

## ROVOS RAIL

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## FREQUENTLY ASKED QUESTIONS

### THE JOURNEYS

#### **How much does a trip cost on Rovos Rail?**

For full details please go to Rates & Dates on the website or email reservations@rovos.co.za.

#### **How long does a journey take?**

Rovos Rail offers a variety of journeys from 48 hours to 15 days. Please go to Journeys on the website for full details.

#### **Where do the journeys go?**

Rovos Rail covers the sub-continent of Africa with a variety of journeys: 2 nights between Cape Town and Pretoria; 2 nights between Pretoria and Durban; 3 nights between Pretoria and Victoria Falls; 9 days between Pretoria and Namibia; 10 days on the African Golf Collage between Pretoria, Kruger Park, Durban and Cape Town; 9 days on the Golf Safari; 15 days between Cape Town and Dar es Salaam. The train is also available for private hire, subject to availability, and for hunting safaris. Please visit the website (Journeys and Private Hire) for full details or contact us.

#### **Do I have to do the full journey?**

Yes we prefer our guests enjoy the full journey experience.

#### **Can I combine some of the Rovos Rail journeys?**

Yes, the regular Cape Town, Victoria Falls and Durban journeys can be combined in certain directions. They can also be the pre- or post-trip to one of the annual journeys. The Namibia and Collage journeys are also a great combination. Please go to Journeys on the website for full details.

#### **Does Rovos Rail run year round?**

Yes we do although some of our short journeys do not run during our winter months. Please go to Dates on the website for details.

#### **Is the train pulled by steam locomotives?**

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.

#### **Is it safe to travel through Zimbabwe?**

Yes.

### THE TRAIN

**Are there different levels of accommodation on board?** Yes there are three levels of accommodation available:

1. **Royal Suites** (±16 sqm/±172 sqft) each take up half a carriage, are spacious and elegant. Each has its own private lounge area and full bathroom with Victorian bath and separate shower.
2. **Deluxe Suites** (±10 sqm/±108 sqft) also accommodate two passengers in either twin or double beds and have a lounge area and en-suite bathroom with shower.
3. **Pullman Suites** (±7 sqm/±76 sqft) have the identical bathroom to that of the Deluxe Suites and the bedroom is smaller with a one-up one-down bed for twin requirements or a double bed for couples. During the day this can be converted into a comfortable couch. Please go to The Train on the website for full details.

**What size are the beds?** Measurements in centimetres (cm) = Length x Width

1. **Royal Suites:** Double 189x189 • Side-by-side Twin 189x94 – this is achieved by making up the side-by-side twin mattresses with single-bed linen.
2. **Deluxe Suites:** Lengthways Double 189x189 • Crosswise Double 189x160 • Side-by-side Twin 189x94 – this is achieved by making up the side-by-side twin mattresses with single-bed linen • L-Twin 189x90.
3. **Pullman Suites:** Crosswise Double 189x150 • Side-by-side Twin 189x75 – this is achieved by making up the side-by-side twin mattresses with single-bed linen • Single Lower Bunk 189x90 • Single Upper Bunk 189x60.

#### **Do you have sittings for meals?**

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. Tea is usually served at 16h30 in the Lounge Car or Observation Car at the rear of the train.

#### **Can you cater for special 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 prepare meals requiring strict religious observance in the preparation.

**Are all meals, drinks and excursions included in the price?**

When scheduled and in most cases, yes. Only certain off-train beverages are included on selected journeys.

**What is the dress code on board Rovos Rail?**

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.

**What service can I expect on board?**

A dedicated host/ess is available for full 24-hour room service. He/she can be called from the telephone in your suite. The Train Manager and Deputy Train Manager are on hand throughout the journey to help with any queries.

**What languages do the staff speak on board the train?**

Mainly English, Afrikaans and local ethnic languages.

**Do I need to leave a gratuity for the Rovos Rail Staff?**

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.

**What currency do I need?**

- 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.
- US Dollars printed before year 2006 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 – it is not normally catered for.

**Does Rovos Rail take children?**

Rovos Rail does 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**. There are no child-minding facilities or activities available for children on board. See our Child Policy on the website.

**Can disabled people travel on Rovos Rail?**

We are able to accommodate passengers with walking difficulties although we recommend that an able-bodied passenger accompany them. We regret that the train is not suitable for wheelchair-bound passengers. The Royal Suite is the largest and also offers a sitting bath. Should you have mobility impairments, walking restrictions or any special requirements, we urge you to **please inform your travel agent or Rovos Rail at the time of booking**. See our Mobility Information on the website.

