble the tent at the beginning of your tour. Most adults will not be able to fully stand up inside the tents, though most travellers find these more than adequate, as they have a base area of approximately 4 square meters. These tents are regularly treated with a waterproofing agent, but under certain rainy conditions, the tent fabric may become saturated to the point where seepage or leakage may occur. All tents have built-in mesh insect netting on the windows and doors.
- **Camping mattresses** - another first for our industry, we provide oversized camping mattresses and you get to choose between the super-duper memory foam side or a firmer high-rebound sponge side. These are comfortable and approximately 10cm thick.
- **Memory foam travel pillow** - this is yours to keep after your tour.
- **Sleeping bags**- we provide sleeping bags to our **Premium Accommodated Adventure** guests. These are custom made for us with our own branding and rated at -5 degrees Celsius. Hypo-allergenic hollow fibre is used for insulation.
- **Portable camp chairs** - with a comfortable backrest.
- **Cooking equipment** - to provide the group with good quality camp meals.

Hotels and Lodges

- All our overnight points are chosen for their great location or special setting. For the most part, these tend to be smaller establishments that cater to our needs and allow for more focus on personal service. Generally, we use establishments with a 3-star rating.

Twin rooms / shared accommodation

- At a few remote establishments, we stay in basic, comfortable, and clean twin rooms. Most of the time you will have en-suite bathroom facilities, but there might be exceptions where you will share with more than one person. Your itinerary will specify the type of accommodation and the level of comfort.
- On the **Premium Camping Adventure Tours**, we might include some multi-share accommodation or dorm-style accommodation.

What should I pack?

- Pack light, as you will need to carry your own luggage and load it on and off the vehicle. Please bring soft luggage like a duffel bag, compact suitcase or a backpack, hard-top cases are not recommended.
- Personal and valuable items should be carried in a daypack.
- When packing, please keep in mind that areas further south from the equator can be extremely cold in winter and extremely hot in summer. (South Africa, Namibia, Botswana, Zambia, Zimbabwe, Mozambique, Lesotho, Swaziland).
- For certain itineraries, such as the Serengeti and Zanzibar you will need an extra small daypack to pack clothes for two or three nights.

Spring: September to November

Summer: December to February

Autumn: March to May

Winter: June to August

Suggested checklist:

- Fleece top
- Windproof/waterproof jacket
- Small beach towel or sarong and swimwear
- Bath towel (Both accommodated and camping tours. There are a limited number of places that do not provide towels)
- At least one long-sleeved shirt to protect against sun and mosquitos
- T-shirts
- Sun hat or cap
- Shorts
- At least one pair of long trousers to protect against sun and mosquitos
- Hiking pants/track pants
- Sport sandals
- Hiking boots/sturdy walking shoes
- A set of smart casual clothes for restaurant evenings is also advisable
- Sleeping bag
- Sleeping sheet for summer. (A single bed duvet cover works excellent)
- A light single bed sheet to cover your mattress (This is optional but recommended for your own comfort as the bare skin on mattresses might be warm and uncomfortable in high summer)
- Sunblock
- Sunglasses

- Toiletries (~~biodegradably~~ **biodegradable** is best) and sanitary products.
- The climate in Africa might be harsher to your skin than what you are used to, so plenty of your favourite brand of moisturizer.
- Flashlight (with extra batteries)
- Money belt
- Personal entertainment
- Binoculars
- Camera and enough memory cards and batteries - you will have access to a USB charging socket and 220/240Volt AC plugs at night.
- First-aid kit: Lip balm/salve, pain killers, adhesive bandages and gauze for small cuts, anti-histamine, anti-diarrheal products for mild cases of diarrhoea, eye drops, rehydration powder, insect repellent, antibacterial cream, disinfectant, extra prescription drugs you may need. We have a first aid kit on board but by law, we cannot give any medication, unfortunately.

Will I have access to laundry facilities?

- Laundry can be done at some hotels and lodges.
- Some campsites offer a hand washing service (local women might offer a laundry service as a source of income)
- Most campsites have facilities to do hand washing.

What documents do I need for travelling to Africa?

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

- Passport (with photocopies) Citizens from all countries require a valid passport (with minimum 6 months' validity and at least two clean pages)
- Travel insurance (with photocopies)
- Airline tickets (with photocopies)
- Credit or debit card
- Africa4us vouchers, pre-departure information and dossier
- Any entry visas or vaccination certificates needed.
- Yellow Fever Certificate is essential for travel in East Africa.

What visas might I need?

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

Visa requirements

- A valid visa, if required.

