

ROVOS RAIL

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GENERAL INFORMATION

Booking

Upon **written request** via email or fax and subject to availability, we will **provisionally** book your place on the chosen tour. No deposits are required. Space is allocated and held BUT if another client requires definite suites, the holding agent/guest will be asked to confirm with a deposit payment (see below) or release the suite. Upon receipt of a **written confirmation** via email or fax and a **completed Reservation Form**, final confirmation details and an invoice will be sent to you. Upon receipt of the **relevant payment**, your booking on the chosen tour will be **confirmed**.

Payment Schedule

• **Individuals and Small Groups – less than 10 guests:** A 25% deposit is required to confirm the reservation. Final payment is due no later than 8 weeks prior to departure.

• **Groups – 10 or more guests**

% A NON-REFUNDABLE DEPOSIT/INCREMENTAL PAYMENT OF THE TOUR PRICE REQUIRED	12 MONTHS OUT -48wks	9 MONTHS OUT -36wks	6 MONTHS OUT -24wks	4 MONTHS OUT -16wks	3 MONTHS OUT -12wks	2 MONTHS OUT -8wks
Cape Town, Victoria Falls, Durban			10%	10%		100%
Golf Safari, African Collage, Namibia, Dar es Salaam		10%	20%	20%		100%

Cancellation Policy

Cancellation insurance is compulsory and will not be waived. We offer insurance to South African residents. For international guests we suggest you contact your local travel agent for assistance. Please bring a copy of your travel insurance policy stating clearly the company, policy number and 24-hour medical emergency telephone number.

CANCELLATIONS OF CONFIRMED BOOKINGS RECEIVED PRIOR TO DEPARTURE ARE SUBJECT TO A FEE OF THE PER PERSON TOUR PRICE	MORE THAN 12 WEEKS BEFORE	BETWEEN 12 & 8 WEEKS BEFORE	MORE THAN 8 WEEKS BEFORE	BETWEEN 8 & 4 WEEKS BEFORE	WITHIN 4 WEEKS BEFORE
Cape Town, Victoria Falls, Durban			5%	25%	100%
Golf Safari, African Collage, Namibia, Dar es Salaam	10%	25%		50%	100%

Scheduling Times, Routes and Excursions

We cannot be held liable for any delays due to trains not running to schedule. Off-train excursions cannot be guaranteed and will only be undertaken if time and circumstances permit. Departure and arrival times are approximate and cannot be guaranteed. We reserve the right to alter our routing at any time between departure and arrival points.

Passports and Visas

The onus is upon the client to ensure that passports and visas, as may be required, are valid prior to departure for Africa. Please enquire with us or check with the relevant embassies in good time regarding applications. Visas are also available through booking agents. Visitors to South Africa are required to have at least **three blank VISA pages** in their passports to receive an entry visa. Passports must be **valid for at least six months** from the guests' return-home date. We travel through South Africa, Swaziland, Namibia, Zimbabwe, Botswana, Zambia and Tanzania on various trips.

CONSULATES in South Africa	WEBSITE ADDRESS	CONSULATES in South Africa	WEBSITE ADDRESS
BOTSWANA	www.botswanaconsulate.co.za	TANZANIA	www.tanzania.org.za
NAMIBIA	www.namibia.org.za	ZAMBIA	www.zambiapretoria.net
SWAZILAND	www.swazihighcom.co.za	ZIMBABWE	www.zimbabweconsulate.co.za
South African Department of Home Affairs can assist with all visa and travel-related enquiries			www.home-affairs.gov.za

Health

- Please ensure you have filled out the **Reservation Form** to indicate if you have any medical conditions, physical disabilities or allergies. There is a basic First Aid Kit on board. We have a doctor on board on the Dar es Salaam trip.
- Anti-malaria precautions are recommended. Malaria areas: Swaziland, Kruger Park, Northern Botswana, Zimbabwe, Zambia, Etosha, Tanzania. Recommended immunisations (not required): Hepatitis A, Polio, Tetanus, Cholera (low risk).
- A **Yellow Fever/Medical Exemption Certificate** is **essential** if travelling to/from **Tanzania**. Although all countries travelled through don't require this, countries guests return to **after** the trip often require them.
- Please consult your clinic or doctor. TRAVEL DOCTOR AFRICA *local* 0861 300 911 or *international* +27 11 214 9030.

