

Small Group Adventure Tours, Pre departure Information 2019

If you only do one thing before coming on tour with us – please make sure that it involves sitting down, putting your feet up and reading through this pre departure information, it will change your experience!

Most Important Touring Tips:

- ✓ Your tour **dossier is a guide only**, this is Africa, the distances we cover are huge, things change frequently, for a number of reasons. Every change that is made will be done in the best interest of the group in mind.
- ✓ **Respect your fellow travellers** and get to know them. There will be a mix of different ages, nationalities and cultures and everyone has their own story – use this opportunity to get to know each other.
- ✓ Space inside the truck is limited. Please limit your baggage to 1 x suitcase per person. Ideally we would like you to bring a soft duffel bag however a suitcase is permitted. Dimensions are provided below.
- ✓ **Tours** by nature **are** not only about destinations, they're **about journeys**. Prepare yourself for long hours in the truck on the road getting from A to B. Bring along some board games, cards or books to entertain each other.
- ✓ **Our tours are high value adventure tours**, they're not European coach tours or lodge safaris – don't get confused between the two! Continue reading if you're not sure what that means.
- ✓ We have a tour linking system, **where one tour ends, another begins**. Your tour may be a section of a longer tour, a full core tour, or it may consist of a combination of tours – ask us if you're unsure of what your tour is.
- ✓ We offer **one set rate** throughout the year and our tours operate throughout all seasons, prepare to be hot and prepare to be cold, in fact, prepare yourself for any eventuality!
- ✓ **Switch off from the outside world**. We stay in remote locations and the idea is that you enjoy your natural surroundings away from cities.

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Introduction

We're confident that you have chosen one of the best adventure tour companies in Africa and we will go out of our way to prove it. Nomad's tours have been enjoyed by thousands of people from all over the world. A great attitude, an open mind and being well-prepared ensures that your adventure holiday is a trip of a lifetime.

We will provide you with as much information about our tours as possible but please feel free to contact us directly if there is anything specific at all that you'd like more information on. For specific route information refer to your tour dossier which you will find on our website on the individual tour page in a block called "detailed itinerary" (www.nomadtours.co.za) - please be sure to read through your dossier carefully before joining us on tour. Please also ensure that you download your tour dossier **one week prior** to your tour departure date so that you are guaranteed to have the most up to date version of the dossier as we do frequently update our dossiers. Tour dossiers should be seen as a **guide only** and are subject to change.

Keep in mind that you are in Africa. Standards and services should not be compared with first world countries. You came here to get away from all that – to experience Africa as it really is. The unexpected is included in your tour - free of charge! Leave your computer, iPad and phone at home and enjoy the surroundings of nature and your fellow travelers.

We make every effort to ensure that this document is up to date, but it should be noted that sudden changes in the operational conditions might result in changes to this information. To the best of our knowledge all of the information is as accurate as possible, however it must be accepted that various details are subject to change according to local conditions of which you will be informed as soon as possible after Nomad Adventure Tours & Holidays CC have been informed thereof.

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What are adventure tours?

An adventure tour is a journey along a suggested route, which is aimed at the more adventurous and budget conscious traveller. It is an off the beaten track adventure and many of the areas that we visit will not have the infrastructure that the "package holiday tourist" may require. The route and accommodation made use of on the route taken may also change from time to time due to unforeseen circumstances as conditions change on the road very quickly and Nomad will always do what is in the best interest of the tour in these instances.

An adventure tour is different from a package holiday (on a bus / coach liner for example). Instead of limiting the experience by providing transport and accommodation only, an adventure tour aims to provide a more inclusive experience. We include cultural interaction, game viewing, social interaction and the opportunity to book more adrenaline based experiences such as white water rafting and skydiving.

Our belief is that it's not about the arrival at a destination, but the total experience of the journey that is important. We travel together, eat together, learn from each other's cultures and form a strong, supportive team – so put all your electronics away, get off the internet, leave home behind you, and take advantage of your chance to meet new people. Our guides are passionate about Africa, enthusiastic and will always do their best to get you through any challenges with a smile.

For a successful expedition, all we need is space under the stars and your willingness to join in and expect the unexpected! A typical day on tour starts when the sun comes up - we live by nature's timetable and use as many daylight hours as possible.

We offer a selection of core tours, as well as the option to start or end your tour at different points along the core tour. We also offer you the opportunity to combine core tours to extend your time on tour. Your fellow travellers will also change along the way, some will leave the tour and new ones will join.

One of the few things we can guarantee about Africa is that not everything is going to run perfectly. Along the way there are sure to be a few unexpected surprises! These include road closures, mechanical failure (it happens, but not often), accommodation changes or having wild animals in the campsite! Anything can happen, the main thing to remember is that whatever happens, we are experienced enough to handle the situation and make sure that you still have a fantastic adventure with Nomad!

Who is suited to go on a small group adventure tour?

As Africa has become a progressively more mainstream destination (Africa today is far more accessible than 20 years ago) our guests have also changed. 22 years ago the average age of our travellers was around 23-27 years old and now we have anyone from 8-80 years of age, travelling with us. The average age of our accommodated guests vary between 30-70 years of age. Part of experiencing the tour is about meeting new people and what we can confirm is that 99% of our travellers find that they get along very well.

We have a large range of nationalities on our tours and although there are often couples and groups of friends who have booked together, many travellers are single and the male / female ratio generally evens out. The nature of an adventure tour tends to attract a certain age group, and experience has shown us that our adventure tours are best suited for the majority of travellers between the ages of 18 and 65.

We do however accept people older than 65 years on trips because we believe it's about being willing and able to join in. Suitability for our trips is not just about fitness, it's about being able to take the rough with the smooth - whether you're up to your elbows in mud rescuing your sinking truck, climbing the nearest tree in an attempt to escape from charging buffaloes or searching for the only bush in the desert to squat behind – keep an open mind and remember that this is all part of being on an adventure in Africa!

We do accept children on our tours and for 2018 the following age policies will apply:

- ✓ 8 Years: No children under 8 years of age may travel on Nomad's scheduled tours.
- ✓ 8 – 12 Years: Children between the ages of 8 – 12 years will be accepted to travel with Nomad on a request basis only.
- ✓ 8 – 16 Years: Any traveler between the ages of 8 – 16 must be accompanied by a parent, unless specific authorization had been obtained from Nomad.
- ✓ Children under the age of 12 are not permitted to enter the Delta.
- ✓ 13 – 15 Years: Nomad will accept a maximum of two children between the ages of 13 to 15 years on any tour without requesting permission from agents or travellers. If more children want to join a tour once the maximum has been reached, this will be allowed on a request basis only.
- ✓ 17 – 18 Years: Guests of this age may travel with us with a letter of permission from their guardian; they do not require a parent to travel with them.
- ✓ 65+ Years: Guests 65 and older will be required to complete a medical questionnaire and return to us before we will be able to confirm their participation in the tour.

- ✓ “On A Request Basis” means that we put this request out to the other guests (or their agents) on tour and everyone has 48 hours to respond. If there is no response or a positive response, the kids are welcome to travel. If however there is a negative response, we will have to find an alternative tour or departure date.
- ✓ Due to our alcohol laws in South Africa – No children under the age of 18 are permitted to partake in activities involving wine tasting.

Age restricted Activities:

- ✓ Children under the age of 12 years are not permitted in the Serengeti.
- ✓ The minimum required age for children to participate in any activity offered in Namibia, Botswana (including the Okavango Delta) and Zimbabwe is 12 years of age.
- ✓ No children under the age of 12 - Full day Kruger Park 4x4, Nkambeni Morning Game Walk, Included Walk in St. Lucia, Full day Drakensberg Hike, South Luangwa NP Sunset Game Drive and AM Boat Cruise/PM Boat Cruise Kabalega.
- ✓ No children under the age of 13 – Morning walk in Swaziland and Morning walk in Hlane.
- ✓ A child must be 15 years or older to partake in the Gorilla Trekking Activity and the Pygmy Village Visit to Kabale as well as children must be 14 years or older to climb Mount Kilimanjaro.

When requesting that a child joins a tour, please ensure that you provide us with as much information as possible about the suitability of the child for the tour. This will vastly improve the chances of the child being accepted by the other guests on the tour.

“Become friends with people who aren’t your age. Hang out with people whose first language isn’t the same as yours. Get to know someone who doesn’t come from your social class. This is how you see the world. This is how you grow”

Medical Insurance

Medical insurance is compulsory and you will be asked for your policy number before embarking on tour. Please make sure that your travel and medical insurance covers cancellation as well as being airlifted in case of a serious illness or injury as our tours often travel a long way from good hospital facilities. If credit card insurance is taken out, this often does not provide sufficient cover therefore a separate travel insurance policy is recommended.

Outstanding Payments

Please settle any outstanding payments at least 30 days before your tour departs. We reserve the right to cancel a booking if payment is not received in full and you will not be allowed to depart on tour unless payment is received.

Pre and Post tour Accommodation and Transfers, and Onward Travel

We are more than happy to assist with booking accommodation and transfers for you before and after your tour. The properties that we use are generally at the tour departure point and we offer this service to make life easier for you. If your transfer is not where they’re supposed to be, please contact Nomad on our emergency contact number so that we can resolve this immediately – it does sometimes happen as communications are always difficult when arriving in a new country. Please don’t let something like this affect the rest of your time on tour. Put it behind you and give the tour the opportunity to show you the best of Africa.

Please ensure that your onward travel arrangements are made before you depart on tour as it is difficult to make these arrangements while on tour. We offer a good value for money transit from Vic-Falls to Johannesburg which you can add to your tour. Please ask our reservations department about the options of onward travel with your tour and for names of low cost airlines if you want to fly to your next destination.

Do not book your onward travel or flights on the day your tour is scheduled to end (unless the last day of tour does not involve any travelling and ends after breakfast). We could be running late for a number of reasons. This also puts a lot of unnecessary pressure on your fellow travelers and guides and turns the last day of tour into a rush. Nomad will not be held accountable if you have booked flights out on the last day of tour and you are not able to get to the airport on time. We will also not rush to get to there as we can’t jeopardize the safety and enjoyment of everyone else on the tour. Remember, expect the unexpected.

Flexible Itineraries

Although we intend to stick to the published itineraries it is critical to understand that the routing can and does change from time to time. Africa is unpredictable and many variables may require changes to the itinerary, this cannot be stressed enough. If we are forced to make a change to a tour we will ensure that we still provide what we specified in our brochure. If we can no longer provide what is published in the brochure we will provide a comparable experience of the same value.