**Can I smoke on board Rovos Rail?**

You may smoke in the Club Lounge situated towards the rear of the train. Smoking is strictly forbidden in all other parts of the train. 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. 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.

**Can I buy memorabilia on the train?**

There is an on-board Gift Shop situated in the Lounge Car. Due to fluctuating exchange rates we prefer Rands or credit cards for any purchases. We accept Visa, Mastercard, American Express and Diners Club.

**Are there games on the train?**

There are board games, playing cards and a card table (most journeys).

**Is there room in my suite for my luggage?**

Yes there is enough space for six large suitcases. These can be stored on the overhead luggage rack or under the bed.

**Are there showers on board Rovos Rail?**

All the suites have an en-suite shower and Royal Suites have a shower and separate Victorian bath.

**Are there amenities on board Rovos Rail?**

Yes, Rovos Rail provides the following amenities: soap (25g), tissues, shampoo (60ml), conditioner (60ml), bath and shower gel (60ml), hand and body lotion (60ml), lip balm (4.8g), sun cream SPF30 (8ml), insect repellent gel (8ml), round cotton wool, ear buds, a shoe mit, nail file, small sewing kit and a shower cap.

**Is there an on-board safe?**

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

**Is there a laundry service on the train?**

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 laundry. 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.

**Do you provide dressing gowns on board?**

We provide a comfortable waffle weave one-size-fits-all gown plus slippers for each guest.

**How is the temperature controlled on the train?**

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. Opening a window solves fresh-air intake. Windows should be closed while operating the air-conditioning unit. Electric under-blankets are fitted on the bed.

**What is the electricity voltage on the train?**

220V AC 50Hz, 3-point round pronged wall plugs. International adaptors are also available on board.

**Are there shaving plugs?**

There are 110V/220V 2-pin plugs for shavers.

**Is there a TV on the train?**

In keeping with the bygone era of the train there are no televisions, radios or computers on board.

**Is there mobile reception?**

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.

**Does the train have security?**

When on board we encourage guests to close shutters or preferably shutters and windows in the suites. If left open the temptation provided for anyone standing on a platform might be too great. Safes are provided in your suite for valuables. The train doors in the passages are all locked from the inside. Your suite door can also lock from the inside.

**Can I take my pet on the train?**

We have no facilities for pets.

**Is there secure parking at Rovos Rail Station in Pretoria?**

Yes there is but Rovos Rail cannot be held liable for the safety of your vehicles or any possessions left in the vehicles.

**OTHER****Will I require visas for my trip on board Rovos Rail?**

The onus is upon the client to ensure that passports and visas, as may be required, are valid prior to departure for Africa. On the various journeys we travel through South Africa, Swaziland, Namibia, Zimbabwe, Botswana, Zambia and Tanzania. Some nationalities are eligible to purchase port-of-entry visas. Immigration forms will be available on board. Please ensure you have a minimum of US\$200 in cash with you. **Please enquire with us or check with the relevant embassies in good time regarding applications.** Visas are also available through booking agents. Passports must have at least **three blank VISA pages (five for Dar es Salaam Journey)** and must be valid for at **least six months** from your return-home date.

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

**Will I need insurance for my trip?**

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.

**Can you arrange my flights?**

No, please contact your travel agent.

**Is there a luggage-weight restriction with respect to the aircraft?**

Yes, this is dependent on the aircraft used. Please check with reservations@rovos.co.za. A soft bag is preferable.

**Do I need to take anti-malaria medication?**

Anti-malarial precautions are recommended. Malaria areas include Swaziland, Kruger Park, Northern Botswana, Zimbabwe, Zambia, Etosha and Tanzania. Please consult your medical practitioner or local travel clinic for advice.

**Do I need any vaccinations?**

- **A Yellow Fever/Medical Exemption Certificate is essential if travelling to/from Tanzania.** Although all countries travelled through do not require it, countries guests return to **after** the trip often require them.
- Recommended immunisations (not required): Hepatitis A, Polio, Tetanus and Cholera (low risk).
- Please consult your clinic or doctor. TRAVEL DOCTOR AFRICA *local* 0861 300 911 or *international* +27 11 214 9030.

**How do I book as an agent?**

Contact reservations@rovos.co.za or call +27 (0) 12 315 8242. See Contact, General Info or T&C on the website.

**How do I book as a guest?**

Contact reservations@rovos.co.za or call +27 (0) 12 315 8242. See Contact, General Info or T&C on the website.

**How do I pay for my rail trip?**

Due to the high cost of credit card charges in South Africa, we prefer payment directly into our bank account.