- Sufficient funds.
- A return or onward ticket.
- Yellow fever certificates are required if the journey starts or entails passing through the yellow fever belt of Africa - it is valid for 10 years and worth the hassle!

Please contact your local embassy or consulate for the most up-to-date visa requirements. Each nationality has different visa requirements and it is your responsibility to ensure that you have valid visas for the countries you travel to. Some visas can be obtained on arrival, (this is applicable to most nationalities travelling to Zambia, Zimbabwe, Malawi, and Tanzania (although there are exceptions, please double check before departure) and these can only be paid for in US\$ cash at the point of entry. Kenya has implemented an E-visa application system and visas are no longer available at the point of entry. It is possible to apply for an e-visa for Zambia and Zimbabwe as well but visas are still issued at the point of entry. Visas for South Africa, Swaziland, Lesotho, Namibia, and Botswana can only be obtained at an embassy or consulate prior to arrival at the point of entry. You can also enquire about the KAZA Visa (a UniVisa between Zambia and Zimbabwe) on arrival in Zambia although there are problems in the implementation of the visa and it is not always readily available

Useful websites to visit for visa information are:

General

<https://www.visahq.com/visas.php>;

Botswana

<http://www.bitc.co.bw/sites/default/files/Visa%20-%20No%20Visa%20Countries.pdf>;

Kenya

<https://immigration.ecitizen.go.ke/index.php?id=5>

Lesotho

<http://www.projectvisa.com/visainformation/Lesotho>

Malawi

<http://www.immigration.gov.mw/Documents/visa%20nationals.pdf>

<http://www.immigration.gov.mw/visa.html>

Namibia

http://www.namibiahc.org.uk/need_visas.php

<http://www.namibia.org.za/visa-requirements/>

South Africa

<http://www.dha.gov.za/index.php/countries-exempt-from-sa-visas>

<http://www.dha.gov.za/index.php/applying-for-sa-visa>

Swaziland

<http://swazihighcom.co.za/services/>

Tanzania

<http://www.tanzaniaconsul.com/visa.html>

Zambia

https://www.zambiaimmigration.gov.zm/index.php?option=com_content&view=article&id=92&Itemid=117

<http://evisa.zambiaimmigration.gov.zm/#/>

<http://www.kazavisa.info/>

<http://www.victoriafalls-guide.net/univisa-zimbabwe-zambia.html>

Zimbabwe

<http://www.zimimmigration.gov.zw/index.php/visa-application-requirements>

<https://www.evisa.gov.zw/>

<http://www.victoriafalls-guide.net/zimbabwe-visa.html>

Please note that visa requirements may change from one day to the next, please make sure to double check before your departure time.

Tourism Levies

This levy applies to Botswana

<http://www.botswanaturism.co.bw/tourismlevy>

- Purpose of the Levy
The objective of the Levy is to raise funds for conservation and national tourism development ~~in order~~ to support the growth of the industry and broaden the tourism base, resultantly improving the lives of the people of Botswana.
- Who is eligible to pay?
All visitors to Botswana in exception of residents and citizens of the Southern African Development Community (SADC) member states
- Where is the levy collected?
The Levy is payable at all ports of entry including airports and border posts
- How is the payment done?
Payments are done at the ports of entry through electronic payment machines through cash, debit and credit card. After the payment, a unique receipt corresponding to the passport will be automatically generated. The receipt should then be presented to Immigration Officials. The passport and the receipt will be stamped and handed back to the traveller. The receipt will be valid for a 30-day period and can be used for multiple entries.
- How much is the levy?
Travellers to Botswana will pay **USD30.00**.
The Botswana Government remains committed to growing the contribution of tourism to the national economy as well as economic diversification and employment creation.
For enquiries please email: tdl@botswanaturism.co.bw or call +267 391 3111.

Money

How much money should I bring?

- We all have different spending habits, so consider that when planning and budgeting your trip.
- On an accommodated tour where fewer meals are included you will need more spending money than on a camping tour where most meals are included.

