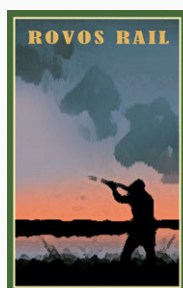




ROVOS RAIL

JOURNEY
INFORMATION

Highveld Safari



ITINERARY & MAP
TRAIN SPECIFICATIONS
GENERAL INFORMATION
TERMS & CONDITIONS

The Most Luxurious Train in the World



ITINERARY

HIGHVELD SAFARI 8 DAYS · 1750KM

Pretoria • Kroonstad • Bloemfontein • Kimberley • Kameel • Mareetsane • Mafikeng • Pretoria



WINGSHOOTERS		LEISURE GUESTS	
DAY 1: PRETORIA			
	<i>Please check-in a minimum of one hour before departure. Should you wish to visit our museum or do a site tour at Rovos Rail Station, we suggest arriving two hours prior to departure.</i>		
12:00	Depart from Rovos Rail Station by bus to Kroonstad (±180 min) to join the train.		
16:00	Wingshooters gather in the observation car for a presentation of the rules and etiquette of hunting in South Africa, the activities that lie ahead and the estates that will be visited.		
16:30	Tea in the observation car as the train traverses the Highveld.		
19:30	Dinner is served in the dining car. <i>Dress: Formal</i>		
DAY 2: KROONSTAD		DAY 2: CHAZEN	
	<i>Typical birds are Wild Duck and Geese. Species may include Shelduck, White-faced and Yellow-billed Duck, Red-billed Teal as well as Egyptian and Spur-winged Geese.</i>	07:00	Breakfast is served in the dining car until departure.
04:30	Breakfast is served in the dining car until departure.	10:00	Transfer (±75 min) to ChaZen in the Vredefort Dome World Heritage Site. With wildlife conservation being their primary mission, they rehabilitated the land and introduced species that have thrived and formed self-sustaining herds. Enjoy a walking educational tour viewing the predator species with info on genetics breeding for release back into the wild and insights into the Vredefort meteor impact. Enjoy lunch followed by a game drive (±3 hours).
05:15	Full-day shoot in Kroonstad with brunch in the field. Situated on dry grassland, the region is well known for its golden fields of wheat and maize as well as the hospitality of the game reserves and farms where country lifestyle and hunting are experienced.	15:30	Return to the train (±75 min).
18:00	Return to the train (±60 min).	16:45	Tea in the observation car.
19:30	Dinner is served in the dining car. <i>Dress: Formal</i>	19:30	Dinner is served in the dining car. <i>Dress: Formal</i>
DAY 3: KROONSTAD		DAY 3: BLOEMFONTEIN	
	<i>Typical birds are Rock Pigeon and Dove.</i>	06:00	Breakfast is served in the dining car until 09:00.
06:00	Breakfast is served in the dining car until departure.	10:45	Transfer (±20 min) to Emoya Game Reserve and Spa. Enjoy an optional 60-min spa treatment followed by lunch.
07:00	Full-day shoot in the Motho region with packed lunches in the field.	13:30	Transfer (±20 min) to Bloemfontein's planetarium to learn about a South African astronomy journey.
17:00	Return to the train in Bloemfontein.	16:30	Tea in the observation car.
19:30	Dinner is served in the dining car en route to Kimberley. <i>Dress: Formal</i>	19:30	Dinner is served in the dining car. <i>Dress: Formal</i>
Bloemfontein is the seat of the South African judicial system. At the end of the 19th century it was also the capital of the old Boer Republic of The Orange Free State. Bloemfontein is capital of the Free State Province and known as the City of Roses.			
Emoya is a 270ha predator-free game reserve in a region known as “Big Sky Country”. There are more than 40 species of wildlife that include white rhino, giraffe, springbok, sable, ostrich, wildebeest and many more.			

