

Head Office, P O Box 2837 Pretoria 0001 Gauteng, South Africa  
 Tel: (+27 - 12) 315 8242 Fax: (+27 - 12) 323 0843  
 Cape Town Office, P O Box 50241 Waterfront 8002, Cape Town  
 Tel: (+27 - 21) 421 4020/421 4021 Fax: (+27 - 21) 421 4022  
 Email:reservations@rovos.co.za Website: www.rovos.com

*The Most Luxurious Train in the World*



## GENERAL INFORMATION

### Booking

Upon receipt of a completed Reservation Form, we will – subject to availability – confirm your place on the selected tour. Upon receipt of a 25% deposit by you or your travel agent, your reservation is confirmed and accepted by us.

### Cancellation Insurance

Cancellation insurance is compulsory as our terms and conditions will be strictly adhered to and cancellation fees, where applicable, will not be waived. We offer insurance to South African residents. For international guests we suggest you contact your local travel agent or credit card service provider for assistance. Please bring a copy of your travel insurance policy stating clearly the company, policy number and 24-hour medical emergency telephone number.

### 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 & Visas

The onus is upon the client to ensure that passports and visas, as may be required, are valid. We travel through South Africa, Swaziland, Namibia, Zimbabwe, Botswana, Zambia, Tanzania, Uganda, the Sudan and Egypt on the various trips. Passengers travelling to Zimbabwe, Zambia and Tanzania can have their visas taken care of by Rovos Rail given that full passport information is provided on the booking form. Only single entry visas can be issued on the train. Required application forms will be provided. Please note that only cash US Dollars are accepted for payment at ports of entry. Please check with the relevant embassies or consulates in good time. Current rates for single entry visas are: Zimbabwe - US\$30pp (UK & Canada pay \$55pp); Zambia - US\$50pp; Tanzania - US\$50pp (USA pay US\$100).

### Health

- There is a basic First Aid Kit on board. There is an on-board doctor on our Dar es Salaam and Cape to Cairo journeys. Please ensure you have filled out the Health Requirements Form for these journeys.
- Anti-malarial precautions are recommended. Malaria areas include Swaziland, Kruger Park, Northern Botswana, Zimbabwe, Zambia and Tanzania.
- Although all countries travelled through do not require Yellow Fever vaccinations, countries guests return to after the trip often require them. Recommended immunisations (not required): Hepatitis A, Polio, Tetanus, Cholera (low risk).
- Please consult your travel clinic. THE TRAVEL DOCTOR AFRICA 0861 300 911 local or +27 11 214 9030 international.

### Currency

- South Africa – Rands only. We accept all major credit cards on the train.
- Outside of South Africa – Any off-train expenses or excursions booked while on the train are to be paid with US Dollars. Hotels and major dealers accept credit cards except in Sudan.
- Ensure all US\$ are printed after the year 2000 or they will not be accepted. Low denominations recommended for shopping/gratuities and larger denominations for exchanging money to local currency (especially in Tanzania) as you get a better rate. The Gift Shop might exchange money if currency is available – 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 amongst the staff on board. An amount of between US\$10 and US\$20 per person is suggested.

### Children

Please be sensitive to the adult nature and 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.

### Locomotion

Use of steam has become increasingly difficult over the past years as more and more water and coaling facilities have been scrapped. Where facilities no longer exist, diesel or electric locomotives will be used.

### 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 that is creating that impression. We restrict the train to 60km/h and over the bad sections reduce speed to as little as 20km/h. 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 is between 07h00 and 10h00, lunch at 13h00 and a formal dinner at 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 (vegetarians, vegans, diabetics etc.) 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 that we are unable to provide meals requiring strict religious observance in the preparation.

## Dress

For days on the train dress is smart casual. Evening attire is more formal – for the gentlemen a jacket and tie is a minimum requirement while for ladies we suggest cocktail/evening dresses or suits. Please include warm clothing for cold mornings and evenings. With regard to off-train excursions, we strongly recommend comfortable walking shoes, suntan lotion and hats as well as warm clothing for the game drives, which are on open vehicles and can get very cold.

## Mobile Devices and Internet

In maintaining the spirit of travel of a bygone era, there are no radios or television sets on board and the use of mobile phones and laptops are 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 Cape Town Lounge, Rovos Rail Station, Tau Game Lodge and Victoria Falls Hotel.

## Smoking

On board the train, smoking is only allowed in the privacy of your suite and in the Club Lounge. 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. Please be mindful that the train is generally made up of wood. Please do not 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.

## Gift Shop

There is a small gift shop on board the train and at our station premises in Pretoria. Due to the varying exchange rates, the use of credit cards is 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 Rovos Rail Station.

## Special Occasions

We would like to celebrate your special occasion with you. Upon boarding the train, please advise the Train Manager of any birthday, anniversary or other event.

## 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 whilst on board the train.

## Electrical Current and Adaptors

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

## 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 List.

## Temperature

All public cars are fitted with gas-filled air-conditioning systems. Each suite has an individual air-conditioner with individual 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.

AVERAGE TEMPS	JAN/FEB		MAR/APR		MAY/JUN		JUL/AUG		SEPT/OCT		NOV/DEC		Rainfall Months
AREA	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	
Cape Town	16°C	27°C	12°C	25°C	6°C	20°C	0°C	18°C	9°C	21°C	13°C	25°C	May-Sept
Pretoria/Johannesburg	12°C	29°C	12°C	27°C	5°C	22°C	2°C	16°C	10°C	27°C	16°C	28°C	Oct-Mar
North West Province	14°C	31°C	12°C	30°C	3°C	23°C	2°C	23°C	11°C	28°C	15°C	31°C	Nov-Jan
Gaborone in Botswana	20°C	31°C	14°C	28°C	5°C	23°C	4°C	25°C	16°C	29°C	20°C	30°C	Nov-Feb
Victoria Falls in ZIM	18°C	29°C	14°C	29°C	6°C	25°C	6°C	28°C	13°C	31°C	19°C	32°C	Dec-Mar
Lusaka in Zambia	17°C	26°C	15°C	28°C	8 °C	24°C	8°C	25°C	14°C	30°C	19°C	33°C	Dec-Mar
Dar es Salaam in TAN	24°C	32°C	23°C	31°C	20°C	29°C	18°C	29°C	19°C	30°C	21°C	30°C	Mar-May