- There are many opportunities on all the tours to buy souvenirs – you might want to spoil yourself with some unique memorabilia.
- Drinking water is not included in the tour so you will need to budget for water. Water is drinkable from taps in South Africa and Namibia but for other countries, it is recommended to buy bottled water. A litre of water costs about 1 USD in most countries.
- You might become peckish on the long driving days and there will be plenty opportunity to stock up on local snacks.
- Many activities are included in your tour price. There are numerous opportunities though to do optional activities that suit your personality and lifestyle – anything from cultural experiences to sky-diving. You will be able to pay with credit card at most of the big activity suppliers but keep in mind that some might add a small percentage surcharge.
- Activity guides such as the polers in the Okavango Delta, game drive guides etc. will be grateful for a tip as a token of your appreciation. Tipping and the amounts remain a personal choice and you will be under no pressure at all to tip but your adventure crew will advise the group accordingly.
- In restaurants, the recommended percentage to tip is 10% of your meal price.
- If you are on a camping trip you might want to spoil yourself here and there and upgrade to the comfort of a room, available at some campsites. Upgrades vary but may cost an average of about 30 USD pp.
- Most African countries offer an E-visa facility but if you plan to buy visas at the port of entry (only possible at Zambia, Zimbabwe, Tanzania and Malawi) then you need to budget for this. For most nationalities, the fees are US\$50 for Tanzania and Zambia, US\$75 for Malawi, Zimbabwe varies from US\$30 to US\$80. These visas can ONLY be paid in USD. No local currency will be accepted.
- It is best to stock up on cash on arrival at the airport. ATM's are mostly accessible for easy cash withdrawals, but there might be times when we enter rural areas with no facilities or there might be incredibly long queues on pay days. Your adventure crew will advise accordingly.
- Consider taking more money rather than less, as you do not want to spoil your trip by constantly feeling short of funds. Emergencies are rare, but it is still a good idea to have an emergency fund available, kept separate from the rest of your funds. We suggest a minimum of \$150 USD.

How should I keep my money safe?

- On the **Premium Accommodated Adventure Tour**, you have access to a personal safe on the vehicle whilst on tour.
- On the **Premium Camping Adventure Tour**, you have access to a communal safe. It is, however, your responsibility to keep your money safe at all time. Africa4us will not be held liable for any loss.

What forms of payment should I bring?

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

What currency is accepted?

- All countries have their own currency that can be obtained locally by foreign exchange or ATM withdrawals if available.

- Your adventure crew will inform you where you can exchange money throughout the tour. Occasional power outages are common all over Africa, so you might not be able to withdraw cash at ATM's along the way and it is best to withdraw money at the main centres or airports.
- The easiest foreign currency to exchange for any of the local currencies is the US Dollar, British Pound and Euro. Please note that US notes should not be older than the year 2006 and should not have any markings on it. A mix of big and small notes will work well. To exchange money, you get a better rate for bigger notes in East Africa but if you want to buy something small and pay in a foreign currency then smaller notes will work best as change might not be always available. Currency exchange rates fluctuate daily so it is best to follow websites, such as www.oanda.com for current exchange rates.
- If you plan to buy your visas at borders, you will need to have cash in US Dollars.
- Currencies for different countries:
 - Botswana: Pula (BWP)
 - Kenya: Kenyan Shilling (KES)
 - Lesotho: Lesotho Loti (LSL). *South African Rand is accepted.*
 - Malawi: Malawi Kwacha (MWK)
 - Namibia: Namibian Dollar (NAD). *Equivalent to the South African Rand*
 - South Africa: South African Rand (ZAR). *Accepted in Namibia.*
 - Swaziland: Lilangeni (SZL) *South African Rand is accepted.*
 - Tanzania & Zanzibar: Tanzanian Shilling (TZS)
 - Zambia: Zambian Kwacha (ZMW)
 - Zimbabwe: US Dollar (USD).

Do I need to tip?

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

Health, Safety and Security

Is Africa safe?

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

How do I know I will be safe?

- Your safety is our priority. Our itineraries are designed with your safety and well-being in mind.
- Your tour leader and driver know the countries visited and will advise on potential dangers and the safety precautions to be taken.
- From experience, the safest possible way to travel Africa is together in a group, under the responsible leadership of local guides. This also applies to national parks and other areas where wildlife roam. However, it is your responsibility to exercise common sense and caution at all time.
- For your own safety keep your money and valuable documents in a money belt around your waist or around your neck, underneath your clothing. Leave your valuable jewellery at home. On the **Premium Accommodated Adventure Tour**, a small personal safe is fitted to each personal storage box next to your seat to store your valuables. Keep the code private! Most hotels, lodges and guest houses will have safety deposit boxes available. There is a communal safe available on the vehicles of the **Premium Camping Adventure Tours**.

What other health hazards should I be aware of?