Your Passport

Your passport must have enough pages for all visas, at least 2 pages free for every country that you'll be visiting. Please ensure that you take your passport out from your hotel / backpackers safe the night before departure. ~~It is absolutely necessary that you make a copy of your passport and give it to your guides;~~ we strongly recommend that you also leave a copy at home or with some friends. Another good idea would be to take a photo of your passport, and the contents, and email it to yourself. Please note that South Africa insists having 2 clear pages available when you enter the country. Keep this in mind if you are going to fly home from South Africa after completing a tour to multiple African countries.

Please ensure that your passport is valid for at least six months after your date of departure from Africa.

You are personally responsible for ensuring that passports, visas, vaccination certificates and other travel documents are in order and for all costs relating thereto.

Please note that it is not advisable to use more than one passport (to avoid visa payments) when travelling. When entering (for example) Namibia, the immigration official needs to see the exit stamp for South Africa and it must be in the same passport in order to allow entry.

Visas - very important!

As visa requirements vary considerably depending on your nationality, please contact the various embassies or visa service agencies to re-check visa requirements at least four weeks prior to departing for your tour. Please note that visas are the responsibility of the traveller and that Nomad Adventure Tours will not be held responsible for clients being denied entry should they not be in the possession of the relevant visas.

All travellers must be in possession of a valid onward/return air ticket or proof of other means of transport enabling the traveller to leave the country in which your adventure tour terminates. Alternatively you must have proof of sufficient funds (e.g. credit card) enabling you to purchase an air ticket to leave the country. Should the adventure tour you are joining be re-entering a country, be sure to have a multiple entry visa that enables you to re-enter the country.

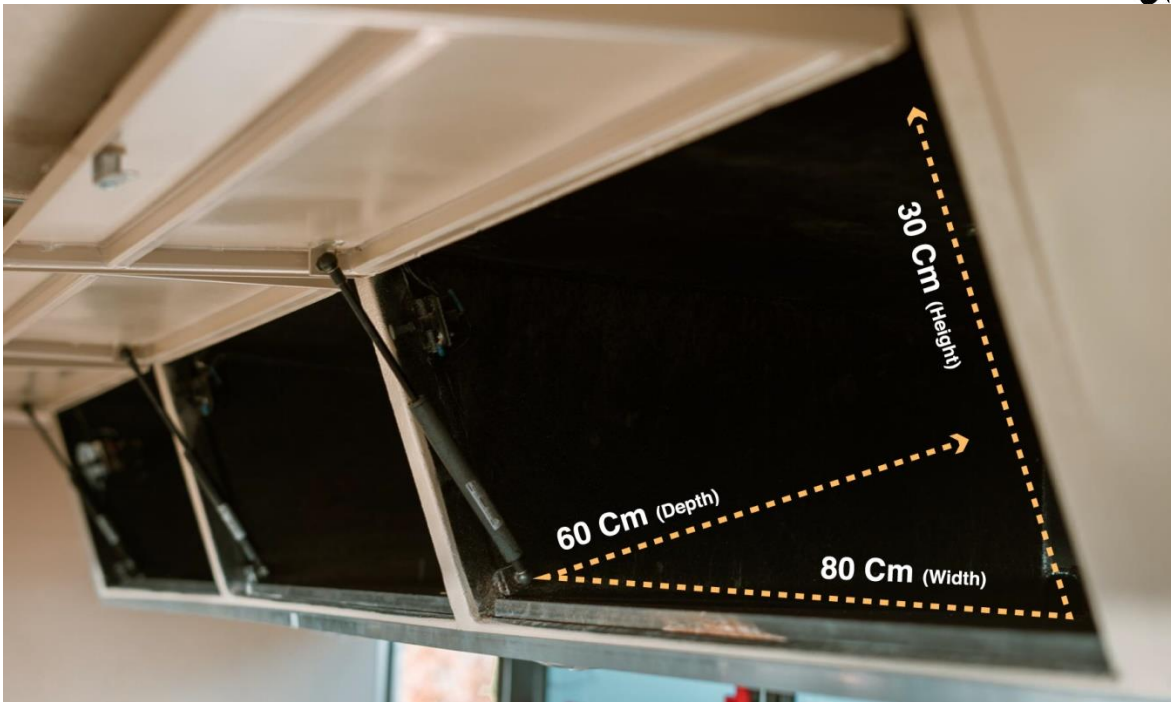
Visa regulations in Africa change from time to time. Please contact the embassies of the countries you plan to visit on your Nomad Tour. Arranging VISAS is not our specialty and due to this we do not always have the most updated information as these regulations change regularly. We suggest that you contact Relocation Online who will be able to provide accurate information or alternatively check with the local embassy. www.relocation-online.com

If your itinerary includes Mozambique and you require a visa, please ensure that you apply for this before coming on tour with us as this visa in particular takes a long time to process at the border..

Packing for your tour

Your luggage is limited to one backpack (or suitcase) and one day pack weighing no more than 23kg. As a general rule, if you cannot lift your own luggage, you've packed too much! Most people make the mistake of bringing too many clothes on tour, less is more in this instance.

Please keep in mind that this is an adventure tour in an adventure truck. If the frame of your suitcase does not fit into the diameters indicated in the diagram on page 7, there is unfortunately nowhere else to safely store your bag.



A money belt is an excellent way to carry important documents.

You should pack the following:

Kit for all weather conditions including:

- ✓ 2/3 shorts/skirts
- ✓ 1 jacket/anorak
- ✓ Tracksuit/pullover
- ✓ 2 pairs of long pants/jeans
- ✓ 2 pairs of walking shoes/boots/trainers
- ✓ 1 pair of sandals
- ✓ 3 or 4 T-shirts/short sleeve shirts or sundresses
- ✓ 2/3 Long Sleeve Shirts
- ✓ Smart casual change of clothes
- ✓ Swimwear
- ✓ Underwear & socks
- ✓ Sun Hat – preferably that covers the back of your neck.
- ✓ Raincoat
- ✓ Kikoi/sarong
- ✓ Beanie and gloves if you're travelling in Winter

Your clothing should be easy to wash and dry and should preferably not need ironing. Avoid synthetics, which can be very uncomfortable in hot weather. Many people underestimate how cold Africa can be – remember your jersey/jacket! There are also nights that are warm but you must still wear clothes that cover arms and legs from mosquitoes, or there are days that are warm but nights that are freezing so plan carefully. Take a set of casual but smart clothes for the occasional evening out in a restaurant or a night club. If you wear glasses or contact lenses it is advisable to bring a spare pair along.

Additional Items:

- ✓ Towel & facecloth
- ✓ Baby wipes/ Wet Wipes
- ✓ Personal toiletries
- ✓ Sleeping bag and Pillow
- ✓ Torch & enough spare batteries
- ✓ Camera & spare batteries and memory cards
- ✓ Water bottle. (A 2-litre Coke bottle works well)

- ✓ Penknife
- ✓ Insect and Mosquito repellent
- ✓ Suntan lotion, sun block & after sun lotion
- ✓ Sunglasses
- ✓ Watch
- ✓ Biodegradable laundry detergent
- ✓ Passport (plus a copy of your passport & visas)
- ✓ Extra passport photos
- ✓ Pair of gloves if you are gorilla trekking
- ✓ Vaccination certificates
- ✓ Money
- ✓ Small sewing kit
- ✓ Plastic bags
- ✓ Clothes line and pegs
- ✓ Small scrubbing brush
- ✓ A small padlock for your luggage locker in the truck
- ✓ Small basic First Aid kit (painkillers, band aids, after-sun lotion, eye drops, anti-diarrhea tablets.)

Day Packs

Please check the itinerary for your specific tour as generally you will need to take along a smaller day pack for excursions. For example on our Cape Town to Vic Falls tour you will need a smaller bag, big enough to bring basic equipment (toiletries and clothes) for two nights. The day pack is for your Okavango Delta Excursion, where you cannot bring your entire luggage.

Life on tour

What you need to know to manage your expectations

It is very important to separate situations that you control from situations which Nomad controls. It is unreasonable to hold Nomad responsible for things beyond our control. Understanding this will help you get some perspective and to have realistic expectations. This is an adventure tour and we do our best to take you into remote areas and by definition we are attempting to remove ourselves from the world as you know it.

The Guides

Your crew members have extensive experience in what they do. Although our guides are equipped for the work they do, please remember they are human too. Adventure tours place enormous demands on our guides due to the nature and duration of the tours. If you are unhappy or have any concerns we ask that you have a quiet conversation with your guide to address these matters. Guides do this job because they love Africa and want to share it with our guests, we request that they are treated with respect as this is how they treat their guests. It should also be noted that guests should not hold guides responsible for things that are out of their control-

On occasion the tour leader and/or driver will need to make a decision with regards to health, safety, security and circumstances beyond their control. This may not always be a popular decision but as far as possible, your guide will take into account the wishes of the group as a whole, your understanding and patience at these times will be much appreciated. Sometimes both crew members will need to discuss the matter together, this means that you'll not always have someone in the back of the vehicle to answer questions and remark on certain locations. For anything that you would like to know or have explained, please ask the guides so they may assist.

In terms of the information that is provided on tour, some guests prefer more information, others prefer less, if you feel that you're not receiving enough information, or that you're receiving too much, please let the guides know so that they can do something about it. It is always easier to sort this out on tour than to complain about it afterwards.

The Tour Leader has complete authority on tour and his/her decision is final however you are free to contact the Nomad office on the emergency contact number if you feel that you'd like to speak to one of our representatives.

Tipping

In general tipping in restaurants is expected and is around 10% for good service, more if you have received exceptional service, and, feel free not to tip at all if you received poor service. Tipping taxi drivers etc is really at your own discretion and not always expected.

If in doubt please ask your guides. It is expected to tip porters and car guards. Ask your guides how much is appropriate in local currency.

Our Crew can be tipped if you feel that they have done a good job and/or gone above and beyond the call of duty. The best way to arrange tips is to elect one person in the group to collect the money. We recommend USD2-3 (or about R25-R30) per day per person, per guide as a fair tip. So if you have 3-crew on a tour, we would recommend that 3 envelopes are used and each crew member's name written on one.

Place what you feel is fair into each envelope and the elected person can give these to the crew at the end of the tour. If you do not feel that the crew deserve a tip, please, do not tip them. Please remember that tipping is only for exceptional service and is not at all compulsory or expected.

