

AFRICAN TRILOGY

WESTBOUND
PRETORIA-WALVIS BAY

JOURNEY INFORMATION

Route Map & Itinerary

Train Specifications

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SHONGOLOLO
EXPRESS

AFRICAN TRILOGY ITINERARY

WESTBOUND PRETORIA-WALVIS BAY • 15 DAYS • 5000km



DAY 1: PRETORIA

- 10:00 Depart from **Rovos Rail Station, Pretoria**. Guests may freshen up in their cabins before joining fellow travellers in the lounge car or observation car. **Please ensure the Train Manager or Administration Deputy is in possession of your passport. It will be returned to you before the end of the trip.**
- 13:00 Lunch is served in the dining cars.
- 16:30 Tea in the lounge and observation cars. The train descends the spectacular Drakensberg Mountain escarpment.
- 19:30 Dinner is served in the dining cars en route to Malelane. *Dress: Smart Casual*

DAY 2: KRUGER NATIONAL PARK

- 05:00 Breakfast is served in the dining cars until departure.
- 06:30 Game drive in the **Kruger National Park** with tea and lunch. Rejoin the train at Malelane.
- 16:30 Tea is served in the lounge and observation cars.
- 19:30 Dinner is served in the dining cars en route to eSwatini. *Dress: Smart Casual*
- The famous Kruger Park has 2-million hectares of an unrivalled diversity of life forms. It is a world leader in advanced environmental management techniques and home to an impressive number of species, e.g. 336 species of trees, 49 species of fish, 34 species of amphibians, 114 species of reptiles, 507 species of birds and 147 species of mammals including the Big Five.

DAY 3: ESWATINI

BORDER: MALELANE, SOUTH AFRICA / MPAKA, ESWATINI

- 06:00 Breakfast is served in the dining cars until departure. Border formalities with eSwatini.
- 08:30 Disembark at Mpaka. Visit **Swazi Candles** and **Mantenga Cultural Village** with lunch at Mantenga Lodge.
- 16:30 Tea is served in the lounge and observation cars.
- 19:30 Dinner is served in the dining cars. Border formalities with South Africa. *Dress: Smart Casual*
- The tiny Kingdom of eSwatini (Swaziland) covers only 17 000km², most of which is mountainous. For such a small country, it is surprising that it sustains two capital cities: Mbabane is the administrative capital and Lobamba is the royal and legislative capital. In April 2018, Swaziland changed its name to the Kingdom of eSwatini (meaning "place of the Swazi") and is an absolute monarchy. It is landlocked and borders South Africa and Mozambique. At Swazi Candles, guests are invited to interact with the artisans as they make a variety of candles. Woodcarvings, colourful textiles and superb basketwork are also on display. Mantenga Lodge is nestled in the mountains overlooking 'Execution Rock'. The village is a living museum of old traditions that represents a classic Swazi lifestyle during the 1850s.

