

FREQUENTLY ASKED QUESTIONS

DID YOU KNOW?

Understanding rates in each country

What does the \$\$ Key refer to under the destinations' Where to Stay and Timing is Everything sections?

Where to Stay...

The \$\$ key in this document has been used to indicate the rate variation in the Partner Properties and **&Beyond** lodges and camps in each country. The rate segmentations have been grouped according to the destination comparisons, and do not reference the same values across the countries. This guide is indicative as seasonality, BAR rates and offers / specials may result in anomalies.

Timing is Everything...

The value guide on the Timing is Everything section is an indication of seasonality and the \$\$ key references the rate variation between the months. The \$ / \$\$ key does not reference the same values across countries. This guide is indicative as each property on our product shelf dictates its own seasonality.

Game reserves

What is the difference between private concessions and national parks, and what kind of an experience can my guests expect at either?

PRIVATE CONCESSIONS	NATIONAL PARKS
Guests awake before dawn and depart on early morning game drives with a small group of other guests.	Guests leave for their morning game drive when the gates open (this will vary according to the park).
The vehicles, generally open 4x4 safari vehicles, are driven by an expert ranger/guide. Due to the lower volume of vehicles in private reserves, experienced drivers are permitted to drive off-road to get a better view of major sightings. When tracks are spotted, trackers set out on foot to see if they can locate the animal. Only then will the vehicle drive in to avoid any unnecessary off-roading.	The vehicles always stay on the roads. National parks have a higher volume of vehicles and, as a result, off-roading is not permitted. National parks are a government-owned resource and are available to the general public. However, please remember that these parks offer some of the very best game viewing.
There is a limit to the number of vehicles allowed at a sighting at a time (for instance, at all &Beyond reserves, the limit is 3 vehicles per sighting).	The number of vehicles permitted at any one sighting is unlimited and regrettably out of &Beyond 's control.
Guests have the option of a bush walk and, in some reserves, a full walking safari with an expertly trained walking guide.	Unguided walks in the parks are not permitted, however, some of the national parks do offer guided walks.
The lodges and camps are generally unfenced and guards escort guests around the camp at night time.	The lodges and camp are sometimes fenced off.
Spot lit night drives are a real highlight, introducing guests to the world of predators and other nocturnal creatures.	The parks adhere strictly to opening and closing times, and game drives must return to the lodge or camp just before the gates close. Some national parks do offer night drives.
At many private reserves concession fees / gate levies are not included in the rate.	Park fees are levied by the government to sustain and maintain the land. These fees are at an additional cost.

BEFORE YOU BOOK

Travel insurance

Do my guests require travel insurance and what does &Beyond's emergency evacuation insurance entail?

It is essential adequate travel insurance be taken out prior to departure. This should cover any medical situation such as hospitalisation, as well as cancellation, curtailment of arrangements and baggage. When guests travel with &Beyond, they are automatically covered by our emergency evacuation insurance. This guarantees emergency evacuation to the nearest hospital should they suffer either severe illness or injury. This does not cover the cost of treatment once in hospital and in no way replaces their normal travel insurance. There are certain medical exclusions. Please advise us of any existing conditions in advance in order to arrange cover, subject to our insurer's approval. Please contact us for further details.

Medical Emergency Number: +27 83 300 3927 or +27 11 952 6056

Internet connectivity

Will guests be able to connect to the internet during their safari?

Internet access is widely available in South Africa, but tends to be limited in most other African countries. Guests should be able to connect to the internet in most places frequented by tourists like hotels; however, the quality of WI-FI connectivity should be queried for each remote property in a guest's itinerary.

Mobile phones

What kind of mobile network coverage can my guests expect when travelling to Africa?

There is extensive network coverage throughout Southern and East Africa. In some countries, this may be primarily in-and-around major urban areas. However, in South Africa, networks cover all national roads, towns and cities.

Safety

Will my guests be safe?

- In terms of personal safety, the same rules apply as to every international destination in the world. Guests are advised to keep their belongings close and guarded at all times, and not to go wandering about alone at night. When visiting Africa's cities, they must be on the alert for pickpockets. It is advised that guests check with their tour operator or hotel concierge - they will know if there are any potentially unsafe areas along your guests' travel route.
- If guests are on a self-drive adventure then they must please ensure that their car is locked at all times, and that they must park in well-lit, busy areas.
- Guests are advised to dress-down (i.e. don't wear excessive jewellery) when exploring Africa's diverse cities. Concealed travel wallets are recommended.
- Stopping for hitch hikers is not recommended.