Currency

- South Africa – Rands only. We accept all major credit cards on the train.
- Outside of South Africa – Any off-train expenses or additional excursions booked while on the train are to be paid with US Dollars. Hotels and major dealers accept credit cards.
- US Dollars printed before year 2001 won't be accepted. Low denominations recommended for shopping/gratuities. Larger denominations recommended for exchanging money to local currency (especially in Tanzania) as you get a better rate. The Gift Shop on board might exchange money if currency is available, but it is not normally catered for.

Gratuities

Gratuities for the staff are at your discretion. If you wish to show your appreciation in this manner, there is a suitably marked envelope in your suite that you can hand directly to the Train Manager who will distribute any amounts on a pro-rata basis (share) amongst the staff on board. An amount between ZAR100 to ZAR200 (± US\$10 to US\$20) per person per night is suggested, depending on the length of your journey.

Children

Please be sensitive to the adult atmosphere of the train by keeping your children respectful and quiet. Long journeys are not recommended for under 13s. There are no child-minding facilities or activities for children on board. See Child Policy.

Locomotion

Use of steam has become increasingly difficult over the years as more and more water and coaling facilities have been scrapped. Diesel or electric locomotives are used while steam is used in and around the area of Rovos Rail Station only.

The Track

The track over which we travel is inconsistently maintained. If you wake at night imagining the train is travelling at high speed, be assured it is the state of the track below creating that impression. We restrict the train to 60km/h (37mph) and over bad sections reduce speed to as little as 20km/h (12mph). If you find it noisy, earplugs are available.

Cuisine

Meals are served in one sitting only in the charming Victorian atmosphere of the dining cars and are complemented by a selection of fine South African wines. Breakfast: 07h00-10h00 • Lunch: 13h00 • Tea: 16h30 • Formal Dinner: 19h30. All meals are served at these times unless otherwise stated in the timetable. A gong heralds lunch and dinner.

Dietary Requirements

We will do our best to cater for dietary requirements provided a detailed request has been made on the **Reservation Form**. If a special request has not been made, the chefs will endeavour to prepare suitable meals with the ingredients available on board. We regret we are unable to prepare meals requiring strict religious observance in the preparation.

Dress

For days on the train dress is **smart casual**. Evening attire is more formal – for gentlemen a jacket and tie is a minimum requirement while for ladies we suggest cocktail/evening dresses or suits. For off-train excursions, we strongly recommend comfortable walking shoes, sun lotion and hats. If required, blankets and rain capes are available. For game drives, which are on open vehicles, please dress accordingly: mornings can be cool then warm up considerably; afternoons can be warm then cool down considerably. Please see average temperatures as a guide.

Mobile Devices and Internet

In maintaining the spirit of travel of a bygone era, there are no radios or television sets on board. The use of mobile phones, laptops and essentially anything that has the ability to disturb other passengers is confined to the privacy of your suites only. The reception is poor while the train is moving. It is advised to contact your service provider to ensure the correct settings for network services are activated. Internet is available at our lounge in Cape Town, Rovos Rail Station, Tau Game Lodge, Victoria Falls Hotel, Mokuti Lodge and most of the other Namibia Safari accommodation.

Smoking

On board the train, smoking is allowed in the Club Lounge only. Please note on the **Reservation Form** provided if you are smoking or non-smoking so that the appropriate room might be requested at the hotels. Smoking is allowed in the privacy of your suite, but please be mindful that the train is generally made up of wood; please don't throw flammable items such as cigarette or cigar butts off the train as bush fires in Africa are a constant and dangerous hazard.