The Group

Travelling in a group offers many advantages and allows you to share the experience with like-minded fun-seekers! It's also a more affordable and more secure way to explore an unfamiliar continent. Making friends with your fellow travellers will certainly help you make the most of your tour and an open mind may sometimes be necessary as we have a range of cultures and nationalities on our trucks.

The guides are there to ensure that the tour runs smoothly and this includes the group dynamic. If you feel that someone is behaving in an unsociable way the right thing to do would be to mention this in a non-confrontational way to the individual. If you do not feel comfortable with this please speak to our crew.

You are travelling in a truck together and the best way to avoid petty conflict is to follow the Guide's schedule with regards to keeping the truck and environment clean and tidy at all times, the fastest way to lose friends on tour is to leave your smelly hiking boots all over the place.

In all honesty, it is very rare that we have passenger conflict on tour and we feel very lucky that the Nomad guests have always been like-minded and considerate people and we hear far more stories about people making friends for life (as well as meeting future husbands and wives) than we do about the very rare unsociable passenger problem.

An average day on tour

The days usually start early and end late, although a lot of time is spent travelling, we do cram a lot into every day. Expect some frustrations. You are in Africa and things do not always work that well sometimes. Coming on tour with an open mind, flexible attitude and realistic expectations will ensure you have a great time.

An average day on tour begins around 6am with breakfast at the accommodation establishment and departure is after breakfast at around 7am. There are some mornings that need a very early start to reach our next destination, or to photograph a spectacular African sunrise – it's all part of the adventure. Prepare yourself for the worst, especially in winter when days are shorter. We lose approximately 5 hours of daylight in winter so it may happen that you're arriving at your accommodation in the dark or that some optional activities are not available then. Evenings we will enjoy a prepared meal at the lodge where we will be spending the night.

Our lunch stop will be en-route, where you will have the opportunity to purchase a snack, depending on the distance to be covered and afternoons are often spent relaxing or exploring the lay of the land. Usually every few days, we will spend a couple of nights at one venue to break the travel routine. Distances between highlights are often on a bigger scale than those at home. Often there is absolutely nothing between focal points except vast open deserts. Most tours average approximately 450 km per day however there can be stretches of up to 600km in a single day and that's a long way in a truck, so be prepared!

Meals on tour

Included in your tour are two meals a day (unless otherwise specified on your tour dossier). We are able to cater for specific dietary requirements to a degree. Where possible, our guides will accommodate clients who have indicated their dietary requirements prior to the tour departing. We unfortunately cannot cater for requests at the start of the tour.

Special Requirements

Please confirm to us in writing if you are a vegetarian or if you suffer from any allergies (i.e nuts, milk, fish) (i.e. vegetarian), allergies (i.e. nuts, milk, fish). Where possible our guides do try and accommodate clients with intolerances (i.e. gluten, lactose), however we cannot guarantee the availability of specialty foods en-route and we therefore recommend you to bring these items with you or

purchase them prior to departing on your tour. Likes and dislikes in food preferences cannot be accommodated; only allergies and life threatening situations will be regarded.

Travelling in our purpose built Nomad Trucks

The transportation on tour is a major component of all adventure tours. These tours are road trips and incorporate long drives, bumpy roads and possible mechanical problems.

Nomad small group adventure tour vehicles are amongst some of the finest on the road however and come equipped with an on board toilet and air-conditioning.

We run a strict maintenance program and all of the trucks are on a permanent rotation schedule. Unfortunately break-downs are not uncommon so if a problem occurs, please be patient as it can take time to resolve mechanical problems in Africa so make the best of the situation.

The suspension system on adventure trucks is a spring pack system. These packs balance the weight of the truck and assist with lessening the impact of bumps in the road. This does feel different to your standard coach air shock system as it is a little harder, however the air shocks are not able to handle the conditions of the roads that we travel in these trucks. If an air shock fails, it prevents the truck from moving at all, the spring packs do not have this effect and would be able to get the truck to a place where it can be mended if there is a failure.

I can guarantee you that your guides and our operations team will have any situation like this as their top priority and will do all in their power to ensure that you get back on the road as soon as possible.

Distances and road conditions

All of our tours cover long distances on the roads of Africa as our passion is to show you the magnificent sights of this continent. This means that there will be many hours spent driving which cannot be rushed for the following reasons:

You are in a truck and not a sports car so expect average speeds of approximately 80kph, however there are roads where we are forced to reduce to speeds of 30kph due to bad roads conditions or safety concerns. Please keep in mind that this is approximate only and could change drastically based on current road conditions as they do change frequently from day to day. The guides will always have your safety as their first concern.

Often there is absolutely nothing between focal points except vast open deserts. Most tours average approximately 350 km per day however there can be stretches of up to 650km in a single day and that's a long way in a truck so be prepared.

We will be travelling along winding dirt roads and your safety is of paramount importance, please keep this in mind when you are tired, hot and irritable.

Communication

An enjoyable trip depends heavily on open and honest communication between yourself, the guides and your fellow passengers. Many problems have their root in a lack of communication, misjudgments and assumptions. Essentially, you have people from all over the world, taken out of their comfort zone, put in a box in the middle of Africa, shaken around and then expected to all get along. Not easy, so it does require a positive attitude because essentially, you are all there for the same reason!

On Tour

When on tour be sure to keep the communication channels open with your fellow passengers and the guides. This is the key to a successful trip. If you are unhappy, please discuss it because problems cannot be resolved if no one knows that there is a problem. Feel free to approach your guides at any time because the smallest problems can turn into big ones very quickly!

How others can reach you

The easiest option to keep in touch with your loved ones at home is to buy a SIM card of the respective country you are travelling in. Usually you can get sim cards rather easily in major cities and in some instances vendors might even sell them at border posts. The cost for a sim card is usually rather low (often between ZAR 20 and ZAR 50). Please keep in mind though that this is an adventure tour and that there might not be reception in a lot of the areas we travel through.

Although you may not be able to contact the outside world easily while you're on tour, we track you constantly and are always able to find you. Feel free to provide your family with our contact details and should there be an emergency of any kind at home we will be able to contact you almost anywhere. Please bear in mind that in certain instances there may be a charge for this (in some areas

there are not even radio facilities) should we have to physically send someone by boat, road or air to your camp site, the person we send will expect to be compensated. Please inform your families that although we can find you – it must be a real emergency - as we will not be sending one of our local contacts 500km over terrible roads to remind you to change your underwear regularly!

In an emergency your family can contact us on nomad@nomadtours.co.za or by calling our offices on +27 21 845 7400 and if the call is outside of office hours the emergency contact number is +27 82 578 2199.

We advise that you should also contact family and friends before leaving and tell them that you are on an adventure tour and that you will probably be out of contact for that time.

Climate and weather conditions

Please ensure that you are familiar with the exact weather conditions to be expected on your particular tour and be prepared because the weather in Africa can be extreme. In the rainy season, prepare to get wet and in the dry season, prepare to get hot. The weather is part of an African adventure but it can be a tough taskmaster.

The African sun is fierce, especially in Namibia and Botswana and we suggest a factor 50 sunscreen and that you wear a hat. From October until April you can experience extremely hot temperatures and during the winter months the nights can be extremely cold, even dropping down to below zero, but the days are generally warm to hot.

In Southern Africa, the short rains are from October to December, but the main rainy season begins in February and can last until April, Cape Town on the other hand experiences a cold winter with lots of rainfall from April to September.

In Central and East Africa the rainy season is from December to around April while Botswana, Zimbabwe and Zambia experience low average rainfall, usually during the summer months from October to April.

Please note that this is only a general indication and the weather is not within our control and sometimes the rains start earlier or finish later, or don't come at all. Local conditions also prevail, for example if you're camping on the rim of a crater or close to the seaside, conditions can be affected by the geography of the area so prepare for all seasons.

You can read more here: <http://nomadtours.co.za/blog/travelling-africa-when-to-go-where/>

Laundry

Most camps have hand-washing facilities and in Swakopmund, Vic Falls and certain camps in East Africa there are laundry facilities. Please remember to bring some environmentally friendly washing-powder for your laundry. For a small fee you can often have your laundry washed by someone else. Ask your guide for assistance en route.

Security

Each seat within the truck will have a safe for passports, money, credit cards and flight tickets only. Please use this facility as lost passports and money cause delays and may result in you having to leave the tour.

The accommodation that we use are generally safe but please be aware all the time as tourists are easy to spot targets in Africa, as well as in the rest of the world! Make copies of travel documents and keep separate from the originals. Also photograph all documents and serial numbers of your items and email a copy to yourself.

Your possessions are your responsibility at all times and Nomad will not take responsibility for damaged, lost or stolen personal items. It is advised that you take out comprehensive travel insurance if you are planning on bringing expensive items like digital cameras, ipads, ipods and laptops on tour. We strongly suggest that you leave computers at home.

Although all care and attention will be exercised, neither Nomad Adventure Tours & Holidays CC, it's agents, employees or operators will be liable for any damage or loss caused due to the storage of valuable items or money in the truck safe or inside the vehicle.

Although our trucks do have USB ports for the charging of devices – please make sure that your device is compatible with USB charging before plugging in your device.

Photography

Please ask the guide to stop if you would like to take photos at any time as everyone's photo requirements are different. Please stock up on memory cards and spare camera batteries before departure as these can be difficult to find en route and there are not

always charging facilities available. If you are going on a tour to the Serengeti National Park or Kruger National Park you may find that you take a lot of pictures trying to get that perfect shot. 2GB is minimum and if you are interested in photography we would highly recommend more. Please take care of your photographic equipment in the dusty areas we pass through. At some camp sites power points to recharge batteries for video/digital cameras are available, but you will have to provide the necessary connections and adaptors.

Please refrain from taking pictures at border crossings, government buildings, and military installations and avoid photographing army, police or anywhere else if your guide advises against it.

Please remember we are guests in the countries we visit and respect local customs and feelings. Certain tribes in Southern and Central Africa do not allow their picture taken so please ask your guides before photographing whether it is permissible or not. You may also have to pay a nominal fee to take photos of some local people (especially Masai).

Responsible Touring

Nomad is committed to the principles of responsible environmental tourism and it would be appreciated if you would respect the customs, laws and environment of the countries and areas we visit. Please be 'green-minded' and dispose of rubbish in the appropriate manner. We do have a dustbin on board and we ensure that we have cleaned up everything before leaving our camp sites.