DAY 4: KIMBERLEY & MATTANU GAME RESERVE	
07:00	Breakfast is served in the dining car until departure.
09:45	Disembark at Kimberley for a tour of the Diamond Mine Museum and the extraordinary Big Hole . Kimberley is well known for the discovery of diamonds that led to its establishment in 1871.
13:00	Lunch is served in the dining car. The train travels to Windsorton.
14:30	Transfer (±60 min) to Mattanu Private Game Reserve for a game drive . Mattanu is in the Northern Cape Province approximately 50km northwest of the diamond digging city of Kimberley. Nestled in the shade of indigenous Camelthorn trees, this family-owned lodge has breeding programmes of roan, sable, buffalo, Royal Oryx, Golden Oryx, Golden Gnu, Black Impala, tsessebe and Livingstone Eland together on the same property.
18:00	Enjoy a traditional barbeque dinner at Mattanu's Camelthorn-tree boma. <i>Dress: Casual</i>
19:45	Transfer (±60 min) to the train at Jan Kempdorp and depart for Vryburg.
DAY 5: KAMEEL	
07:00	<i>Typical birds are Guineafowl, Francolin, Partridge.</i> Breakfast is served in the dining car until departure.
08:00	Full-day shoot in Kameel . Enjoy lunch in the field with the leisure guests followed by two more drives.
18:00	Return to the train.
19:30	Dinner is served in the dining car as the train travels to Mareetsane. <i>Dress: Formal</i>
DAY 5: KAMEEL	
07:00	Breakfast is served in the dining car until departure.
09:15	Enjoy a game drive in the Kameel area.
13:30	Lunch in the field with the guns. Enjoy the final two drives of the day with the guns before returning to the train at 18:00.
19:30	Dinner is served in the dining car as the train travels to Mareetsane. <i>Dress: Formal</i>
DAY 6: MAREETSANE	
07:00	<i>This is Guineafowl country, while Swainson's Francolin and Orange River Partridge may be seen.</i> Breakfast is served in the dining car until departure.
08:00	Full-day shoot in Mareetsane . Lunch in the field followed by a driven Dove shoot.
19:00	Enjoy dinner at Mosita. <i>Dress: Casual</i>
DAY 6: MAREETSANE	
07:00	Breakfast is served in the dining car until departure.
09:00	Enjoy a game drive at a local estate.
12:30	Lunch is served at a lodge.
19:00	Join the guns for their last drives.
	Enjoy dinner at Mosita. <i>Dress: Casual</i>
	Rejoin the train and depart for Mafikeng.
DAY 7: MAFIKENG	
06:00	<i>This is Guineafowl country, while Swainson's Francolin and Orange River Partridge may be seen.</i> Breakfast is served in the dining car until departure.
07:30	Enjoy a final full-day shoot in Buhrmansdrift with lunch in the field.
19:30	Dinner is served in the dining car as the train travels to Pretoria. <i>Dress: "1920s" Theme or Smart Casual</i>
DAY 7: MAFIKENG	
07:00	Breakfast is served in the dining car until departure.
08:00	Transfer (±20 min) to Mafikeng Airport for a short flight (±30 min) to Madikwe for a game drive . A conservation area with grassland, forest and rocky hills, Madikwe is home to a variety of wildlife and many bird species.
12:30	Lunch is served at Tau Lodge .
15:30	Return to the airstrip for the short flight to Mafikeng.
19:30	Dinner is served. <i>Dress: "1920s" Theme or Smart Casual</i>
DAY 8: PRETORIA	
07:00	Breakfast is served in the dining car until 10:00.
13:00	Lunch is served in the dining car.
17:00	Arrive at journey's end at Rovos Rail Station in Pretoria .

Please note that unseasonal weather can affect bird numbers. All leisure-guest excursions are accompanied by a qualified tour guide or historian. The wingshooters' itinerary is prebooked. No additions without sufficient notice.

Please dress accordingly for game drives: mornings can be cool then warm up considerably; afternoons can be warm then cool down considerably. Warm clothing, comfortable shoes, hats and sun protection are advised (season dependent). Rain capes are available.

PACKING LIST FOR WINGSHOOTERS

All clothing should be dark in colour (dark browns and dark greens). Breathable cotton is recommended. Camouflage is permitted in South Africa but not in most other African countries. • A wide-brimmed hat/cap (available in our gift shop). • Long-sleeved shirts with roll-up sleeves. • A windbreaker/parka – it is unlikely to rain but will be useful for cold mornings. • Long trousers/pants – not too heavy but strong enough to protect legs from thorny bushes and the sun. • Thick socks and gaiters to protect socks from grass seeds. • A comfortable pair of light ankle- or calf-high boots. • Binoculars. • Flashlight with spare batteries. • A tog bag will be placed in your suite for your convenience. • Travelling with hard gun cases (aluminium) and using a padded gun sleeve in the field is recommended. • A 12- or 20-bore shotgun is recommended although a 20-bore might be on the light side for high-flying geese. • Pump-action shotguns are allowed. Automatic, semi-automatic, repeating weapons and self-defence handguns of any kind are not permitted. • Shotgun shells are included in the shoots.

Excursions may be changed according to schedule achieved. Times are approximate and cannot be guaranteed.

Please check with the Train Manager or reservations@rovos.co.za for any updates or changes to the itinerary.

In your suite you will find the Journeys magazine that features articles of interest related to the route.

We strongly discourage giving any form of handout to children while travelling. This action may have detrimental consequences to local communities. If you would like to give responsibly, we support many local charities and would be happy to assist.

INCLUDES Accommodation; meals; beverages; room service; limited laundry; guided excursions (where applicable); entrance fees as per itinerary; shoots, licences, ammunition and field assistants; govt. tax. **EXCLUDES** Pre- and post-tour accommodation, flights and transfers; visas; insurance; guns and permits; game/trophies shot; taxidermy; gratuities; international sparkling wine; personal expenses.

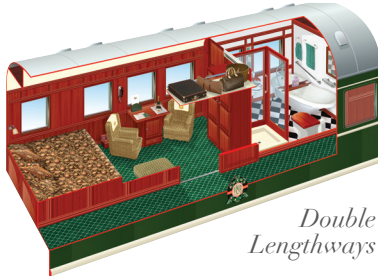
MEALS ON BOARD (unless adjusted) Breakfast 07:00-10:00 • Lunch 13:00 • Tea 16:30 • Dinner 19:30.