DAY 4: HLUHLUWE-IMFOLOZI PARK		BORDER: MPAKA, ESWATINI / GOLELA, SOUTH AFRICA
05:00	Continental breakfast is served in the dining cars until departure.	
06:00	Transfer (30 min) to Hluhluwe-Imfolozi Park for a game drive.	
10:30	Return to the train.	
12:00	Lunch is served in the dining cars. Travel towards Empangeni.	
16:30	Tea is served in the lounge and observation cars.	
19:30	Dinner is served in the dining cars en route to Durban. <i>Dress: Smart Casual</i>	
DAY 5: DURBAN		
07:00	Breakfast is served in the dining cars until departure.	
09:00	Enjoy a tour of Durban and the botanical gardens .	
12:00	Transfer (30 min) to Umhlanga for lunch.	
14:15	Return to train. Traverse the Valley of a Thousand Hills towards Ladysmith.	
16:30	Tea is served in the lounge and observation cars.	
19:30	Dinner is served in the dining cars. <i>Dress: “Africa” Theme or Smart Casual</i>	
	Durban is the third largest city in South Africa and enjoys great importance due to its industry and very large port. Drive along the ‘Golden Mile’ promenade where numerous hotels and restaurants are situated.	
DAY 6: AT LEISURE ON BOARD		
07:00	Breakfast is served in the dining cars. Traverse the Drakensberg Mountains , first named by the Voortrekkers who thought the unbroken chain of heavily weathered peaks reminded them of the spines on a dragon’s back, hence the name ‘Dragon Mountain’ or <i>Drakensberg</i> in Afrikaans. Pass some of the highest peaks at 3450m.	
13:00	Lunch is served in the dining cars.	
16:30	Tea is served in the lounge and observation cars.	
19:30	Dinner is served in the dining cars. <i>Dress: Smart Casual</i>	
DAY 7: KIMBERLEY		
07:00	Breakfast is served in the dining cars until departure.	
08:45	Enjoy a tour of Kimberley’s Diamond Mine Museum and the Big Hole . Capital of the Northern Cape, Kimberley is well known for the discovery of diamonds that led to its establishment in 1871.	
13:00	Lunch is served in the dining cars. The observation car will be leading the train until after tea. Travel through the Karoo , a vast semi-desert region that was once an enormous inland sea. Over millions of years, volcanic matter was ground down and deposited as silt upon the seabed to form what geologists call the Karoo system.	
16:30	Tea is served in the lounge car and observation car at the front of the train.	
19:30	Dinner is served in the dining cars. <i>Dress: Smart Casual</i>	
DAY 8: UPINGTON		BORDER: NAKOP, SOUTH AFRICA / ARIAMSVLEI, NAMIBIA
07:00	Breakfast is served in the dining cars until 10:00.	
09:00	Disembark the train for an optional two-hour walking tour of Upington .	
13:00	Lunch is served in the dining cars. Border formalities with Namibia.	
16:30	Tea is served in the lounge car and observation car at the rear of the train.	
19:30	Dinner is served in the dining cars en route to Holoog. <i>Dress: Smart Casual</i>	
	Attorney General of the Cape, Sir Thomas Upington was principally responsible for liquidating the business activities of all the Orange River pirates and capturing their leader, Klaas Lucas. When the desperadoes were finally chased away in 1884, the town was founded on the banks of the Orange River and named in his honour.	
DAY 9: FISH RIVER CANYON & GARAS PARK		
	Please wear comfortable non-slip walking shoes for the excursion today.	
06:00	Breakfast is served in the dining cars until departure.	
08:00	Board vehicles for the one-hour drive to the Fish River Canyon .	
11:00	Return to the train.	
13:00	Lunch is served in the dining cars. The train travels along the southern reaches of the Kalahari Basin.	
15:00	Visit Garas Park (Quiver Trees), home to roughly 300 specimens of the Aloe dichotomy. The prehistoric trees have forked branches that reach up to 5m making for great photographic opportunities.	
16:30	Tea is served in the lounge and observation cars.	
19:30	Dinner is served in the dining cars. The train travels north through the Kalahari to Mariental. <i>Dress: Smart Casual</i>	
	The Fish River rises in the centre of the country before flowing south into the Orange River on Namibia’s border with South Africa. It has formed the great Fish River Canyon – the largest canyon in the southern hemisphere and probably only second to Arizona’s Grand Canyon in terms of size. The vast rocky landscape breaks up into a series of spectacular cliffs. Its size is impressive: 161km long, up to 27km wide and almost 550m at its deepest.	
DAY 10: SOSSUSVLEI		
	Please pack a small overnight bag for the stay in Sossusvlei. Tog bags have been placed in your cabin for your convenience. See below for inclusions/exclusions.	
07:00	Breakfast is served in the dining cars until 10:00.	
10:30	Transfer to the airstrip. Depart in a light aircraft for a one-hour flight to Sossusvlei .	
12:00	After check-in, enjoy lunch at the lodge.	
16:30	Afternoon desert drive and a bush dinner after sunset. Overnight at the lodge. <i>Dress: Casual</i>	