What's included and what's excluded

There is no such thing as an all inclusive tour, ever. On tour there are also other expenses such as dinners at local restaurants, tips and shopping. The dinners and tips we have tried to cover in detail, but other expenses such as snacks, drinks and bottled water you have to budget for yourself.

Activity Packages: Our tour dossiers are written with the optional Activity Packages included, however you do need to purchase the package if you would like to do the activities.

Optional Activities: We provide you with a great tour however there are always additional optional activities that you can do en route, below you will find a selection of Optional Activities that can be booked on the tour you have chosen (these are over and above the optional Activity Package items). Please keep in mind that in the winter months, we lose five daylight hours, so it may happen that not all optional activities are available during these months. Also, if there are circumstances that mean we arrive later at camp than expected, an optional activity may not be available. The reason that these activities are optional is because they cannot be guaranteed. There are of course more Optional Activities than are mentioned, feel free to participate in whichever you prefer.

Excursion Upgrades: On certain routes (which cover the Okavango Delta and Serengeti National Park), you will be able to purchase upgrade packages which add to your overall tour experience. Please familiarize yourself with the respective upgrades. We strongly recommend that you pre-book these upgrades along with your tour booking.

Your guide will also help you choose what is best for you. If you want to go white water rafting or bungee jumping we will make sure you book this with the safest and most professional operator. Some optional activities operate concurrently so the group may have to decide as a team which optional activities they'd prefer to do.

Country	Area	Activity	Rate Guideline
Botswana	Okavango	Tips for Polers - Per Day Per Person	Clients Discretion
Botswana	Maun	1 Hour scenic flight (min 4 pax)	USD600 - USD800
Lesotho	Malealea	Pony Trekking excursion(Waterfall Trek) (min 2 pax)	R350 - R580
Lesotho	Malealea	Pony Trekking excursion(Bushman Painting) (min 2 pax)	R350 - R580
Lesotho	Malealea	Pitseng Day Hike (min 2 pax)	R50 - R100
Mozambique	Barra	Ocean safari & snorkeling (Min 6 clients)	MTS2000 - MTS2500
Mozambique	Barra	Snorkelling	MTS2000 - MTS2500
Namibia	Swakopmund	Quad biking	R650 - R750
Namibia	Swakopmund	Sandboarding	R500 - R600
Namibia	Swakopmund	Skydiving	R2500 - R2800

Namibia	Swakopmund	Dolphin Cruise (incl transfer & light lunch)	R850 - R950
Namibia	Swakopmund	Dinner at local restaurant	R150 - R350
Namibia	Windhoek	Dinner at local restaurant	R150 - R350
South Africa	All towns	Dinner at local restaurant	R180 - R280
South Africa	Plettenberg Bay	Dolphin boat trip	R570 - R670
South Africa	Plettenberg Bay	Whale watching (seasonal)	R850 - R950
South Africa	Plettenberg Bay	Qolweni township tour	R300 - R400
South Africa	Plettenberg Bay	Robberg walk	R400 - R500
South Africa	Plettenberg Bay	Monkey town entrance	R260 - R300
South Africa	Plettenberg Bay	Birds of Eden entrance	R260 - R300
South Africa	Tsitsikamma	Treetop / Canopy Tour	R660 - R860
South Africa	Tsitsikamma	World Highest Bungee Jump	R1200 - R1300
South Africa	Tsitsikamma	Bridge Walking Tours	R150 - R250
South Africa	Addo National Park Area	Zipline	R320 - R420
South Africa	Addo National Park Area	Canoeing	R100 - R200
South Africa	Addo National Park Area	Guided game drive Addo NP	R380 - R480
South Africa	Addo National Park Area	Sunset Game Drive excl Conservation fees	R530 - R630
South Africa	Addo National Park Area	Evening Game Drive excl Conservation fees	R410 - R510
South Africa	Greater Kruger	Morning Bush Walk incl Conservations fees	R1050 - R1150
South Africa	Greater Kruger	Evening Game Drive incl Conservation fees	R980 - R1080
South Africa	Orange River	Half day canoe adventure	R300 - R400
Swaziland	Mlilwane NP	Sunset game drive (2 hours)	R350 - R450
Swaziland	Hlane Royal NP	Rhino Game Drive	R250 - R350
Zimbabwe	Victoria Falls	Dinner at local restaurant	USD25 - USD65
Zimbabwe	Victoria Falls	Full Day white water rafting	USD150 - USD170
Zimbabwe	Victoria Falls	Helicopter Flights (Min 3 clients)	USD160 - USD180
Zimbabwe	Victoria Falls	Zambezi Sunset Cruise (incl transfers)	USD40-USD70
Zimbabwe	Victoria Falls	Bungee jump	USD160 -USD190

Do What You Can Afford To

Unfortunately, not everyone can afford to do all of the activities on offer. We keep our tour price as low as possible without compromising the quality of the tour so that you have choices as to what you'd like to do. The optional experiences and activities are there to give you a break from the routine of travelling adventure tour style. They enhance your holiday and give you an adrenaline rush when you need one! These are selected for their value for money, enjoyment factor and feedback from our guests, however, they are not endorsed by Nomad and Nomad carries no responsibility for the activities. It is completely up to the guest and their own discretion as to whether they'd like to participate in an optional activity or not.

Optional activities are not included in the price of the tour for a few reasons:

- ✓ Not everyone can afford to do them all
- ✓ Not everyone wants to do them all! (No point in throwing you out of a plane if you can't bear heights!)
- ✓ Optional Activities are not always available and are time, season and weather dependent

We leave the running and safety of these specialised activities to the people who do them best. We take you there and then let the professionals take care of you in pursuit of your thrills and spills!

Please keep in mind that the prices that we display ~~in the tour dossiers~~ for these optional activities, can change from time to time as we do not control the pricing of the operators who run these activities. We do our best to ensure that we give you accurate figures so that you can budget accordingly.

Activity Packages

The activity package is an optional payment (optional 98% of the time) that covers what we consider to be 'essential activities' on our tours. Ideally, we would include all of these in the tour cost however this would exclude some people from being able to afford to come on tour. This payment is 100% transparent and the cost of each activity is listed in your tour dossier. The Activity Package can be prepaid and prebooked prior to your arrival or you can pay your guide on the first day of your tour (in South African Rand or by credit card (5% fee) if departing from Cape Town or Johannesburg).

If you choose not to take the Activity Package, you can still book these activities while you are on tour, however they are then subject to availability and you may be disappointed if you are not able to partake in a particular activity so we do strongly recommend that you prebook the package.

You may sometimes find that there is a discrepancy between a price of an activity at the provider and the price that we charge in our Activity Package. There are three main reasons for this: We set one rate for the year and a lot of our suppliers have seasonal pricing; some suppliers price their activities in USD which we sell in ZAR at a forecasted exchange rate and lastly, because we sometimes have to set our rates before we have even received them from our suppliers as we work up to 20 months in advance of a tour departure date.

Your Money

Money can make or break a tour so make sure you have enough and tailor your trip to fit your pocket. Africa is not cheap so spend wisely and note the prices of the optional activities in your tour dossier when planning for your tour.

In Southern and East Africa, both local currencies and US Dollars are widely accepted. The conversion rates for local currencies do however fluctuate quite regularly so if you plan on using local currencies in the countries you visit, please check the exchange rate before you depart on tour. An example of a website that you can use to check a currency against your own is www.xe.com.

Cash

If you are carrying US Dollars, always make sure that they have been printed after 2008 and if possible, request that your bank provides you with notes that are not torn or severely creased as you may find that the bills will not be accepted if they are not in a good condition. Request that your bank provides you with a range of bills so that you can use the smaller ones for tipping and the larger ones for settling bills if required. Carry your cash in a flat money belt on your body however always keep a small amount in a more easily accessible place so that you can access it easily if required.

Credit cards

Most of the major Southern African cities do have credit card facilities available, however they may charge you a surcharge to use the facility. Visa and MasterCard are the two most widely accepted credit cards in Africa, while Diners and American Express may not always be accepted. Cards should have a chip and pin if you plan to use them to withdraw money from ATMs. Please be sure to advise your bank before you travel that you will be using your card in a different country as they may block access to your card if they do not know that you are travelling.

ATM / Debit Cards

ATM cards are a good way to withdraw local currency on arrival in a new country. This may not always be possible but it is an option in most cases. Cards should have a chip and pin. The amount that you withdraw depends on how long you will be in the country for and what you plan to spend your money on while you're there.

Street Vendors

You may encounter black market traders on arrival in countries who will offer to exchange your USD's for a more favourable rate than the banks. Please don't be tempted to do this, it is not worth the risk or the hassle and it is not good practice to display your foreign currency.

Departure Tax

Various countries may require that you pay an Airport Departure Tax when departing on an international flight. Please note that all departure taxes must be paid in hard cash currency and US\$'s are normally the best currency to use for this. Departure taxes can vary from US\$10 - US\$60 depending on the departure point.

Health and Safety

Carrying Medication On Tour

On each truck we have an insulated cooler box which guests are welcome to use to keep their drinks cool throughout the day. As this box is situated in the truck with the guests, it is up to them to keep the box clean and purchase ice if they would like the box kept cool. If guests have medication that needs to be refrigerated, this is the best place for them to store the medication. It should be stored in a hard plastic, watertight container to ensure that it doesn't get wet or damaged as it will be in the box with the ice, water and drinks. We do have a freezer on board the trucks if the medication needs to be stored at a cooler temperature. There are instances when you will not be with the truck however and during these times there may be limited facilities available for storing medication in a cool environment.

General Safety

The guide has authority on tour at all times and this includes decisions regarding the safety of our guests on tour. It is important that you inform us of any medical conditions or prescription drugs that you are taking such as diabetes or asthma etc. as we are sometimes 300km or more from the nearest medical assistance. This is especially important if your medication has to be kept at a certain temperature, we must know about this beforehand.

Please report to your tour leader immediately if you are feeling even slightly ill as they may need to make plans for you to get to medical assistance promptly. Many travellers can feel sick within the first two weeks of travelling and this is very common and due to your body reacting to germs and bacteria it is unfamiliar with. Keep this in mind, but do not take it lightly, keep your guides up to date with how you're feeling.

AIDS is an enormous problem in Africa. HIV estimates range between 20% and 50% of the population and in some areas it is even higher than this. Please be careful and practical, condoms are cheap and freely available.

First Aid

There is a First Aid Kit on the truck which is available in case of an emergency. The guides will not use the kit as a dispensary and we strongly recommend that you take a personal medical kit. All of our guides are qualified in First Aid.