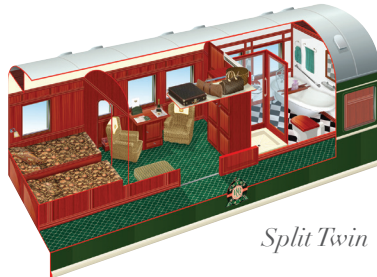
SPECIFICATIONS

ROYAL SUITES

$\pm 16m^2 \cdot \pm 172ft^2$



*Double
Lengthways*



Split Twin

Minibar, air conditioning, writing desk, luggage shelf, cupboards, safe, en-suite bathroom with toilet, basin, bath and shower.

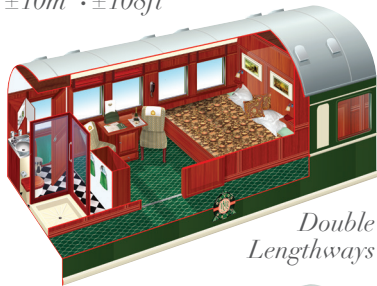
Bed Dimensions: LxW in CM

Double: 200x189

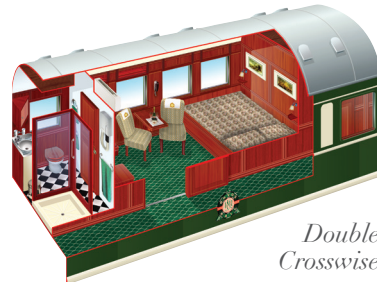
Split Twin: 200x75

DELUXE SUITES

$\pm 10m^2 \cdot \pm 108ft^2$



*Double
Lengthways*



*Double
Crosswise*

Split Twin

Minibar, air conditioning, writing desk, luggage shelf, cupboards, safe, en-suite bathroom with toilet, basin and shower.

Bed Dimensions: LxW in CM

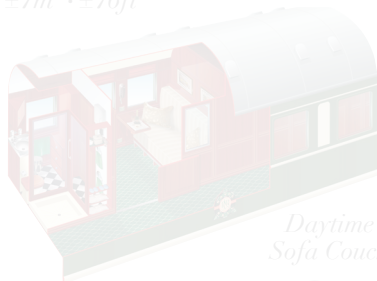
Double Lengthways: 189x189

Double Crosswise: 189x160

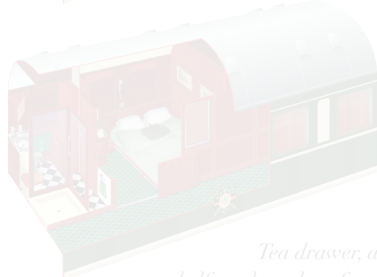
Split Twin: 189x75

PULLMAN SUITES

$\pm 7m^2 \cdot \pm 76ft^2$



*Daytime
Sofa Couch*



*Night-time Double
or Side-by-side Twin*

Bed Dimensions: LxW in CM

Double: 189x150

Side-by-side Twin: 189x75

Single lower: 189x94

Single upper: 189x60

Tea drawer, air conditioning, fold-out writing desk, luggage shelf, cupboards, safe, en-suite bathroom with toilet, basin and shower.

THE SUITES & COACHES

Each train has accommodation carriages, dining cars, a lounge car (± 26 seats), small gift shop, smoking lounge (± 11 seats) and observation car (± 32 seats) with open-air balcony. The three types of suites are elegant and spacious offering passengers privacy, comfort and luxury with double or twin beds and fittings and facilities that are of the highest standard. All have en-suites with shower, toilet, basin and bath (Royal only), tea facilities, safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.

Suite layouts may differ from images.

ROYAL SUITES



DELUXE SUITES



PULLMAN SUITES



PILLARED DINING CAR



BANQUETTE DINING CAR



OBSERVATION CAR



LOUNGE CAR



CLUB LOUNGE & DELUXE CAR



STAFF CAR



KITCHEN CAR



GENERATOR CAR





GENERAL INFO & FAQs

WSS

BOOKING: To book as an agent or a guest, please contact reservations@rovos.co.za or call +27 (0) 12 315 8242.

PROVISIONAL: Upon written request via email and subject to availability, we will provisionally book your place on the chosen tour and send you a proforma invoice. Space is allocated and held without financial commitment for 14 days after which deposit payment is required to confirm the booking. The provisional hold may be extended on request and subject to availability.

CONFIRMED: Upon receipt of the relevant payment and a completed Reservation Form, the booking will be confirmed. On confirmation of a reservation, our Terms & Conditions will be deemed to have been accepted and will be strictly adhered to. Upon receipt of full payment, travel is permitted. Should full payment not be received when due, we are within our rights to cancel the booking and cancellation fees will apply.

CANCELLATION: Cancellation of a confirmed booking received prior to departure is subject to a fee of the per person tour price. See Terms & Conditions. **Cancellation insurance is compulsory** as these fees will not be waived. Postponement requests follow the same terms as cancellations. However, should we be able to resell the suite at full value, the cancellation fees will be waived.

ALLOCATIONS: Agents intending to offer scheduled group departures are subject to a separate set of terms. For detailed information and agreements, please contact our sales representatives at reservations@rovos.co.za.

INSURANCE: We offer insurance to South African residents. For international guests we suggest you contact your local insurance agent for assistance. Please send us your travel insurance policy clearly stating the company, policy number and 24-hour medical emergency telephone number.