	The dunes of the Namib Desert were created by sand carried by the wind from the coast of Namibia. The sand here is over five million years old and is red in colour due to its iron-oxide content. As the light changes during the day so does the appearance of the dunes' characteristic colour allowing for interesting photographs at any time. The wind in the Sossusvlei area blows from all directions causing the sand to form a star shape with multiple arms, hence the name "star dunes".
DAY 11: SOSSUSVLEI & WINDHOEK	
11:00	Please ensure your overnight bag is ready to be collected from your suite before the drive. Time of drive to be confirmed. Bags will be stored in the lodge's baggage area before being loaded into the aircraft. An early wake-up call with tea and coffee. Enjoy a desert drive with breakfast in the vleis.
12:00	Return to the lodge to use the facilities, check-out and transfer to the airstrip.
18:00	Depart in a light aircraft for a one-hour flight to Windhoek . Enjoy lunch and visit the Transport Museum .
19:30	Depart Windhoek. Travel to Otjiwarongo. Dinner is served in the dining cars. <i>Dress: Smart Casual</i>
	Situated in Namibia's central highlands, Windhoek is an attractive city surrounded by clusters of hills and the impressive Auas and Eros Mountains. The Trans-Namib Transport Museum outlines Namibian transport history, particularly that of the railway. The Independence Memorial Museum focuses on the anti-colonial resistance and the national liberation struggle of Namibia.
DAY 12: CHEETAH CONSERVATION PROJECT	
07:00	Breakfast is served in the dining cars until 09:00.
12:30	Lunch is served in the dining cars.
14:00	Visit a cheetah conservation project in Otjiwarongo. Founded in Namibia in 1990, the Cheetah Conservation Fund (CCF) is dedicated to saving the cheetah in the wild.
19:30	Dinner is served in the dining cars en route to Otavi. <i>Dress: Smart Casual</i>
DAY 13: ETOSHA NATIONAL PARK	
	Please pack a small overnight bag for the stay in Etosha. See below for inclusions/exclusions.
07:00	Breakfast is served in the dining cars until 10:00.
10:30	Transfer (60 min) to Mokuti Lodge in Etosha National Park for overnight. Check-in and enjoy lunch.
15:00	Game drive in Etosha National Park (approximately 3 hours).
19:30	Dinner and overnight at the lodge. <i>Dress: Casual</i>
	Etosha National Park (22270km ²) offers great game viewing. It gets its name from the Etosha Pan (4760km ²), a large salt pan forming part of the Kalahari Basin. Etosha means 'Great White Place'.
DAY 14: ETOSHA NATIONAL PARK	
	Please ensure your overnight bag is ready to be collected from your suite and proceed to checkout by 10:45. Your bag will be loaded into the vehicles. Time of game drive to be confirmed.
	An early wake-up call with tea and coffee. Enjoy a game drive in the Etosha National Park .
09:45	Return to the lodge for breakfast and check-out.
11:00	Meet in the foyer to check out and transfer (60 min) to the train at Tsumeb Station.
13:00	Lunch is served in the dining cars.
16:30	Tea is served in the lounge and observation cars.
19:30	Dinner is served. The train travels southwest towards the Atlantic Ocean. <i>Dress: "1920s" Theme or Smart Casual</i>
DAY 15: WALVIS BAY	
	Please ensure your luggage is ready for collection at 11:45 and that you have your passport.
07:00	Breakfast is served in the dining cars until 10:00. Traverse the Namib Desert towards Walvis Bay. The observation car will be at the front of the train for last stretch – a different aspect that our rail enthusiasts enjoy.
12:00	Arrive at journey's end at Walvis Bay Station, Namibia . The Namib Desert stretches for more than 2000km along the Atlantic coasts of Angola, Namibia and South Africa. The name is of Khoekhoegowab origin and means "vast place". Having endured arid or semi-arid conditions for roughly 55-80 million years, the Namib may be the oldest desert in the world. The geology consists of sand seas near the coast while gravel plains and scattered mountain outcrops occur further inland.

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

Excursions may be changed according to schedule achieved. Times are approximate and cannot be guaranteed.
Please check with the Train Manager or reservations@shongololo.com for any updates/changes to the itinerary.
 In your cabin 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.

INCLUDED: Accommodation; all meals; all beverages on board; room service; limited laundry; excursions with a qualified guide (where applicable); entrance fees as per itinerary; government tax. **EXCLUDED:** All off-train beverages; international/French Champagne; gratuities; personal expenses; visas; travel insurance; pre- and post-tour transfers, accommodation and flights.

INCLUDED in off-train accommodation: Flights to/from Sossusvlei; overnight bag; accommodation; meals, water, tea/coffee and breakfast juices. **EXCLUDED from off-train accommodation:** All other beverages; laundry; personal expenses.