Laundry

There is a limited laundry service on board comprising household washers, dryers and steam irons. The turnaround is 48 hours so we are not able to handle a week's worth of washing. Please note that while we are providing a complimentary service we cannot be held responsible for items that may be damaged or lost in the process. There are no dry-cleaning facilities en route or on board the train.

Luggage

Each suite has a luggage rack that runs its length providing ample space for storage. On selected annual journeys, guests are provided with a Rovos Rail tog bag that can be used for overnight trips or hand luggage on aircraft.

Gift Shop

There is a small gift shop on the train and at Rovos Rail Station. Due to the varying exchange rates, credit cards are preferred. The host/ess on duty has a basic First Aid Kit and personal essentials (toothbrushes, razors, earplugs etc.). He/she will also fulfil any administrative requirements and check your onward arrangements. Stamps are available for sale and postcards may be posted in the post box at the entrance to the Observation Car or at Rovos Rail Station.

Special Occasions

Please note on the **Reservation Form** if you are celebrating a special occasion as we would like to share it with you.

Books, Magazines and Games

There are board games, playing cards, a card table (dependent), books and magazines available for your use in the Lounge and Observation Cars. In your suite is a *Journeys* magazine featuring articles of interest related to your route.

Electrical Current and Adaptors

220V AC 50Hz 3-point round-pronged wall plugs, 110V/220V 2-pin plugs for shavers. International adaptors available.

Safes

An electronic safe is provided in the cupboard in each suite.

Telephone

There is an internal telephone system on board. Numbers are listed on the provided Guest/Rooming List.

Temperature and Air-conditioning

All public cars are fitted with gas-filled air-conditioning systems. Each suite has an individual air-conditioner with temperature controls that can also be set to heat mode. Fresh-air intake is solved by opening a window. Windows should be closed while operating the air-conditioning unit. Electric under-blankets are fitted on the bed. See guide...

AVERAGE TEMPS	JAN/FEB		MAR/APR		MAY/JUN		JUL/AUG		SEP/OCT		NOV/DEC		Rainfall	TIME
AREA	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Months	ZONE
Cape Town, SA	16°C	28°C	13°C	26°C	9°C	21°C	7°C	19°C	9°C	22°C	13°C	27°C	Apr-Aug	GMT+2
Pretoria, SA	18°C	30°C	15°C	27°C	7°C	23°C	4°C	22°C	13°C	28°C	16°C	30°C	Oct-Mar	GMT+2
Durban, SA	21°C	29°C	19°C	28°C	12°C	25°C	16°C	25°C	16°C	26°C	19°C	28°C	Oct-Mar	GMT+2
Port Elizabeth, SA	17°C	23°C	15°C	21°C	12°C	20°C	11°C	18°C	12°C	18°C	15°C	21°C	May-Aug	GMT+2
Mbabane, Swaziland	16°C	28°C	13°C	27°C	5°C	23°C	5°C	23°C	10°C	26°C	14°C	28°C	Nov-Feb	GMT+2
Gaborone, Botswana	19°C	33°C	14°C	30°C	7°C	25°C	5°C	25°C	14°C	31°C	18°C	33°C	Dec-Mar	GMT+2
Vic Falls, Zimbabwe	15°C	29°C	14°C	29°C	8°C	23°C	7°C	27°C	16°C	28°C	16°C	26°C	Dec-Mar	GMT+2
Lusaka, Zambia	17°C	25°C	15°C	22°C	11°C	17°C	8°C	16°C	17°C	24°C	17°C	25°C	Dec-Mar	GMT+2
DAR, Tanzania	18°C	28°C	18°C	25°C	19°C	25°C	18°C	23°C	16°C	24°C	18°C	28°C	Mar-May	GMT+3