PAYMENTS: Payment can be made via bank transfer or credit card (direct guests only via Paygate). Details provided at time of booking. Due to the high cost of credit card charges in South Africa, **we prefer that all clients pay via bank transfer**. Please reference the payment with your full **booking reference number** and email proof to payment@rovos.co.za. We are a South African company and reserve the right to charge/refund in ZAR. As legally required, refunds are processed into the same account from which the initial payment was received. **Journeys invoiced in ZAR:** All bank transfers are processed/refunded in ZAR. **Journeys invoiced in USD:** USD bank transfers are processed/refunded in USD. **All credit card payments for all journeys** are processed/refunded in ZAR. Rovos Rail is not liable for any loss in currency due to rate of exchange fluctuations.

PASSPORTS & VISAS: The onus is upon the client to ensure passports and visas, as may be required, are valid prior to departure for Africa. Passports must have at least **five blank VISA pages** and must be valid for at least **six months** from your return-home date. **Please enquire with us or check with the relevant embassies in good time.** Visas are also available through visa/booking agents.

SCHEDULING TIMES, ROUTES & EXCURSIONS: We wish to bring to your attention that Rovos Rail is solely reliant on the traction and railway services provided by the countries through which we travel. Our hands are regrettably tied when these services fail be they due to locomotives, signals, overhead power-cable damage and/or theft, vandalism, electricity outages, railway tracks or issues with drivers etc. Delays can occur due to our reliance on these national organisations. Rovos Rail is not responsible and cannot be held liable for any delays or changes in tour arrangements that may be caused by natural or other factors beyond our control. Rovos Rail reserves the right to cancel or amend our routing, any excursions and the tour departure dates provided we can offer clients alternative excursions or departure dates. **Rovos Rail cannot guarantee excursions or departure and arrival times.** Our obligation to transport guests from departure to arrival points on schedule will override any commitment to excursions although we will endeavour to carry out all the off-train experiences. **We strongly caution against same-day air travel on departure/arrival days due to possible delays with flights or the train.** It is very important that we have your arrival and departure details. Should you be delayed, kindly contact +27 (0)12 315 8242.

JOURNEYS & PRIVATE HIRE: We offer a variety of journeys from 48 hours to 16 nights that cover the subcontinent of Africa. The trains run year-round although some of our short journeys do not run during our winter months. We prefer you enjoy the full journey experience although you are permitted to disembark earlier at a convenient stop – keeping in mind the rate will remain the same. The scheduled journeys are available for full charter. You can also combine our 42- or 72-bed train with other entertaining products for bespoke charters including incentive groups, historical expeditions, cycling tours and private gatherings. The Events Train, suitable for day trips only, caters for up to 250 guests and is the perfect venue for weddings, incentives, conferences and product launches. See rovos.com.

ROVOS RAIL STATION TOUR & MUSEUM: A highlight for guests is a visit to the private station headquarters in Pretoria where the Rovos team work assiduously to ensure the locomotives and trains are maintained to the highest standard. This is the busy hub of a provisioning operation that is world-class in terms of efficiency and attention to detail. The tour will show you the nuts and bolts of the company. We also have a museum showing a historical collection of train paraphernalia. Please arrive two hours before departure. If Pretoria is your arrival point, we suggest delaying your pick-up by ±90 minutes so you can enjoy the site tour.

CHECK-IN: Please check-in a minimum of **one hour** before departure. If Rovos Rail Station in Pretoria is your starting point, we suggest arriving **two hours** before departure if you wish to do a site tour. Passports are required at check-in. No vouchers are required. Luggage will be tagged and placed in your suite on board the train where you will find a full itinerary pack.

PRETORIA Rovos Rail Station, 1 Transnet Avenue, Capital Park, Pretoria, South Africa
VICTORIA FALLS Victoria Falls Hotel and Station, Mallet Drive, Victoria Falls, Zimbabwe

AMENITIES 🌿 : We have the following South African biodegradable and/or recyclable products on board: all-natural soap (40g), shampoo (50ml), hand and body wash (50ml), hand and body lotion (50ml) and insect repellent spray (for journeys over four days) using wild-harvested, certified African oils and extracts free of chemicals, toxins, parabens, artificial colourants, perfume and petroleum-derived ingredients with no testing done on animals; chemical-free lip balm (15ml); bamboo tissues; reusable bamboo rounds; bamboo ear buds; bamboo natural-bristle toothbrushes; natural toothpaste tablets; a compostable shower cap and cotton-and-wax ear plugs. Other complimentary items such as sun cream, razors and nail files are available at the Gift Shop.

BATHROOMS AND TOILETS 🌿 : Every suite has an ensuite bathroom. Plug-in hairdryers – in addition to your bathroom unit (if applicable) – are available on board. There are 110V 2-prong plugs for shavers and a 220V 2-pin plug for chargers. Some suites have vacuum toilets, which significantly reduce water usage by 80% using air instead of water. Our biodegradable chemical-free toilet rolls are made using the waste from the sugarcane industry and are hand-wrapped in eco-friendly paper.