Insects

- Africa has its share of insects. Mosquitos are more commonly found in areas with a high rainfall. Sand flies, though commonly found on the coast, can also be found in dry areas. Both are found to come out in the evening and early mornings.
- Some precautions to take against insect bites:
 - Wear protective clothing, long sleeve shirts and trousers.
 - Wear natural colours, khaki or olive. Bright colours tend to attract insects.
 - Use a mosquito net.
 - Use insect repellents

Sun

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

Hydration

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

Diarrhoea

- It is normal for people travelling overseas to get an upset stomach due to a change of climate and food. Be sure to look after your food and personal hygiene as a priority to ensure an enjoyable trip.

Policies

What are your travel insurance requirements?

- Our goal is that everyone is safe and belongings are protected. We have an excellent safety record and issues are rare, but travel insurance is mandatory for all our tours. Your tour leader will ask for proof of travel insurance before you depart. We suggest a minimum of US\$200,000 coverage in case of medical emergencies. We strongly recommend that you choose a policy that also protects you or includes personal liability, cancellation, curtailment and loss of luggage and personal effects cover.

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

- We do not expect any problems, nor should you, but if for any reason, you are unable to start your trip as scheduled, please contact our emergency contact numbers immediately.

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

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

How do I contact Africa4us in an emergency?

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

Other available numbers are:

The United States and Canada - Victoria, Canada Office:	+1 250 663 8749
The United Kingdom and Europe - London, UK Office:	+44 208 432 3315
Africa and rest of the world - Cape Town, RSA Office:	+27 21 200 5767

Do you offer airport transfers? How does that work?

- If you need an airport transfer, you are in safe hands. Yes, airport transfers are available. Please book in advance. After you have picked up your luggage and entered the arrival hall, you should see a representative holding an Africa4us sign. If you do not see anyone, we ask that you please make your way to the information desk, which is located on the same level.
- If you have not met our representative within 30 minutes of clearing customs and immigration, please call the 24-hour emergency number at +27 (0) 82 556 4562.
- In the unlikely event that it is not possible to provide you with your paid transfer and you will need to make use of public transport, your pre-paid transfer money will be refunded. Please note that a refund can only be made after consultation with the person on duty on the 24- hour emergency number.
- If you have purchased a transfer through Africa4us or if an arrival transfer is included in the cost of your tour, please note that your arrival transfer has been arranged based on flight information provided to us. If there is a flight schedule change within 48-hours of your scheduled arrival time, we will do our best to rearrange your arrival transfer, however, it cannot be guaranteed.

All Hours Emergency number

From outside South Africa:	+27 21 200 5767 or +27 82 556 4562
From within South Africa:	021 200 5767 or 082 556 4562

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

- It is in the best interest of all our travellers that we maintain a strict policy of zero tolerance with regards to illegal behaviour. This includes but is not limited to the use of illegal substances, prostitution, theft etc.

- Disrespectful behaviour towards other group members, your adventure crew, border officials, accommodation personnel, service providers and the public in general, will not be tolerated.
- Endangering the group or compromising the group experience will not be tolerated, examples are but are not limited to:
 - Not adhering to safety regulations during game drives and game walks
 - Not adhering to park rules, and country laws.
 - Cultural insensitivity, racism, sexism, ageism, inappropriate jokes towards religion or sexual orientation etc.
- We do not want to put a damper on the joking around and lightheartedness of a tour but it must not be at the cost of offending or hurt people's feelings.
- Our tour leaders have the authority to address any of the above issues and to take the necessary action in consultation with Africa4us, even if it means to ask a group member to leave the trip to ensure the safety and enjoyment of the trip for the rest of the group.

How do the optional activities work?

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

Drone Laws

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

How can I share feedback after my trip?

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

All vehicle features:

- Three-Way safety belts per seat
- Storage for your main luggage in separate compartments under the seating area (accessed from the outside of the vehicle)
- Adjustable airflow so you control the air conditioning according to your personal comfort
- Fresh air blower as a backup in case of air conditioning breakdown (yep! It is Africa!)
- Fully-equipped kitchen for delicious and nutritious meals.
- 24-Volt Fridge and Freezers to keep everything fresh as well as a dedicated one for passenger drinks
- Specially designed, dual-density camping mattresses – 10cm thick – for premium comfort
- Africa4us memory foam travel pillow
- Intercom and PA system between seating area and driver to ensure clear communication.
- Inverters for your AC charging needs (South African plug – 220-240V) so you are not without electricity during your Premium Adventure Tour
- Solar panels to trickle charge the dual battery systems, which ensures ongoing electrical power – even when the vehicle is stationary
- Communal 220 – 240V charging stations for when the vehicle is stationary in camps and connected to Mains AC supply
- 365/24/7 Real time vehicle trackers – so that our support team always knows where you are