Suggested contents of a personal First Aid Kit include:

- ✓ Lip balm
- ✓ Anti-histamine cream or tablets
- ✓ Sunscreen and after sun balm
- ✓ Pain killers
- ✓ Anti diarrhoea remedy
- ✓ Moisturiser
- ✓ Dehydration salts
- ✓ Elastoplasts/band-aids
- ✓ Insect repellent
- ✓ Sterile dressings
- ✓ Antiseptic cream

Personal hygiene is very important on tour as you are travelling together in the truck in warm to hot climates. Please be considerate and attentive to your personal cleanliness. Being ill on tour is not fun and the enjoyment of the group as a whole depends largely on everyone being healthy. It is quite normal for some people in the group to have traveller's diarrhoea at some stage of the tour. This is generally not serious, usually being the reaction to the food, water and the anti-malarial tablets. If you suffer from this at any stage please inform your guide immediately.

Please take extra care when washing dishes and cutlery, as this is the quickest way for the whole group to fall ill. Make sure that your plates are thoroughly cleaned. We provide anti-bacterial washing up liquid so please use it liberally. We also supply an anti-bacterial soap for the washing of hands. Please ensure that you use it regularly, especially before meals. We use metal plates on tour as they are the most hygienic option.

Medical Insurance

Please note that it is a condition of booking on any Nomad tour that you have adequate medical insurance. We require the details of your insurance policy for our records before you will be permitted to depart on tour so please keep these with you at departure. The medical insurance is so important in the case of an emergency in a remote area (which is most areas we travel to) you will have to be

airlifted. If you do not have medical insurance, you will need cash (which means thousands of USD) or you will not be helped during this critical period where every minute counts.

Please double check the small print of any 'free' credit-card insurance. Your insurance must cover you in the instance that you need to be airlifted to a hospital. As many public hospitals in Africa are below western standards you might have to be airlifted to South Africa for a simple problem. Many insurance policies do not cover adrenaline sports i.e. bungee jumping and skydiving – please check this before you book the activity.

Medical insurance is usually relatively inexpensive and we recommend that you buy a separate policy in your country of origin. If you purchase insurance in Africa please note that it will not cover you to be returned to your own country in the event of an emergency, it will only return you to the country in which you purchased the policy.

Water

One of the most common ailments on tour is dehydration. You should be drinking a minimum of 2 liters of water per day, and even more during the hot summer months. The tap water in the destinations we visit is not always fit for human consumption so your guides will advise you when not to drink the local water. You can buy bottled mineral water at most camp sites, keep in mind that this can be expensive. In most places North of South Africa it is necessary for you to buy your own drinking water. Your guides will point out where drinking water can be purchased (i.e at local shops / supermarkets). ~~There is a 200 liter water tank on the truck and you are more than welcome to use this for drinking. Most people decide not to drink the water from the tank as it picks up a slight flavor, however it is there for you if you want it.~~

Malaria

Malaria is a serious problem in Africa however it does not have to be a problem for you as long as you are vigilant about using your mosquito repellent and you take your malaria tablets. Malaria is transmitted by mosquitoes and is more prevalent where there are high concentrations of people and water. The main points to keep in mind about malaria:

- ✓ Prevent getting bitten by wearing clothes that cover your bare skin. Long shirts, socks, shoes and long pants after dark - most mosquito bites occur below the knee.
- ✓ Keep your mosquito net closed and be vigilant at sunset as this is when the mosquitoes are most prolific.
- ✓ Use an effective prophylactic and speak to your doctor about options for antimalarial tablets.
- ✓ Insect repellent is the single most important line of defense. Make sure you bring enough of an effective (preferably stick or lotion) repellent and that you use it liberally and frequently! You need to look for the active ingredient (DEET) on the bottle.

Malaria prophylactics do not prevent Malaria, but do treat it if you come down with the disease. They also prevent you from getting seriously ill. It is not true that Malaria cannot be cured.

Vaccinations

We recommend that you have the following vaccinations for Africa: Hepatitis A (Havrax), Cholera, Yellow Fever, Tetanus Booster Shot, Rabies. Please note this guide is for information only - you should consult your doctor or travel clinic for the latest requirements. If you have entered a Yellow Fever infected area, you will be required to have a vaccination before entering into other countries.

If travelling further north of Vic Falls, then you will definitely require proof of a Yellow Fever vaccination. Travel Clinics provide vaccinations and Malaria tablets.

Alcohol and drugs

At Nomad we do not run booze-cruise tours. We want you to enjoy yourselves and it is great to sit around the fire exchanging stories enjoying your favourite tippie, but the attitude of drinking from early morning until late at night makes for unpleasantness and you dehydrate even quicker when you are consuming alcohol. Most camp sites have bar facilities, we simply ask that drinking is kept to a reasonable level for your enjoyment.

We have a firm policy about drugs on tour. We do not tolerate them! Police regularly inspect our trucks and camp sites and we make numerous border crossings. If you are caught in possession of illegal substances we cannot help you. You do not want to add a stay in a local jail to your on tour experiences!

Local Laws and Customs

Passengers are required to obey all laws of the countries through which we pass. This particularly applies to the smuggling of contraband and possession of narcotic drugs and firearms. Any passenger found contravening such laws or putting other passengers at risk may be required to leave the tour immediately with no refund. Please remember that we are guests in each of the countries we visit and it is good manners to comply with their customs.

Security

Travelling in any country has its potential dangers and in African countries you will find that it is no different. Due to massive levels of poverty, petty theft is rampant.

Basic rules apply:

- ✓ Do not bring unnecessary valuables along with you such as jewellery, expensive watches and electronic goods.
- ✓ Do not leave your personal possessions unattended
- ✓ Do not be reckless in your behaviour. Be careful
- ✓ Always walk together as a group, especially at night
- ✓ It is also suggested that you photocopy and photograph all your travel documents and belongings and store them separately to the originals. Security of the vehicle is part of the reality of tour life and you will be expected to assist when necessary.

Although all care and attention will be exercised, Nomad Adventure Tours nor its agents and employees can accept responsibility for anything deposited in the truck safe or left on the vehicle.

Travel insurance for personal belongings is also advisable, as you are not covered by Nomad for personal items such as clothes, cameras etc. You are responsible for your possessions at all times.

It does happen from time to time that airlines lose luggage and this can be very frustrating for all parties concerned as the airlines then need to chase down the tour to reach the traveler, the traveler never really knows when they're going to get their belongings and Nomad is expected to handle all of the ground operations for this. The process is immensely time consuming for everyone so please be assured that Nomad will do our absolute best to ensure that the airlines are able to get your lost luggage to you. Your guides and Nomad cannot be held responsible for any loss, damage or delay with luggage that has been lost or left behind by the airline.

When Game Driving

When you are on a game drive, no matter if it is our Nomad truck or an open 4x4 vehicle, please be as quiet as possible at all times and don't make sudden movements - this will ensure the biggest success on your game drive. Also, bring along some binoculars if you can.

It's very important to keep in mind when you go on a game drive or walk that you are not in a zoo and no one can ever guarantee which animals we will see and how many animals we will see. All our Nomad guides and all our local partners know where to best spot animals and do have an extensive knowledge about where and when to see wildlife however there is simply no way anyone can ever guarantee to see animals.

Tour Feedback

At the end of the tour you will be provided with a confidential feedback form where you are encouraged to rate the tour, service, and experience with Nomad. We use this feedback extensively in our efforts to improve our tours and we really do appreciate receiving this information from you at the end of the tour. You're more than welcome to email it to us if you'd prefer not to hand it to your guide, however please do let them know that you'll be emailing it if you intend on doing this. Your email can be sent to ops@nomadtours.co.za

Country Information

South Africa

South Africa is one of the most popular tourist destinations in Africa, as it offers truly magnificent views and has an abundance of activities to enjoy. This Southern African country is rich with culture and traditions; with every citizen having a unique heritage, culture and story to tell. Here, guests will find themselves enchanted with a unique vibrancy and absorbed in the freedom of every citizen. The combination of the beauty of the landscape and friendly nature of the locals makes South Africa a truly inspiring and exciting country to explore. Since the 17th century and the arrival of its very first settlers, South Africa has been claimed, to be one

of the most beautiful destinations in the world. Not only is the weather warm and mild throughout the year, but locals and visitors enjoying an endlessly beautiful scenery and diversity in landscapes. Undoubtedly, South Africa's main attractions are its beautiful mountain and coastal views, however its cities also attract more than enough tourist attention.

In 2010, South Africa hosted the FIFA Soccer World Cup, putting on an incredible show and proving themselves as one of the world's leaders in the hospitality industry. Guests were made to feel welcome and encouraged to participate in local celebrations and enjoy the sights of each region; a factor which surely contributed to the Mother City of South Africa, Cape Town, being voted by TripAdvisor to be the most desired tourist destination in the world. Among South Africa's other top attractions are Johannesburg (The City of Gold), Durban (a surfer's paradise), Port Elizabeth (the friendly city), the Garden Route and the Kruger National Park.

Namibia

Namibia is Southern Africa's most westerly nation and is home to some of the most beautiful desert plains and sand dunes. This country has a truly unique landscape; completely unlike its neighbours Angola, South Africa and Botswana. Namibia is also one of the largest countries in Africa, covering 824 000 square kilometres. While it covers a seemingly endless amount of space, at every turn you'll find yourself facing a truly magnificent sight and rugged beauty. Although Namibia's deserts may look lifeless, they're in fact buzzing with life and activity. Home to the African wildlife that tourists travel miles to observe, as well as their very own wild horses and snakes, Namibia has several game reserves for their visitors to visit. The most popular and established being the Etosha National Park where guests can either choose to camp or stay in luxurious accommodation. If you're planning an adventure into this beautiful and inspiring country, make sure you land up in Swakopmund, visit the Fish River Canyon, Damaraland and the Kaokoveld. The capital city of Namibia is Windhoek, a city which is heavily influenced by Namibia's previous colonial ruler, Germany. Today, however the country has close ties to South Africa; its currency linked to that of the rainbow nation. Nomad tours will take you on an adventure like no other through the beautiful Namibian terrain, showing you the beautiful deserts, game reserves and cities while enlightening you to the lifestyle of the locals and the history of the country. For an exciting, unforgettable Namibian tour, travel with Nomad Tours.