BEVERAGES 🍷 : The 300-year-old South African wine industry has allowed us to carefully curate a selection of wonderful wines with some estates being stocked on board since our first journey in 1989. We have a superb collection of local and international beverages on board with a proud focus on South African offerings. The locally manufactured spirit, beer and mixer industry is a vibrant and thriving business. From gin, vodka, rum, agave (tequila), digestifs, grappa, liqueurs, whisky and world-renowned brandies, we are very proud to stock them in our onboard bars.

CHILDREN: We do accommodate children but we kindly ask parents to be sensitive to the adult nature and atmosphere of the train by keeping them respectful and quiet. Long journeys are not recommended for under 13s. Children between 0-2 years old are not permitted to travel. There are no child-minding facilities or activities available for children on board. See Child Policy on rovos.com.

CURRENCY

- South Africa – Rands only. We accept all major credit cards on the train.
- Outside of South Africa – Rands are accepted in Namibia and eSwatini. US Dollars are accepted in Zimbabwe, Tanzania (Dar es Salaam only), DRC and Angola. Cash is highly recommended. Hotels and major dealers accept credit cards.
- US Dollars printed before year 2017 or that look worn will not 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.

DIETARIES: We cater for food allergies provided a detailed request has been made at that time of your reservation. 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.

DINING: Meals on board are served in one sitting only in the dining cars. Breakfast: 07:00-10:00 • Lunch: 13:00 • Tea: 16:30 • Dinner: 19:30. Bar service is from 07:00-±01:00. All meals are served at these times unless otherwise stated in the itinerary. A gong heralds lunch and dinner.

DRESS

- **Days on board are smart casual:** Neat, conventional yet relatively informal in style combining casual and formal clothing pieces.
- **Dinner on board is formal:** For gentlemen, a collar and tie are mandatory while a jacket is optional. For ladies, we suggest cocktail/evening dresses or suits. Please respect this dress code.
- On **long journeys** we enjoy **themed evenings** where guests can **dress up accordingly** or opt for **smart casual**: 1 x “AFRICA” evening and/or 1 x “1920s” evening. See *itineraries*.
- **Charters:** The dress code is usually determined by the group chartering the train otherwise the above applies.
- **Off-train excursions:** We recommend comfortable walking shoes, sun lotion and hats. If required, blankets and rain capes are available.
- **Game drives** are on open vehicles so 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.

DRESSING GOWNS: We provide a comfortable one-size-fits-all gown plus slippers for each guest for use on board the train. If you wish to take one home, they are available to purchase from the Gift Shop.

ELECTRICITY: 220V AC 50Hz 3-point round-pronged wall plugs and 110V/220V 2-pin plugs for shavers and chargers. USB ports are in each suite. International adaptors available. A generator supplies power. Please be aware that certain breaks in power are necessary when servicing is required.

GIFT SHOP/GUEST SERVICES 🌿 : There is a small gift shop on the train (open between meals) and at Rovos Rail Station in Pretoria. Where possible, items sold in our gift shop are made in South Africa and sourced from local companies supporting community upliftment. Due to the varying exchange rates, credit cards are preferred. The Guest Services Manager on duty has a basic first aid kit and personal essentials such as razors and sun cream. He/she will also fulfil any administrative requirement and check your onward arrangements.

GRATUITIES: Gratuities for the staff are at your discretion. If you wish to show your appreciation in this manner, there will be 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 among the staff on board. An amount between ±ZAR450 (±US\$25) per guest per night on board is suggested, depending on the length of your journey. At the game lodges, it is customary to tip guides and lodge staff an estimated ±ZAR450 (±US\$25) per guest per day. Rate of exchange valid at time of print.

LANGUAGES: The staff on board mainly speak English and local languages. For most of the journeys and dependent on the language, translated itineraries and on-board information will be provided for guests on request.

LAUNDRY: There is a LIMITED laundry service (10 items/day) on board comprising household washers, dryers and steam irons. The turnaround is 48 hours so we are unable to handle a week's worth of laundry. There are no dry-cleaning facilities en route or on board. Should you wish to have your shoes cleaned by your host/ess, a bag is provided in your suite cupboard. Please note that while laundry is a complimentary service, we cannot be held responsible for items that may be damaged or lost in the process.

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 in Pretoria only.

LUGGAGE: It is possible to store luggage in your suite under the bed or above the door on a luggage rack, which provides ample space for storage. There are no luggage restrictions on board although we do not recommend more than two large suitcases. On selected long journeys, guests are provided with a Rovos Rail tog bag that can be used for overnight trips or hand luggage on aircraft. A soft bag is preferable on plane transfers with a luggage weight restriction of 15kg.

MAGAZINES, MAPS & GAMES: There are board games, cards, a card table (dependent), books and magazines available for your use in the lounge and observation cars. In your suite is a map, itinerary and the *Journeys* magazine featuring articles of interest related to your route. If the map supplied is not comprehensive enough you may purchase a more detailed map from the Gift Shop.