BEFORE YOU GO

Passports & visas

What are the passport and visa requirements for the various African countries?

Guests are advised to check with their consulate for the latest visa information. It is a mandatory requirement that guests travel to Africa with at least two blank passport pages per country visited and that their passport is valid for 30 days after the date of travel, if they are visiting South Africa, and 6 months after the date of travel if they are visiting the rest of Africa. If there is insufficient space in the passport, entry into a country could be denied. Visitors who intend travelling to South Africa's neighbouring countries and back are advised to apply for multiple entry visas.

Special health requirements

What kind of medical precautions should my guests take before travel?

- Guests are urged to consult their physician before they travel to Africa for advice on precautions against malaria.
- Anyone who has any special medication should take enough supplies to last the visit.
- Yellow fever certificates are required for entry into most African if guests are/have travelled through the yellow fever belt.
- Ticks can be found in Africa's wilderness areas. To avoid getting bitten when going on bush walks, guests are advised to take precautions by wearing long trousers, socks and boots. Please note that there is a possibility that tick bites could lead to tick bite fever. Symptoms include fever, headaches and painful, enlarged lymph glands in the area of the bite. If guests experience these symptoms after returning home, they are advised to visit their doctor.

Luggage allowance

What are the luggage restrictions when travelling to Africa?

- Packing space is limited on all modes of safari transport. As guests will be travelling in vehicles and small aircraft with limited space, luggage is required to be packed in a soft bag. No hard suitcases are allowed and oversized bags may not be carried on a guest's lap. An additional seat can be booked for extra luggage, subject to availability.
- Most countries have a 20kg/ 44lb luggage weight limit, however please check with us for further details regarding weight restrictions for each country.
- When travelling to any of our destinations in Africa, please remember that it's a criminal offense to be in possession of, to deal with or to traffic in wildlife products. This includes, without limitation, ivory, rhino horns, furs, claws, teeth, bones, eggs, meat and feathers of any form of wildlife.

Clothing

What should my guests pack?

Your guests will require comfortable, casual and semi-casual clothes for a trip to Africa. Bright colours are not suitable for game viewing, and game drives are conducted in the early morning and late afternoon, which can be cold, especially in winter. Light cotton trousers or shorts and shirts (both long and short sleeved), comfortable walking shoes, windbreaker, sunhat, fleece, camera (telephoto lens recommended) and binoculars are all useful. For winter, pack a warm jacket. In the cities, evening wear in most restaurants is smart-casual and few, if any, will require a tie or jacket.

&Beyond has an online store stocked with high quality outdoor gear from renowned brands to provide your guests with inspiration when planning for their safari andbeyondsafarishop.com/.

It's always best to pack less and travel light. Remember that laundry is included free of charge at all &Beyond lodges and most other luxury safari lodges.

Electricity

Will there be electricity where my guests are travelling?

Most towns and cities in Africa are electrified. Safari lodges generally rely on generator power for lighting and refrigeration. It is advisable for guests to bring international adaptors with them. However most &Beyond Lodges and Camps and our Preferred Partners have international adaptors in the rooms or available for guest's usage.

Gratuity

What are the gratuity guidelines in Africa?

Please note, the below are guidelines only. Gratuities are at your guests' own discretion and are not compulsory.

	ZAR / NAM\$	USD	EURO
Waiters and drivers	10% of the fare or bill		
City guides			
Private transfer (per transfer)	90	5	3
Private half-day tours (per tour)	140	10	8
Private full-day tours (per tour)	240	20	15
On safari			
Ranger / Guide	300	20	15
Tracker	150	15	10
Butler	150	15	10
Camp staff	150	15	10
&Beyond Mnemba Island, Benguerra Island & Vamizi Island			
Butler	n/a	20	15
Lodge staff	n/a	20	15
Dive staff	n/a	20	15

Emergencies

How do we contact &Beyond in case of an emergency?

Travel Emergency: +27 83 280 7342
 Medical Emergency: +27 83 300 3927 or
 +27 11 952 6056