Botswana

Botswana is a southern African landlocked nation, surrounded by Zimbabwe, Zambia, South Africa and Namibia it is one of Africa's most popular inland tourist destinations. Despite being quite a large country, Botswana remains to be one of the world's smallest communities with just over two million people calling themselves citizens. Most of the locals can be found working in the nation's capital city, Gaborone, however many others work on game reserves and with the country's tourism industry. Botswana's Okavango Delta is the world's largest inland delta and is alive with vibrant bird species and wildlife. In comparison to the vast Kalahari Desert, the delta is lush and green; a true magical world where life is simple and relaxation is unavoidable. Botswana is truly a unique country with a landscape and beauty unlike any other; from deserts to delta, bushveld to grasslands, savannas to salt pans, Botswana is a true joy to explore and offers a world of adventure to all tourists. Contact Nomad Tours for unforgettable Botswana safaris. Not only will you see it all, but you'll make new friends and feel closer to nature than ever before.

Zimbabwe

Zimbabwe is an incredibly beautiful, land-locked nation in the centre of Southern Africa. Despite its political and economic struggles, it remains a country of breath taking beauty and lush landscapes. Famously bordering on the magnificent Victoria Falls and stunning Zambezi River, this country is by no means short of attractions and activities. Zimbabwe, previously known as Rhodesia during its colonial days, has been the focus of many explorers during the last few centuries. It was Rhodes that orchestrated the building of the first railway line through the country which stretches across the entire African continent, and David Livingstone was the explorer to hear the thunderous sound and see the spray of the world's largest natural waterfall, the Victoria Falls; named after his sovereign Queen Victoria. Zimbabwe's Hwange National Park and Matopos rock formations are amongst the country's most famous attractions. Just an hour outside of the town of Bulawayo, the Great Zimbabwe Ruins can be found. Zimbabwe received its independence in 1980 and has struggled to maintain a democratic state ever since. However, despite its unstable economy and the fragile political state, thousands of tourists make their way to the country every year.

Swaziland

From the moment you enter the Swazi Kingdom, the landscape changes around you and there is no mistaking as to why the Swazi King fought so hard to gain independence of his pristine mountains, rainforest and valleys in this landlocked country. Originally inhabited by the hunter gatherer khoisan people, Swaziland became popular to the Bantu tribes of East Africa and the powerful Nguni (Xhosa, Zulu and Swazi) tribe occupied this area during the Bantu expansion (migration of tribes due to increased use of iron, agricultural development and the more prevalent use of ceramics). Interestingly, in September 1968, Swaziland proclaimed its independence after being ruled by the United Kingdom as a British High Commission Territory for almost seventy years which meant that it was one of the last colonies to be ruled by Britain on the African mainland.

One of Swaziland's most popular and spectacular annual ceremonies is the Reed Dance, held in August or September each year. Thousands of young woman congregate at the Queen Mother's village to provide tribute labour for the Queen Mother and to preserve their virginity. They arrive with bundles of reeds for the Queen and some of them bring their bush knives as a symbol of their virginity. The woman dress in traditional clothing and perform dances for the royal family and other onlookers.

Lesotho

Lesotho is a landlocked country that is surrounded by South Africa. Also known as the Kingdom of Lesotho, the Land of our Fathers, and the Kingdom in the Sky, this is a nation submersed in tradition and culture. It's famous for its beautiful mountain passes, small communities and wildlife. Due to its altitude, Lesotho remains cools throughout the year with snow covering many of its peaks and mountains passes. Undoubtedly, this nation is most popular with tourists wishing to loose themselves in the beauty and tranquillity of the outdoors. The Kingdom of Lesotho has hardly been affected by the hands of man; in fact it's probably the Southern African nation which lives closely to its traditional ways and values. The country's capital of Maseru is its largest city, providing jobs and a more modern lifestyle to a large portion of the 2 067 000 people who call this country their own. 75% of the population who lives outside of the capital can be found in small communities, many of them still living in their traditional mud huts and can only be reached by foot or horseback. Exploring Lesotho is an experience some of the world's most avid hikers dream of experiencing. Not only will you met with truly beautiful sights, endless mountain ranges and come across historical villages and rock art, but as they'll have miles and miles to explore on their own, without a sign of human life or technology to turn their thoughts back to the "real world". Their mountain passes are also popular amongst ambitious and professional cyclists wishing to train.

THE NOMAD AFRICAN TRUST www.nomadafricantrust.co.za

At Nomad we are passionate about the people, places and wildlife of Africa that make our tours so special. In order to give back, we have set up the Nomad African Trust. If you would like to find out more about the Trust, our beneficiary projects and how you can help, visit the website (above) or contact us on info@nomadafricantrust.co.za.

GREEN SEATS – TRAVEL RESPONSIBLY IN AFRICA

Nomad gives you the opportunity to offset your carbon footprint by purchasing a "Green Seat". If you would like to help Nomad making Africa Greener, simply choose the tick box on your booking form and we will take care of the rest. The Nomad African Trust, with partner projects will plant Spekboom, which are ecologically viable and that have a very high carbon absorption rate. You will receive a certificate of your contribution towards offsetting your carbon footprint while on tour with Nomad. Green Seats can be purchased at departure or on tour with your guide. For more information on our "Green Seats", please visit www.nomadtours.co.za/about-nomad/green-seats

SOCIAL MEDIA

Please feel free to follow, poke, share and like our social spaces below. It would be great if you could load your pictures, videos and memories to the pages too so that you can share them with your friends and ours.

Facebook – (www.facebook.com/NomadTours)

Youtube – (www.youtube.com/NomadAdventureTours)

Flickr – (www.flickr.com/photos/nomadtours)

Twitter – (twitter.com/nomadtours)

LinkedIn – (www.linkedin.com/company/nomad-tours)

We would like to offer you the opportunity to share your experiences on tour with your friends and family at home. We have setup a blogging environment for you, free of charge! All you have to do is sign in and then upload your stories and pictures and get sharing. Log on to: <http://www.nomadtours.co.za/blog> to start your journey and please feel free to contact handrick@nomadtours.co.za if you have any questions.

THANK YOU FOR TRAVELLING WITH NOMAD

At the end of your tour you will be provided with feedback forms. These forms are confidential and should be given to your crew in a sealed envelope. If you are not sure of the confidentiality of the feedback form please feel free to email us as well on ops@nomadtours.co.za. Please make sure to also complete the feedback form as we use the answers on these forms to improve and maintain our service levels. Accommodation providers are subject to change without notice, the accommodation listed in this dossier is our preferred supplier, but sometimes due to availability, we are unable to make use of the property listed in this dossier. If we cannot use the accommodation provider as listed we will substitute another property of similar standards, however, en-suite facilities are not always guaranteed.

Have a wonderful tour and see you on the road!

TERMS AND CONDITIONS

APPLICATION

- The Customer agrees that no indulgence whatsoever by the Company shall constitute a waiver in respect of any of its rights under this agreement and under no circumstances will the Company be prevented from exercising any of its rights in terms of this agreement.
- The terms and conditions contained in this document shall apply to the tour booking concluded between the Company and the undersigned client in respect of the tour, as more fully described in the tour dossier provided to the client on confirmation of the booking.
- All references in these terms and conditions to "client" shall include references to an agent of the client with such changes as the context may require.

APPLICABLE LAW AND JURISDICTION

- These terms and conditions shall be deemed to have been concluded in Cape Town, South Africa and shall be interpreted according to the laws of the Republic of South Africa.
- The client consents to the jurisdiction of the Magistrates Court of Cape Town in terms of the provisions of Section 45 of Act 32 of 1944 as amended but it is specifically agreed that Nomad at its instance will have the discretion to sue in the High Court if it is deemed appropriate.
- Notwithstanding the aforesaid, the client must at all times comply with the laws, customs, foreign exchange and other regulations of all countries visited on the tour.

BOOKINGS

- The Company reserves the right not to confirm the booking until the full amount set out in the invoice received by client is paid and has been received by the Company and all the relevant documentation has been signed and completed in full by the client.
- Any amendments to, or cancellation of the booking shall be subject to these terms and conditions.

TOUR PRICE, DEPOSIT AND PAYMENT

- A booking is considered confirmed when Nomad sends written confirmation to the client confirming the booking. Invoices are issued on booking confirmation, 50% payment is required at 60 days prior to departure and full payment is due 30 days prior to the departure date.
- If a booking is made within 60 days of the tour departure date, 50% payment is required on booking. If the booking is made within 30 days of the tour departure date, 100% payment is required on booking. Non-payment of stipulated percentage at time of confirmation, within 60 days of tour departure date, will result in the cancellation policy being applied.
- When booking a tour that includes a Gorilla Trekking Permit, immediate payment for the permit is required in order to secure the trekking permit. This payment is non-refundable and is paid directly to the gorilla tour operators.
- While Nomad has utilized its best endeavours to ensure the accuracy of the tour price, such price is subject to change as a result of factors beyond Nomad's reasonable control, in which event Nomad shall utilize its best efforts to notify the clients of such changes as soon as possible.
- The tour price includes only those services/items that are included as per the itinerary and the tour dossier, and the client shall be responsible and pay for any additional items where, as required by the Company from time to time, such payment is made either directly to a third party service provider or to the Company for settlement with a third party service provider.
- The Company records that prices/charges/tariffs in respect of certain activities forming part of the tour are determined in accordance with the public regulations of a particular country and, accordingly, the Company has no control over any increases in such prices/charges/tariffs, including where such increases are implemented during the tour. The Company accordingly reserves the right to increase the relevant prices/charges/tariffs to account for such increases and/or fluctuations. The client will be notified of such increase and/or fluctuation as soon as possible and only if possible do its best to obtain the client's authorisation before commencing with the final booking of such trip.
- Although the Company takes care to ensure that all information on their website and or price brochures and/or quotations are correct, it will not be bound to any price that contains an inadvertent and/or obvious error. If a mistake occurs in any advertisement, the Company undertakes to take all reasonable steps to inform the customer of the correct details. All prices are quoted in South African Rand (ZAR) currency. If a customer pays using a non ZAR currency, the amount debited to the customer's account will be as close to the advertised price as possible.
- Electronic Transfer: Proof of the transfer with a bank stamp must be faxed or emailed to our office ([+27 21 845 7401](tel:+27218457401) / nomad@nomadtours.co.za) as proof of payment. All transfer / bank fees are the responsibility of the client. Nomad Adventure Tours & Holidays CC must receive the full total due in to the bank account.
- Credit Card: If Nomad Adventure Tours & Holidays CC accepts payment by Credit Card, a 5% administration fee will be added to the total tour fare for which payment is being made.