MEDICAL

- **All guests are solely responsible for ensuring they are capable of undertaking the tours and activities.**
- **Please inform us at the time of your reservation if you have any medical conditions, physical disabilities or allergies.**
- Anti-malarial precautions are recommended. Malaria areas: eSwatini, Kruger Park, Northern Botswana, Zimbabwe, Zambia, Etosha, Mozambique, Tanzania, DRC and Angola.
- Recommended immunisations (not required): Hepatitis A + B, Polio, Tetanus, Cholera (low risk).
- A Yellow Fever/Medical Exemption Certificate is **essential** if travelling to/from **DRC** and **Angola**. 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 (0) 11 214 9030.

MEDICAL EMERGENCIES: Each train is equipped with a standard medical kit, oxygen, automated external defibrillator and a wheelchair. All management on board have completed First Aid up to Level 3 and are trained in emergency situations while general staff have completed Level 1 First Aid. For emergencies there are private healthcare hospitals available. Outside of South Africa, private hospitals are not guaranteed. We can organise evacuation either by road or air to a medical facility should this be required (own account). We do, however, strongly recommend that you explain your concerns to your travel insurance company so they can provide you with the necessary cover to meet and exceed such an eventuality.

MOBILE DEVICES & INTERNET: In maintaining the spirit of train travel, there is no radio, television or WiFi 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. We understand devices are used for taking photos and reading but talking to friends and catching up with emails is discouraged in public areas so as to not intrude on guests who want to disconnect and relax. 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. WiFi is available at our lounges in Cape Town and Pretoria and at most off-train accommodation (although not guaranteed).

MOBILITY: We accommodate guests with walking difficulties although we recommend an able-bodied passenger accompany them. We regret that the train is not suitable for wheelchair-bound passengers. Should you have mobility impairments/restrictions or special requirements, we urge you to inform your travel agent or Rovos Rail at the time of booking. See Mobility Info on rovos.com.

PETS: We do not allow any pets or emotional-support animals on board.

POSTAGE: Stamps are available for sale from the Gift Shop. Postcards may be handed to the Guest Services Manager for posting.

PRODUCE 🌱 : Where possible, our foodstuffs are locally sourced, plant-based and free from refined sugars, added grains, added dairy, preservatives and artificial ingredients. Our locally sourced meats are ethically farmed using best practices from sustainable supply chains. Our seafood comes from independent fish farmers that are certified GAqP. Where possible, all packaging is earth-friendly, biodegradable and/or recyclable.

RECYCLING ♻️ : At our private station in Pretoria, we have built a sorting facility where we recycle everything we possibly can. On site and on board, we have installed tin and glass crushers that have helped us tremendously to create space on board but, more importantly, have opened doors to willing and able recycling collectors on our longer routes. All food that cannot be used due to shelf life, for example, is donated to local charities, schools, hospitals and orphanages while any wet waste is composted on site. We use recyclable paper or biodegradable, plantable paper that grows into beautiful living herbs, vegetables or flowers when planted.

SECURITY: An electronic safe is provided in the cupboard in each suite. When on board, we encourage you to close shutters or preferably shutters and windows when not in your suites and to be particularly mindful when passing through stations. The train doors in the passages are all locked from the inside and all suite doors can also lock from the inside.

SERVICE: A dedicated host/ess is available 24 hours a day. They can be called from the telephone in your suite. Your suite is cleaned daily and there is a nightly turndown service. The Train Manager and Deputy Train Manager are on hand throughout the journey to help with any queries. The Guest Services Manager is available for an administrative requirement and is based at the Gift Shop.

SHOESHINE: Should you wish to have your shoes cleaned by your host/ess, please place them in the bag provided in your suite cupboard.

SMOKING: On board the train, smoking is allowed in the smoking Club Lounge only. HOWEVER, please be mindful of other guests who do not smoke, that the train is generally made up of wood and DO NOT throw flammable items such as cigarette or cigar butts off the train. Bush fires in Africa are a constant and dangerous hazard. Please note at the time of your reservation if you are smoking or non-smoking so that the appropriate room might be requested at the hotels/lodges.

SPECIAL OCCASIONS: Please note at the time of your reservation if you are celebrating an occasion as we'd like to share it with you.

SUITES & COACHES *Measurements in centimetres (cm) = Length x Width*

Each train has accommodation carriages, dining cars, a lounge car (±26 seats), small gift shop, smoking lounge (±11 seats) and observation car (±32 seats) with an open-air balcony. The suites offer passengers privacy, comfort and modern conveniences with double or twin beds. All mattresses have a soft and hard side with the soft side up from the outset, which can be changed on request. All pillows are faux-down microfiber with a 233TC 100% cotton down-proof casing. All doubles are made up with fitted sheets and blankets with single duvets at night-time. All suites have an ensuite bathroom, minibar, air conditioning, writing desk, luggage shelf, safe, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves. Some Royals and Deluxes have a room divider.

