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TRUEAFRICA
the safari company

*Specialists in creating unique travel experiences
which capture the essence of Africa.*

Important Information for your African Safari





PASSPORT

Please ensure your passport is valid for more than 6 months after your intended length of stay.

Please ensure there are 2 blank pages per country to be visited.

Note: You will be refused entry upon arrival if these two conditions are not met.

ENTRY VISAS

Please ensure you have the correct visa required for travel.

As the requirements do change on a somewhat regular basis, please contact the relevant embassy in your home country for the most up to date info.

Many visas will need to be applied for in advance, usually online.

Speak to us for links to online visa applications, though, you will need to apply for directly. A useful website to review is www.onlinevisa.com however; we do recommend you confirm visa and entry requirements with the embassy / consulate in your home country.

HEALTHCARE

All travelers should visit a travel clinic at least 6 weeks prior to travel to ensure you have the necessary vaccinations for travel in Africa.

We as a company cannot offer official medical advice, and it is the responsibility of travelers to ensure they have researched all medical requirements and precautions prior to travel.

TRAVEL INSURANCE

Although every care is taken by guides and staff at each property, we/they cannot be held responsible for any accident, injury or illness that you may incur, or loss or damage to your property during your safari.

We strongly recommend that all clients take out comprehensive travel insurance.

We provide all of our guests with temporary Emergency Air Evacuation Insurance which covers any emergency evacuation from the bush to a nearby reputable hospital as this is not always covered in most international insurance policies.

Our emergency air evacuation insurance ends at the entrance at the hospital and does not cover any medical expenses or repatriation.

LOST LUGGAGE

As with all international travel, luggage can get lost / delayed from time to time on international flights.

We will make every effort to help you get the bags to you as soon as possible, but please be aware that it might take a day or sometimes longer.

You may be liable for any costs incurred to get it to you in the bush – however, a good insurance coverage will refund you for this upon submitting a claim.

USEFUL TIP: We'd suggest packing important medicines, documents, camera batteries, contact lenses/glasses and extra clothes in your hand luggage as these may not be readily available for you to purchase replacements.

MONEY

Make sure you bring enough cash with you in small denominations for tipping, curio purchases and any extra personal purchases you wish to make. Some properties do not include drinks and therefore these will need to be paid for upon check-out.

There are limited ATMs available in East Africa and only in town centres. US dollars are widely accepted throughout the region and local currency is not necessary.

There are very few credit card facilities available and often these come with fees associated. We recommend only using your credit cards at tented camps / lodges for any additional purchases such as drinks etc.

Money can be changed at almost any bank in Arusha or Nairobi, bureau de change, hotel or lodge. The exchange of smaller bills (USD 5 to 20) is at a lower rate than USD 50s and 100s. Changing currency back will obviously result in a loss, so try to change only what you need. We feel it's best to try and bring enough cash with you to avoid being dependent on local ATMS, banks and currency exchange offices.

USEFUL TIP: Ensure you bring small denominations (USD5 and USD10 notes) with you.

USD notes must be issued later than 2006.

SECURITY

Your possessions should be safe in the vehicle, however, in rare cases, theft can occur at hotels and lodges in towns. Many properties will have a safe deposit box available and we highly recommend that you request to put cash, passports, and other precious items in here or to keep valuables with you at all times.

WILDLIFE

You will be briefed upon arrival at each property as to the specific safety precautions. Remember there is potentially dangerous wildlife in the vicinity, so please do not wander around on your own outside of your tent, especially at night.

The rules in the national parks are very specific and the guides will obey them at all times. Please do not encourage your driver to leave the road in order to get closer to animals unless you are in an approved "off-road driving" area – your guide will know these areas.

Driving of tourists is generally only allowed/recommended during daylight hours (other than during special night game drives which usually need to be pre-booked).

Please don't make too much noise, observe the wildlife quietly and try not to disturb the animals unnecessarily. Please do not leave any litter behind.



WILDLIFE cont.

If nature calls, tell your guide in advance so he can find a spot for you that is safe and private. You should not leave the vehicle whilst inside a national park except with the instructions of the guide. If you are a smoker, only smoke in designated areas, use extreme caution and do not leave cigarette butts on the ground.

Tsetse flies can be found in some parts of Tanzania (Tarangire and some parts of the Serengeti) and also sometimes in Zambia. They look like normal flies but are a little bigger and they can have a nasty bite - some people may find them quite itchy so bring some calamine or antihistamine lotion.

Tsetse flies can carry a parasite which can cause sleeping sickness; however, this is extremely rare - there has been only one reported case in Tanzania in the past few years. Symptoms are similar to those of malaria. It would feel like a very bad flu and will only appear a few weeks after travel. If in doubt, consult with your doctor.

Tsetse flies are attracted by dark colors like dark blue and black so try to avoid wearing these colors during your safari.



COMMUNICATIONS

Mobile phone coverage is only available in some areas and can be intermittent. Please advise your family/friends back home that you may not be contactable. Wi-fi is quite common at the camps and lodges however it is not available everywhere. There may be an additional fee to pay, and speed is probably not what you are accustomed to back home.

USEFUL TIP: Technology and being 'connected' might detract from your authentic safari experience so you might wish to switch off completely!

If you do need to connect, please be considerate of other guests and keep your mobile phones and devices on silent, and don't use them at communal dinners or around the campfire.



TIPPING / GRATUITIES

If you are pleased with the service you are more than welcome to tip your guide and the staff in the various lodges and camps. Tipping is an extra reward for excellent service and is not compulsory.

As a guideline for tipping your driver/guide, we suggest about 10 - 15 USD per person per day, up to a maximum of 50 USD per family or group of 4 per day. Tipping is usually sorted out at the end of your safari – you should tip your guide directly.

You can tip the general staff at each property by using the 'communal tip box' that most lodges/camps have in their common area or reception. This 'communal tip' should be around 10 USD per person per day stayed and is then distributed amongst cooks, waiters, housekeepers, porters etc..

LOCAL INTERACTION AND CULTURAL SENSITIVITY

There may be times where you come across severe poverty, beggars and street children - especially in cities and towns. It may seem harsh, but it is best not to give any money. Whilst your intentions may be good, giving money directly only perpetuates the problem by keeping them on the streets and making them vulnerable to abuse. On this note, please also don't bring sweets or coloring pens to hand out to children. If you would like to donate to a relevant charity or school, please let us know and we can recommend suitable charities which you can support.

You will also find that many people are photo shy or have learned that they should be rewarded for photographs. Always ask permission before taking a photograph of someone and keep in mind that a small gratuity may be appreciated. Please speak with your guide about this.

In Stone Town, Zanzibar, it is important to dress modestly and appropriately out of respect for Islamic beliefs. It is especially important for women to cover their shoulders and knees. Authorities in Zanzibar can implement penalties for any visitors deemed dressed inappropriately. Bodies must be covered from the shoulders to the knees when in public in Zanzibar.

Of course, in the various lodges and resorts and on the beaches of Zanzibar, it is perfectly fine to wear shorter skirts, shorts and shirts or beach wear.