CANCELLATIONS

- Cancellation of a scheduled tour booking must be made in writing and is not effective until such written cancellation is received and acknowledged by Nomad Adventure Tours & Holidays CC. Cancellation fees are applied to the tour price, activity package, green seat and pre/post tour services.
- No cancellation fee is applicable to tours cancelled more than 60 days before date of Departure (excluding the non-refundable gorilla trekking permit, Okavango Delta upgrade excursion and Serengeti Upgrade excursion).
- Special Condition for tours that require a Gorilla Permit: When a client cancels a tour that requires a gorilla trekking permit, the permit price is non-refundable and will be forfeited.
- Should a Client cancel a booking 60 days or less prior to the date of departure of the tour for any reason (except due to death or hospitalisation), the client shall be liable to pay a cancellation penalty. The cancellation penalty is calculated by having regard to the nature of the booking, length of notice of cancellation and reasonable potential to find alternative customers. Having regard to the aforementioned factors, the following percentages may be forfeited by the customer in respect of the arranged tour price due to a no-show based on the number of days between receipt of the cancellation notice and the date of the departure:
 - **>60 Days:** No fee applies (unless Gorilla Permit has been booked – which is non-refundable)
 - **30 - 60 Days:** 50% of the tour price is held as cancellation
 - **10 - 29 Days:** 75% of the tour price is held as cancellation
 - **0 - 09 Days:** 90% of the tour price is held as cancellation
- The Company shall be entitled to apply any portion of the non-refundable deposit paid by the client toward any cancellation penalty payable in terms hereof.
- The Company reserves the right, at any time and for any reason, to cancel the tour on notice to the client. In such event, the Company shall refund the tour price (which includes for the avoidance of doubt, the non-refundable deposit) to the client. It is recorded that refund of the tour price as aforesaid shall be the Company's sole responsibility to the client, and no claim for any damages, howsoever arising, shall accrue against the Company by reason of a cancellation of the tour.
- The client acknowledges that the tour is subject to a minimum booking of 4 passengers (including the client). If the minimum booking is not obtained, the Company reserves the right to cancel the tour and refund the tour price to the client, in which event the client shall (for the avoidance of doubt) have no claim for any damages against the Company.

CHILD POLICY

- 13 – 15 Years: Nomad will accept a maximum of two children between the ages of 13 to 15 years on any tour without requesting permission from agents or clients. If more children want to join a tour once the maximum has been reached, this will be allowed on a request basis.
- 8 – 12 Years: Children between the ages of 8 – 12 years will be accepted to travel with Nomad on a request basis only.
- 8 Years: No children under 8 years of age may travel on Nomad's scheduled tours.
- A child must be 15 years or older to partake in the Gorilla Trekking Activity and 14 years or older to climb Mount Kilimanjaro.
- No children under the age of 11 are permitted in the Serengeti National Park.
- Any traveler between the ages of 8 – 16 must be accompanied by a parent, unless specific authorization had been obtained from Nomad. 17 – 18 Years: Guests of this age may travel with us with a letter of permission from their guardian; they do not require a parent to travel with them.
- "On A Request Basis" means that Nomad will receive the child request from the agent and once Nomad has confirmed receipt of the child request with the agent in writing, all other agents who have guests booked on the specific departure will be contacted to request permission for the child / children to join the tour. The agents then have 48 hours to respond to the request. If no response is received from any agent, the child/children will be accepted onto the tour. If the response is negative, we will have a look at an alternative date or tour for the family.
- Age restrictions may apply to certain items listed in the respective tour Activity Packages. It is important that you are aware of these restrictions prior to confirming the Activity Package for children on tour.

Age restricted Activities:

- Children under the age of 12 years are not permitted in the Serengeti.
- The minimum required age for children to participate in any activity offered in Namibia, Botswana (including the Okavango Delta) and Zimbabwe is 12 years of age.
- No children under the age of 12 - Full day Kruger Park 4x4, Nkambeni Morning Game Walk, Included Walk in St. Lucia, Full day Drakensberg Hike, South Luangwa NP Sunset Game Drive and AM Boat Cruise/PM Boat Cruise Kabalega.
- No children under the age of 13 – Morning walk in Swaziland and Morning walk in Hlane.
- A child must be 15 years or older to partake in the Gorilla Trekking Activity and the Pygmy Village Visit to Kabale as well as children must be 14 years or older to climb Mount Kilimanjaro.

AMENDMENTS TO BOOKINGS

- In the event that the client joins the tour after the departure date, or leaves before the completion thereof for any reason whatsoever, the client shall not be entitled to any refunds or rebates whatsoever from the Company.
- Should be aware that if a Client wishes to transfer from one tour to another, outside the 60-days prior to departure period, no fee applies
- Where the client wishes to change tours (that is, to move from the tour confirmed herein to another tour), such amendment is subject to –
 - The Company being able to accommodate the client on the substituted tour;
 - Payment by the client of an administration fee and
 - The change being made by no later than 60 days prior to the departure date of the original tour, failing which the cancellation penalties set out in the terms and conditions shall apply.
 - Changing the date of a tour, within 60 days of the departure, is subject to a fee of 15% of the tour price or ZAR2,000, whichever is the higher of the two.
 - Changing the date of a tour, within 30 days of the departure, is subject to a fee of 30% of the tour price.
 - On a tour, where a Gorilla Permit is required, as well as Okavango Delta upgrade excursion and/or Serengeti Upgrade excursion is booked, the full amount of the permit/upgrade excursions will be added to the aforementioned fee to move the client (Gorilla permits are not refundable)
- In the event that a tour is changed, these terms and conditions shall apply to the substituted tour, with the necessary changes having been made.

PASSPORTS, VISAS AND OTHER TRAVEL PAPERS

- It is the client's sole responsibility to ensure that passports, visas, health certificates, proof of vaccinations and any other required documentation are all in order for the countries to be visited during the tour.
- The Company shall not be held liable for any loss or damage to any client's luggage arising due to circumstances beyond the reasonable control of the company.

INSURANCE

- Comprehensive travel and cancellation insurance is mandatory on the tour. It is the client's responsibility to ensure that he or she has such insurance in place (together with the required paperwork to prove such insurance) before embarking on the tour.
- Should the client be unable to present the proof of such insurance to the Company (on request therefore by the Company), the Company may, in its sole discretion, exclude the client from the tour, and the client shall be liable for the cancellation penalty payments set out in these terms and conditions.
- The client acknowledges that travel insurance must include comprehensive medical insurance including provision for air evacuation, and that the Company shall not be liable for any consequences, damages or loss as a result of the client failing to have the necessary cover.

BAGGAGE

- The client shall be responsible for all baggage and personal effects brought by him or her on the tour, and the Company shall not be liable for any loss or damage to such baggage or personal effect, howsoever arising.
- The client shall be entitled to one bag (being a backpack or soft bag, and not a suitcase) that weighs not more than 20 kilograms, and a daypack. Should the client require larger baggage allowance, this may be arranged with the Company against payment of a fee that the Company may levy in its sole discretion. Notwithstanding the foregoing, the Company reserves the right to refuse excess baggage or oversized baggage.

HEALTH

- The client accepts that to participate in the tour requires a measure of physical fitness and health and it is the client's obligation to ensure that he or she is medically fit to embark on the tour.
- Where the client is over the age of 65, the Company requires a medical certificate or doctor's letter confirming that the client is medically fit to undertake the tour.
- In respect of all clients over the age of 65 years, a medical questionnaire is required to confirm that the client is physically able to undertake the tour. Nomad Adventure Tours & Holidays CC will not accept a reservation without this documentation.

AUTHORITY ON TOUR

- The client must at all times comply with the laws, customs and foreign exchange regulations of all countries visited during the tour.
- In addition, the client acknowledges that any disruptive, dangerous or potentially dangerous behaviour during the tour shall not be tolerated and that the Company, its employees, representatives, Agents and/or contractors being so authorized, reserve the right to exclude the client from the tour at any point therein in such circumstances.
- The Company shall not be liable for any costs and/or expenses for the client resulting for exclusion as aforesaid, and the client shall not be entitled to a refund or rebate of the tour price or any additional compensation in such instances.

MARKETING

- The Company reserves the right to use any photographs and video taken during the tour for use in marketing or any other advertising material, and the client hereby consents to such use.
- The client further agrees that the Company shall retain copyright over any such photographs and videos taken during the tour and/or used in its brochures and, to the extent necessary, the client hereby assigns copyright in such photographs and/or videos to the Company.

UNFORSEEN CIRCUMSTANCES

- Unforeseen circumstances including but not limited to war, mechanical breakdowns, weather, riots and other unforeseen reasons beyond the control of the Company may cause delays or alterations to the tour. The Company shall not be held liable in any way for any of these possible occurrences or any consequences, which may arise as a result of these.

TRAVEL DOCUMENTS

- On booking, the client shall be issued with our tour dossier and pre-departure information documents. It is the responsibility of the client to read and understand these documents before travelling.

INDEMNIFICATION AND EXCLUSION OF LIABILITY

- The client accepts that the tour is of an adventurous nature and involves an element of personal risk.
- The Company and its respective directors, officers, employees, representatives and agents shall not be liable for any loss or damage of whatsoever nature and howsoever arising (including, but not limited to, the client's or any other person's injury or death, or any loss or damage to the client's or any other person's property) which the client or any such other person may incur or suffer as a result of or arising from the client's participation in the tour and any other activities undertaken on or during the tour, and the client irrevocably and forever releases and discharges the Company and its respective director, officers, employees, representatives and agents from any and all such liability.
- The client furthermore indemnifies and holds the Company and its respective directors, officers, employees, representatives and agents harmless from and against any and all loss, damage, actions, proceedings, claims, demands and legal and other costs and expenses (including legal costs on an attorney and own client scale) of whatsoever nature and howsoever arising (including, but not limited to, the client's or any other person's injury or death, or any loss of or damage to the client's or any other person's property) which the client or any other such person may incur or suffer as a result of or arising from the client's participation in the tour and any other activities undertaken on or during the tour.