1. A **Royal Suite** (±16m²/±172ft²) takes up half a carriage with its own private lounge area and ensuite bathroom with Victorian bath, separate shower, toilet and basin. **BEDS:** Lengthways Double 200x189 • Lengthways Split Twin 200x75.
2. A **Deluxe Suite** (±10m²/±108ft²) has a lounge area and ensuite bathroom with shower, toilet and basin. **BEDS:** Lengthways Double 189x189 • Lengthways Split Twin 189x75 • Crosswise Double 189x160.
3. A **Pullman Gold Suite** (±7m²/±76ft²) – mostly used on **LONG JOURNEYS** only dependent on capacity – has an ensuite bathroom with shower, toilet and basin. On arrival, a lengthways-bed suite is setup with lengthways split twin beds configured as sofas that can be converted into a lengthways double. **BEDS:** Lengthways Double 189x189 • Lengthways Split Twin 189x75 • Crosswise Double 189x150.
4. A **Pullman Suite** (±7m²/±76ft²) – mostly used on **SHORT JOURNEYS** only dependent on capacity – has an ensuite bathroom with shower, toilet and basin. During the day the suite is setup with a comfortable sofa that can be converted into a few sleeping options. **BEDS:** Single Lower Bunk 189x94 • Single Upper Bunk 189x60 • Crosswise Double 189x150.

TEMPERATURE & TIME ZONES: 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. Windows should be closed while operating the air-conditioning unit. Electric under-blankets are fitted on the bed.

AVERAGE TEMPS °C	JAN/FEB		MAR/APR		MAY/JUN		JUL/AUG		SEP/OCT		NOV/DEC		Rainfall Months	TIME ZONE
AREA	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max		
Cape Town, SA	16	28	13	26	9	21	7	19	9	22	13	27	Apr-Aug	GMT+2
Pretoria, SA	18	30	15	27	7	23	4	22	13	28	16	30	Oct-Mar	GMT+2
Durban, SA	21	29	19	28	12	25	16	25	16	26	19	28	Oct-Mar	GMT+2
Nambiti, RSA	15	30	12	27	2	21	7	25	10	27	13	29	Dec-Mar	GMT+2
Kimberley, RSA	17	33	12	30	5	22	2	20	10	28	15	30	Dec-Mar	GMT+2
Bloemfontein, RSA	14	30	8	27	-1	18	-1	20	6	27	12	30	Dec-Mar	GMT+2
Gaborone, Botswana	19	33	14	30	7	25	5	25	14	31	18	33	Dec-Mar	GMT+2
Vic Falls, Zimbabwe	15	29	14	29	8	23	7	27	16	28	16	26	Dec-Mar	GMT+2

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 in your amenities bag and at the Gift Shop.

WATER 💧: The water used on the train is carried in tanks under each coach. These tanks are filled every day but they cannot be topped up while the train is travelling. Please assist us by using water responsibly. Water inside the suites has been filtered and chlorinated; it is safe for bathing and brushing teeth only. Please use the bottled water provided for drinking. Our bottles are made locally from plants and are biodegradable and 100% compostable. The bio-based polymer originates from GMO-free and organic feedstocks such as sugarcane, corn, potatoes and beets from sustainable, annually renewable resources.



OUR GREEN JOURNEY

With the worldwide environmental crisis in mind, we have sought eco-friendly locally made solutions for onboard use wherever possible. We handpick partners who share our commitment to protect the environment, conserve wildlife and benefit local communities. We are the green train after all.



TERMS & CONDITIONS

WINGSHOOTING SAFARIS

DIRECT GUESTS AND AGENTS: THE BELOW PAYMENT AND CANCELLATION POLICIES APPLY. IF YOU ARE A GUEST THAT HAS BOOKED THROUGH AN AGENT, THEIR PAYMENT AND CANCELLATION POLICIES APPLY.

PROVISIONAL BOOKING: Upon written request via email and subject to availability, we will provisionally book your place on the chosen tour and send you a proforma invoice. Space is allocated and held without financial commitment for 14 days after which deposit payment is required to confirm the booking. The provisional hold may be extended on request and subject to availability.

CONFIRMED BOOKING: Upon receipt of the relevant payment and a completed Reservation Form, we will confirm your booking and send you an invoice. On confirmation of a reservation, our T&C will be deemed to have been accepted and will be strictly adhered to. Upon receipt of full payment, travel is permitted. Should full payment not be received when due, we are within our rights to cancel the booking and cancellation fees will apply.

CANCELLATION: Cancellation of a confirmed booking received prior to departure is subject to a fee of the per person tour price (see below).

Cancellation insurance is compulsory as these fees will not be waived. Postponement requests follow the same terms as cancellations. However, should we be able to resell the suite at full value, the cancellation fees will be waived.

PAYMENT SCHEDULE

TO CONFIRM A BOOKING A DEPOSIT PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE THE DEPARTURE DATE	365-181 DAYS BEFORE	180-121 DAYS BEFORE	120 DAYS BEFORE	A provisional booking will be held for 14 days after which a 25% deposit is due. Final payment is due 60 days prior to travel.
FIT Bookings and GROUPS of 10 or more guests	25%	50%	100%	

CANCELLATION POLICY

CANCELLATION OF A CONFIRMED BOOKING RECEIVED PRIOR TO DEPARTURE IS SUBJECT TO A FEE OF THE PER PERSON TOUR PRICE	365-181 DAYS BEFORE	180-121 DAYS BEFORE	120-61 DAYS BEFORE	60 DAYS BEFORE
FIT Bookings	10%	25%	50%	100%
GROUPS of 10 or more guests	25%	50%	100%	100%

- For every 15 full-fare paying passengers, the 16th person sharing travels free of charge, confirmed at final invoice 60 days before departure.
- 275 days before departure (±9 months): the agent/group must provide an allocation sales update and release 20% of the unsold space (if a waitlist persists).
- 245 days before departure (±8 months): the agent/group must release 50% of the unsold space (if a waitlist persists).
- 180 days before departure (±6 months): the agent/group must release 100% of the unsold space.