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

TRAIN SPECIFICATIONS

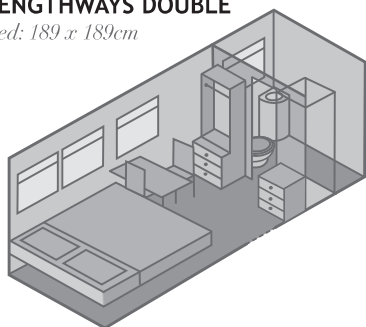
Emerald Double or Twin

$\pm 10m^2$ | $\pm 108ft^2$ | $L \times W: \pm 510 \times 190cm$

Air conditioning, writing desk, luggage shelf, cupboards, safe, tea facilities, small lounge area and en-suite bathroom with toilet, basin and shower.

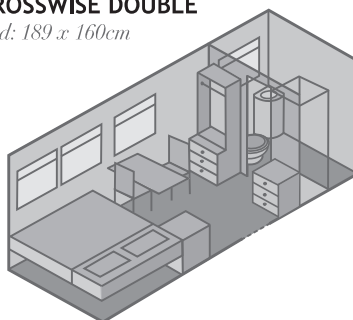
LENGTHWAYS DOUBLE

Bed: 189 x 189cm



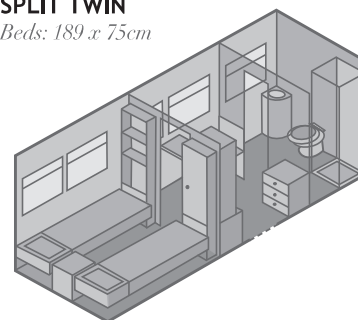
CROSSWISE DOUBLE

Bed: 189 x 160cm



SPLIT TWIN

Beds: 189 x 75cm



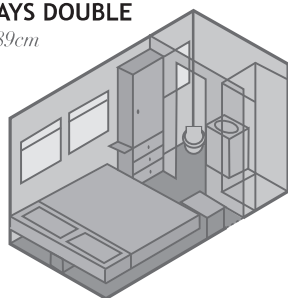
Gold Double or Twin

$\pm 7m^2$ | $\pm 76ft^2$ | $L \times W: \pm 374 \times 190cm$

Air conditioning, fold-up writing desk, luggage shelf, cupboards, safe and en-suite bathroom with toilet, basin and shower.

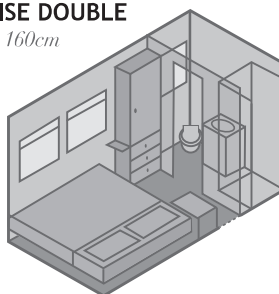
LENGTHWAYS DOUBLE

Bed: 189 x 189cm



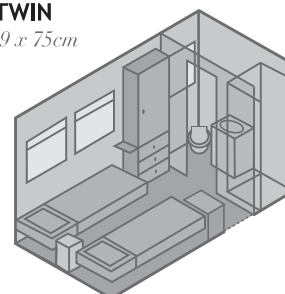
CROSSWISE DOUBLE

Bed: 189 x 160cm



SPLIT TWIN

Beds: 189 x 75cm



THE CABINS & COACHES

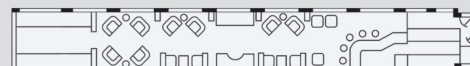
Each train has accommodation carriages, dining cars, a lounge car and smoking lounge (± 23 seats), small gift shop and observation car (± 32 seats) with open-air balcony. The two types of cabins are refined and spacious offering passengers privacy and comfort with double or twin beds and fittings and facilities that are of the highest standard. All have en-suite bathrooms with toilet, basin and shower, tea-and-coffee facilities, safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.

Cabin layouts may differ from images.

EMERALD DOUBLE & TWIN CABINS



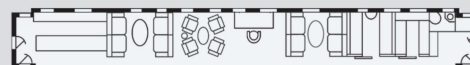
OBSERVATION CAR



GOLD DOUBLE & TWIN CABINS



LOUNGE CAR



DINING CAR



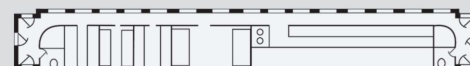
STAFF CAR



BANQUETTE DINING CAR



KITCHEN CAR



GENERAL INFO & FAQs

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

Upon written request via email/fax and subject to availability, we will **PROVISIONALLY** book your place on the chosen tour. Space is allocated and held BUT if another client requires definite cabins, the holding agent/guest will be asked to confirm with a deposit payment or release the cabin. Upon written confirmation via email/fax and a completed Reservation Form, final confirmation details and an invoice will be sent. Upon receipt of the relevant payment 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. See T&C on shongololo.com

CANCELLATION: Cancellation of a confirmed booking received prior to departure is subject to a fee of the per person tour price. See T&C on shongololo.com. **Cancellation insurance is compulsory** as these fees will not be waived. We offer insurance to South African residents. For international guests we suggest you contact your local insurance agent for assistance. Please bring a copy of your travel insurance policy stating clearly the company, policy number and 24-hour medical emergency telephone number.