DIRECT GUESTS, AGENTS AND GUESTS WHO HAVE BOOKED THROUGH AN AGENT: THE BELOW T&C APPLY.

MAXIMUM TRAIN CAPACITY: Charters: 15 suites/30 guests.

Scheduled: 23 suites/46 guests. We reserve the right to alter this capacity as circumstances require.

MEDICAL: Guests are solely responsible for ensuring they are capable of undertaking the tours. Anti-malarial and Yellow Fever precautions may be required in countries being visited.

PASSPORTS & VISAS: The onus is upon the client to ensure passports and visas, as may be required, are valid prior to departure for Africa. Passports must have at least five blank VISA pages and must be valid for at least six months from your return-home date.

PAYMENTS: We are a South African company and reserve the right to charge/refund in ZAR. As legally required, refunds are processed into the same account from which the initial payment was received. **Journeys invoiced in ZAR:** All bank transfers are processed/refunded in ZAR. **Journeys invoiced in USD:** USD bank transfers are processed/refunded in USD. All credit card payments for all journeys are processed/refunded in ZAR. Rovos Rail is not liable for any loss in currency due to rate of exchange fluctuations. There are no refunds for any part of a tour that might be missed due to personal reasons. **Cancellation insurance is compulsory.** Rovos Rail will never change our banking details and/or credit card link via email. Should you receive an email whether on the company's letterhead or in any other form advising you to use alternative banking details and/or credit card link, ignore same and please notify Rovos Rail immediately.

PHOTOGRAPHY & VIDEOGRAPHY: Rovos Rail reserves the right without notice to make use of any photography/film taken on the tour for general publicity purposes without payment or permission.

RATES: We will do our utmost to keep to the prices published. However, if increases are forced on us, Rovos Rail reserves the right to amend the tour price at any time prior to written confirmation of the reservation. Rate inclusions and exclusions are specified on the itineraries.

SCHEDULING TIMES, ROUTES & EXCURSIONS: Rovos Rail is solely reliant on the traction and railway services provided by the countries through which we travel. Our hands are regrettably tied when these services fail, be they due to locomotives, signals, overhead power-cable damage and/or theft, vandalism, electricity outages, railway tracks or issues with drivers etc. Delays can occur due to our reliance on these national organisations. Rovos Rail is not responsible and cannot be held liable for any delays or changes in tour arrangements that may be caused by natural or other factors beyond the control of Rovos Rail. Rovos Rail reserves the right to cancel or amend our routing, any excursions and the tour departure dates provided we can offer the passenger alternative excursions or departure dates. Rovos Rail cannot guarantee excursions or departure and arrival times. Our obligation to transport guests from departure to arrival points on schedule will override any commitment to excursions although we will endeavour to carry out all of the off-train experiences. **We strongly caution against same-day air travel on departure/arrival days due to possible delays with flights or the train.**

DIRECT GUESTS AND GUESTS WHO HAVE BOOKED THROUGH AN AGENT: THE BELOW GUEST INDEMNITY APPLIES.

GUEST INDEMNITY: Although certain limited insurances have been arranged, Rovos Rail Tours (Pty) Ltd (herein referred to as 'Rovos Rail'), nor its servants, agents or employees, shall be liable for any loss or damage to passengers' luggage or effects. Insofar as one of the tours may include a visit to a game reserve and whilst attacks by wild animals are extremely rare, similarly neither Rovos Rail, nor its servants, agents or employees, accept any liability whatsoever for any injury or incidents to passengers or their belongings. The passenger hereby waives any claim which he/she may have against Rovos Rail, its servants, agents, employees or subcontractors for any injury and/or loss of any nature whatsoever (including, without limiting the generality of the foregoing, consequential loss) arising for any reason of any nature whatever directly or indirectly out of any aspect of the tour including, without limiting the generality of the foregoing, any form of transport used for the purpose of the tour. This waiver shall be binding on the passenger's executors, heirs, trustees and dependants. The passenger records that all the services and facilities provided to the passenger are accepted voluntarily and with full knowledge that they may expose the passenger to injury, danger or loss. The passenger further records that any statement, representation or information given to him/her by Rovos Rail shall, unless given in writing, not prejudice this waiver in any manner whatsoever. The passenger indemnifies Rovos Rail in respect of any claim that may be made by any third party against it arising out of any claim in respect of which the passenger gives the aforementioned waiver. This agreement shall be governed solely by laws of the Republic of South Africa.

ON CONFIRMATION OF A RESERVATION, OUR TERMS & CONDITIONS WILL BE DEEMED TO HAVE BEEN ACCEPTED AND WILL BE STRICTLY ADHERED TO. PERSONS MAKING AND CONFIRMING BOOKINGS ON BEHALF OF OTHERS WARRANT THAT THEY HAVE FULL AUTHORITY TO DO SO AND, ON THEIR BEHALF, ACCEPT AND AGREE TO ALL TERMS & CONDITIONS.