PAYMENTS: Payment can be made via bank transfer to our ZAR (South African Rand) account. Please reference the payment with your invoice/reservation number and send us proof of payment via email/fax. Due to the high cost of credit card charges in South Africa, we prefer that all clients pay via bank transfer although credit card payments are available for guests booking directly only. 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. Shongololo Express is not liable for any loss in currency due to rate of exchange fluctuations. Please request our bank details from reservations@shongololo.com. Shongololo Express will never change our banking details 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, ignore same and please notify Shongololo Express immediately.

PASSPORTS & VISAS: 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: South Africa, eSwatini, Namibia, Botswana, Zimbabwe, Mozambique and Malawi. Some nationalities are eligible to purchase port-of-entry visas. Immigration forms are available on board. Please ensure you have a minimum of US\$200 in cash with you. 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 available through visa/booking agents.

SCHEDULING TIMES, ROUTES & EXCURSIONS: We wish to bring to your attention that Shongololo Express 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. Shongololo Express 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. Shongololo Express 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. Shongololo Express 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.** Should you be delayed, kindly contact +27 (0) 12 315 8242.

JOURNEYS & PRIVATE HIRE: We offer a variety of journeys from 12 to 15 days that cover the sub-continent of Africa. The trains run year-round. 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 shongololo.com.

ROVOS RAIL STATION TOUR & MUSEUM: A highlight for guests is a visit to Rovos Rail and Shongololo Express' private station headquarters in Capital Park, Pretoria, where over 400 employees 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.

CHECK-IN: 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 in Pretoria, we suggest arriving two hours prior to departure. If Pretoria is your arrival point, we suggest delaying your pick-up so you can enjoy the site tour. Passports are required at check-in. No vouchers are required. Luggage will be tagged and placed in your cabin on board the train where you will find a full itinerary pack.

ADDRESSES	JOURNEY	CHECK-IN	DEPART	ARRIVE
PRETORIA: Rovos Rail Station, 1 Transnet Ave, Capital Park, Pretoria, South Africa	Malawi Meander Pretoria-Lilongwe	09:00	10:00	17:00
	Malawi Meander Lilongwe-Pretoria	11:00	12:00	12:00
CAPE TOWN: Rovos Rail Lounge, 1 Adderley St, Paul Sauer Building, Cape Town, South Africa	African Trilogy Pretoria-Walvis Bay	09:00	10:00	12:00
	Good Hope Pretoria-Cape Town	08:00 (Tour)	16:00	16:00
VICTORIA FALLS: Victoria Falls Hotel/Station, Mallet Drive, Victoria Falls, Zimbabwe	Good Hope Cape Town-Pretoria	08:00 (Tour)	16:00	18:00
	Southern Cross Pretoria-Victoria Falls	08:00 (Tour)	16:00	18:30 (Hotel)
WALVIS BAY: Walvis Bay Station, Corner 6 th Street and 11 th Road, Walvis Bay, Namibia	Southern Cross Victoria Falls-Pretoria	10:30 (Hotel)	17:00	16:00
	Dune Express Pretoria-Walvis Bay	10:00	11:00	12:00
LILONGWE: Lilongwe Station, Area 29, Lilongwe 4, Malawi	Dune Express Walvis Bay-Pretoria	10:00	11:00	17:00

AMENITIES: We provide a complete amenity bag – available in your en-suite bathroom cupboard – with the following South African products: soap (25g), tissues, shampoo (50ml), conditioner (50ml), bath and shower gel (50ml), hand and body lotion (50ml), hand sanitiser (30ml), vanity kit, small sewing kit, ear plugs and a shower cap. Plug-in hairdryers – in addition to your bathroom unit (if applicable) – are available on board.

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. There are no child-minding facilities or activities available for children on board. Long journeys are not recommended for under 13s. Children between 0-2 years old are not permitted to travel. Children under five are not permitted in the dining and lounge cars. Room service is available. The chefs will endeavour to prepare suitable meals with the ingredients available on board. See Child Policy on shongololo.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, Mozambique and Malawi. Cash is highly recommended. Hotels and major dealers accept credit cards.
- US Dollars printed before year 2013 or that look worn will not be accepted. Low denominations recommended for shopping/gratuities. Larger denominations recommended for exchanging money to local currency as you get a better rate.

DIETARY REQUIREMENTS: 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 07:00-01:00. All meals are served at these times unless otherwise stated in the timetable. A gong heralds lunch and dinner.

DRESS

- **Days on board are casual. Evening attire is strictly smart casual:** Neat, conventional yet relatively informal in style combining casual and formal clothing pieces. On some of our journeys we enjoy **theme evenings** – “AFRICA” or “1920s” – where guests can **dress up accordingly** or opt for **smart casual**. See *itineraries*.
- **Off-train excursions:** We recommend comfortable non-slip walking shoes, warm clothing, sun lotion and hats (season dependent). 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 cabin. International adaptors available. A generator supplies power. Please be aware that certain breaks in power are necessary when servicing is required.

GIFT SHOP/ADMINISTRATION: There is a small gift shop on the train and at Rovos Rail Station in Pretoria. Due to the varying exchange rates, credit cards are preferred. The Administration Deputy 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.

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 cabin that you can hand directly to the Train Manager who will distribute any amounts on a pro-rata basis (share) among the staff on board. An amount between ZAR100-300 (± US\$10-20) per person per night is suggested, depending on the length of your journey. At the game lodges, it is customary to tip guides and lodge staff an estimated ZAR150 (± US\$10) per guest per day.

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.

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 not able to handle a week's worth of laundry. There are no dry-cleaning facilities en route or on board. Please note that while this 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 cabin 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 Shongololo Express 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, playing cards, a card table (dependent), books and magazines available for your use in the lounge and observation cars while on board. In your cabin is a map, itinerary and the *Journeys* magazine featuring articles of interest related to the 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.
- We have a doctor on board on the 15-day Malawi Meander.
- Anti-malarial precautions are recommended. Malaria areas: eSwatini, Kruger Park, Northern Botswana, Zimbabwe and Etosha.
- 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. 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). All our Train Managers have completed First Aid up to Level 3 and are trained in emergency situations. 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 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 cabins 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. WiFi is available at our lounges in Cape Town and Pretoria and at most off-train accommodation (although not always guaranteed).

MOBILITY: We are able to 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 Shongololo Express at the time of booking. See Mobility Info on shongololo.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 Administration Deputy for posting.

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

SMOKING: On board the train, smoking is allowed in the smoking Club Lounge only. Smoking of vapes and e-cigarettes is allowed in your cabin. **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 booking if you are celebrating a special occasion as we'd like to share it with you.

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

Each train has accommodation carriages, dining cars, a lounge car and smoking lounge (±23 seats), small gift shop and observation car (±32 seats) with open-air balcony. The cabins are refined and spacious offering passengers privacy and comfort with double or twin beds and fittings and facilities that are of the highest standard. All have en-suite bathrooms with toilet, basin and shower, tea facilities, safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.

1. **Emerald Cabins** (±10m²/±108ft²) have a lounge area and en-suite bathroom with toilet, basin and shower. **BEDS:** Lengthways Double 189x189 • Crosswise Double 189x160 • Split Twin 189x75.
2. **Gold Cabins** (±7m²/±76ft²) have an en-suite bathroom with toilet, basin and shower. **BEDS:** Lengthways Double 189x189 • Crosswise Double 189x160 • Split Twin 189x75.

TEMPERATURE & TIME ZONES: All public cars are fitted with gas-filled air-conditioning systems. Each cabin 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, South Africa	16	28	13	26	9	21	7	19	9	22	13	27	Apr-Aug	GMT+2
Pretoria, South Africa	18	30	15	27	7	23	4	22	13	28	16	30	Oct-Mar	GMT+2
Durban, South Africa	21	29	19	28	12	25	16	25	16	26	19	28	Oct-Mar	GMT+2
Mbabane, eSwatini	16	28	13	27	5	23	5	23	10	26	14	28	Nov-Feb	GMT+2
Vic Falls, Zimbabwe	15	29	14	29	8	23	7	27	16	28	16	26	Dec-Mar	GMT+2
Maputo, Mozambique	23	31	21	30	15	27	15	26	18	28	21	30	Nov-Mar	GMT+2
Beira, Mozambique	23	31	20	30	17	27	16	26	19	28	22	31	Dec-Mar	GMT+2
Lilongwe, Malawi	17	26	15	26	10	24	9	24	14	29	17	28	Dec-Mar	GMT+2
Lüderitz, Namibia	15	24	15	24	12	22	11	20	12	20	13	20	Jan-Mar	GMT+2
Walvis Bay, Namibia	16	22	15	22	11	22	10	22	11	18	13	20	March	GMT+2
Etosha Pan, Namibia	18	30	17	30	10	27	10	27	15	32	18	33	Jan-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.

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. Water inside the cabins has been filtered and chlorinated; it is safe for bathing and brushing teeth only. Please use the bottled water provided for drinking.

TERMS & CONDITIONS

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/fax and subject to availability, we will provisionally book your place on the chosen tour. Space is allocated and held BUT if another client requires definite cabins, the holding agent/guest will be asked to confirm with a deposit payment or release the cabin. **CONFIRMED BOOKING:** Upon written confirmation via email/fax and a completed Reservation Form, final confirmation details and an invoice will be sent. Upon receipt of the relevant payment the booking will be confirmed. **On confirmation of a reservation, our T&C will be deemed to have been accepted and will be strictly adhered to.** **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.**

INDIVIDUALS: PAYMENT SCHEDULE

TO CONFIRM A BOOKING A DEPOSIT PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE THE DEPARTURE DATE	61+ DAYS BEFORE	60 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.
Malawi Meander, African Trilogy, Good Hope, Southern Cross, Dune Express	25%	100%	

INDIVIDUALS: CANCELLATION POLICY

CANCELLATION OF A CONFIRMED BOOKING RECEIVED PRIOR TO DEPARTURE IS SUBJECT TO A FEE OF THE PER PERSON TOUR PRICE	365-91 DAYS BEFORE	90-61 DAYS BEFORE	60-31 DAYS BEFORE	30-0 DAYS BEFORE
Malawi Meander, African Trilogy, Good Hope, Southern Cross, Dune Express	10%	25%	50%	100%

GROUPS of 10 or more guests: PAYMENT SCHEDULE & CANCELLATION POLICY

TO CONFIRM A BOOKING A NON-REFUNDABLE PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE DEPARTURE	365-246 DAYS BEFORE	245-181 DAYS BEFORE	180-121 DAYS BEFORE	120-61 DAYS BEFORE	60 DAYS BEFORE
Malawi Meander, Trilogy, Good Hope, Southern Cross, Dune Express	10%	30%		50%	100%

- For every 15 paying passengers, the 16th person sharing travels free of charge, confirmed at final invoice 60 days before departure.
- 275 days before departure: the agent/group must provide an allocation sales update and release 20% of the unsold space (if a waitlist persists).
- 245 days before departure: the agent/group must release a further 50% of the unsold space (if a waitlist persists).
- 180 days before departure: 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: 36 cabins/72 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. Shongololo Express 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.** Shongololo Express will never change our banking details 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, ignore same and please notify Shongololo Express immediately.

PHOTOGRAPHY: Shongololo Express reserves the right without notice to make use of any photography/film taken by our staff 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, Shongololo Express 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: Shongololo Express 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. Shongololo Express 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 Shongololo Express. Shongololo Express 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. Shongololo Express 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, neither Rovos Rail Tours (Pty) Ltd and Shongololo Express, 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 and Shongololo Express, 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 Tours (Pty) Ltd and Shongololo Express, its servants, agents, employees or subcontractors (all of the aforementioned being collectively referred to as 'Rovos Rail and Shongololo Express') 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 and Shongololo Express shall, unless given in writing, not prejudice this waiver in any manner whatsoever. The passenger indemnifies Rovos Rail and Shongololo Express 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 T&C WILL BE DEEMED TO HAVE BEEN ACCEPTED AND WILL BE STRICTLY ADHERED TO. PERSONS COMPLETING THIS FORM ACCEPT AND AGREE TO ALL T&C. PERSONS COMPLETING THIS FORM ON BEHALF OF OTHERS WARRANT THAT THEY HAVE FULL AUTHORITY TO DO SO AND, ON THEIR BEHALF, ACCEPT AND AGREE TO ALL T&C.

Date of Trip: _____ Route: _____ Name: _____ Signature: _____