APPLICATION

- The Customer agrees that no indulgence whatsoever by the Company shall constitute a waiver in respect of any of its rights under this agreement and under no circumstances will the Company be prevented from exercising any of its rights in terms of this agreement.
- The terms and conditions contained in this document shall apply to the tour booking concluded between the Company and the undersigned client in respect of the tour, as more fully described in the tour dossier provided to the client on confirmation of the booking.
- All references in these terms and conditions to "client" shall include references to an agent of the client with such changes as the context may require

APPLICABLE LAW AND JURISDICTION

- These terms and conditions shall be deemed to have been concluded in Cape Town, South Africa and shall be interpreted according to the laws of the Republic of South Africa.
- The client consents to the jurisdiction of the Magistrates Court of Cape Town in terms of the provisions of Section 45 of Act 32 of 1944 as amended but it is specifically agreed that Nomad at its instance will have the discretion to sue in the High Court if it is deemed appropriate.
- Notwithstanding the aforesaid, the client must at all times comply with the laws, customs, foreign exchange and other regulations of all countries visited on the tour.

BOOKINGS

- The Company reserves the right not to confirm the booking until the full amount set out in the invoice received by client is paid and has been received by the Company and all the relevant documentation has been signed and completed in full by the client.
- Any amendments to, or cancellation of the booking shall be subject to these terms and conditions.

TOUR PRICE, DEPOSIT AND PAYMENT

- A booking is considered confirmed when Nomad sends written confirmation to the client confirming the booking. Invoices are issued on booking confirmation, 50% payment is required at 60 days prior to departure and full payment is due 30 days prior to the departure date.
- If a booking is made within 60 days of the tour departure date, 50% payment is required on booking. If the booking is made within 30 days of the tour departure date, 100% payment is required on booking. Non-payment of stipulated percentage at time of confirmation, within 60 days of tour departure date, will result in the cancellation policy being applied.
- When booking a tour that includes a Gorilla Trekking Permit, immediate payment for the permit is required in order to secure the trekking permit. This payment is non-refundable and is paid directly to the gorilla tour operators.
- While Nomad has utilized its best endeavours to ensure the accuracy of the tour price, such price is subject to change as a result of factors beyond Nomad's reasonable control, in which event Nomad shall utilize its best efforts to notify the clients of such changes as soon as possible.
- The tour price includes only those services/items that are included as per the itinerary and the tour dossier, and the client shall be responsible and pay for any additional items where, as required by the Company from time to time, such payment is made either directly to a third party service provider or to the Company for settlement with a third party service provider.
- The Company records that prices/charges/tariffs in respect of certain activities forming part of the tour are determined in accordance with the public regulations of a particular country and, accordingly, the Company has no control over any increases in such prices/charges/tariffs, including where such increases are implemented during the tour. The Company accordingly reserves the right to increase the relevant prices/charges/tariffs to account for such increases and/or fluctuations. The client will be notified of such increase and/or fluctuation as soon as possible and only if possible do its best to obtain the client's authorisation before commencing with the final booking of such trip.
- Although the Company takes care to ensure that all information on their website and or price brochures and/or quotations are correct, it will not be bound to any price that contains an inadvertent and/or obvious error. If a mistake occurs in any advertisement, the Company undertakes to take all reasonable steps to inform the customer of the correct details. All prices are quoted in South African Rand (ZAR) currency. If a customer pays using a non ZAR currency, the amount debited to the customer's account will be as close to the advertised price as possible.
- Electronic Transfer: Proof of the transfer with a bank stamp must be faxed or emailed to our office (+27 21 845 7401 / nomad@nomadtours.co.za) as proof of payment. All transfer / bank fees are the responsibility of the client. Nomad Adventure Tours & Holidays CC must receive the full total due in to the bank account.
- Credit Card: If Nomad Adventure Tours & Holidays CC accepts payment by Credit Card, a 5% administration fee will be added to the total tour fare for which payment is being made.

CANCELLATIONS

- Cancellation of a scheduled tour booking must be made in writing and is not effective until such written cancellation is received and acknowledged by Nomad Adventure Tours & Holidays CC. Cancellation fees are applied to the tour price and the activity package.
- No cancellation fee is applicable to tours cancelled more than 60 days before date of Departure (excluding the non-refundable gorilla trekking permit).
- Special Condition for tours that require a Gorilla Permit: When a client cancels a tour that requires a gorilla trekking permit, the permit price is non-refundable and will be forfeited.
- Should a Client cancel a booking 60 days or less prior to the date of departure of the tour for any reason (except due to death or hospitalisation), the client shall be liable to pay a cancellation penalty. The cancellation penalty is calculated by having regard to the nature of the booking, length of notice of cancellation and reasonable potential to find alternative customers. Having regard to the aforementioned factors, the following percentages may be forfeited by the customer in respect of the arranged tour price due to a no-show based on the number of days between receipt of the cancellation notice and the date of the departure:
 - >60 Days: No fee applies (unless Gorilla Permit has been booked – which is non-refundable)
 - 30 - 60 Days: 50% of the tour price is held as cancellation
 - 10 - 29 Days: 75% of the tour price is held as cancellation
 - 0 - 09 Days: 90% of the tour price is held as cancellation
- The Company shall be entitled to apply any portion of the non-refundable deposit paid by the client toward any cancellation penalty payable in terms hereof.
- The Company reserves the right, at any time and for any reason, to cancel the tour on notice to the client. In such event, the Company shall refund the tour price (which includes for the avoidance of doubt, the non-refundable deposit) to the client. It is recorded that refund of the tour price as aforesaid shall be the Company's sole responsibility to the client, and no claim for any damages, howsoever arising, shall accrue against the Company by reason of a cancellation of the tour.
- The client acknowledges that the tour is subject to a minimum booking of 4 passengers (including the client). If the minimum booking is not obtained, the Company reserves the right to cancel the tour and refund the tour price to the client, in which event the client shall (for the avoidance of doubt) have no claim for any damages against the Company.

CHILD POLICY

- 13 – 15 Years: Nomad will accept a maximum of two children between the ages of 13 to 15 years on any tour without requesting permission from agents or clients. If more children want to join a tour once the maximum has been reached, this will be allowed on a request basis.
- 8 – 12 Years: Children between the ages of 8 – 12 years will be accepted to travel with Nomad on a request basis only.
- 8 Years: No children under 8 years of age may travel on Nomad's scheduled tours.
- A child must be 15 years or older to partake in the Gorilla Trekking Activity and 14 years or older to climb Mount Kilimanjaro.
- No children under the age of 11 are permitted in the Serengeti National Park.

- Any traveler between the ages of 8 – 16 must be accompanied by a parent, unless specific authorization had been obtained from Nomad. 17 – 18 Years: Guests of this age may travel with us with a letter of permission from their guardian; they do not require a parent to travel with them.
- "On A Request Basis" means that Nomad will receive the child request from the agent and once Nomad has confirmed receipt of the child request with the agent in writing, all other agents who have guests booked on the specific departure will be contacted to request permission for the child / children to join the tour. The agents then have 48 hours to respond to the request. If no response is received from any agent, the child/children will be accepted onto the tour. If the response is negative, we will have a look at an alternative date or tour for the family.
- Age restrictions may apply to certain items listed in the respective tour Activity Packages. It is important that you are aware of these restrictions prior to confirming the Activity Package for children on tour.

Age restricted Activities:

- Children under the age of 12 years are not permitted in the Serengeti.
- The minimum required age for children to participate in any activity offered in Namibia, Botswana (including the Okavango Delta) and Zimbabwe is 12 years of age.
- No children under the age of 12 - Full day Kruger Park 4x4, Nkambeni Morning Game Walk, Included Walk in St. Lucia, Full day Drakensberg Hike, South Luangwa NP Sunset Game Drive and AM Boat Cruise/PM Boat Cruise Kabalega.
- No children under the age of 13 – Morning walk in Swaziland and Morning walk in Hlane.
- A child must be 15 years or older to partake in the Gorilla Trekking Activity and the Pygmy Village Visit to Kabale as well as children must be 14 years or older to climb Mount Kilimanjaro.

AMENDMENTS TO BOOKINGS

- In the event that the client joins the tour after the departure date, or leaves before the completion thereof for any reason whatsoever, the client shall not be entitled to any refunds or rebates whatsoever from the Company.
- Should be aware that if a Client wishes to transfer from one tour to another, outside the 60-days prior to departure period, no fee applies
- Where the client wishes to change tours (that is, to move from the tour confirmed herein to another tour), such amendment is subject to –
 - The Company being able to accommodate the client on the substituted tour;
 - Payment by the client of an administration fee and
 - The change being made by no later than 60 days prior to the departure date of the original tour, failing which the cancellation penalties set out in the terms and conditions shall apply.
 - Changing the date of a tour, within 60 days of the departure, is subject to a fee of 15% of the tour price or ZAR2,000, whichever is the higher of the two.
 - On a tour, where a Gorilla Permit is required, the full amount of the permit will be added to the aforementioned fee to move the client (Gorilla permits are not refundable).
- In the event that a tour is changed, these terms and conditions shall apply to the substituted tour, with the necessary changes having been made.

PASSPORTS, VISAS AND OTHER TRAVEL PAPERS

- It is the client's sole responsibility to ensure that passports, visas, health certificates, proof of vaccinations and any other required documentation are all in order for the countries to be visited during the tour.
- The Company shall not be held liable for any loss or damage to any client's luggage arising due to circumstances beyond the reasonable control of the company.

INSURANCE

- Comprehensive travel and cancellation insurance is mandatory on the tour. It is the client's responsibility to ensure that he or she has such insurance in place (together with the required paperwork to prove such insurance) before embarking on the tour.
- Should the client be unable to present the proof of such insurance to the Company (on request therefore by the Company), the Company may, in its sole discretion, exclude the client from the tour, and the client shall be liable for the cancellation penalty payments set out in these terms and conditions.
- The client acknowledges that travel insurance must include comprehensive medical insurance including provision for air evacuation, and that the Company shall not be liable for any consequences, damages or loss as a result of the client failing to have the necessary cover.

BAGGAGE

- The client shall be responsible for all baggage and personal effects brought by him or her on the tour, and the Company shall not be liable for any loss or damage to such baggage or personal effect, howsoever arising.
- The client shall be entitled to one bag (being a backpack or soft bag, and not a suitcase) that weighs not more than 20 kilograms, and a daypack. Should the client require larger baggage allowance, this may be arranged with the Company against payment of a fee that the Company may levy in its sole discretion. Notwithstanding the foregoing, the Company reserves the right to refuse excess baggage or oversized baggage.

HEALTH

- The client accepts that to participate in the tour requires a measure of physical fitness and health and it is the client's obligation to ensure that he or she is medically fit to embark on the tour.
- Where the client is over the age of 65, the Company requires a medical certificate or doctor's letter confirming that the client is medically fit to undertake the tour.
- In respect of all clients over the age of 65 years, a medical questionnaire is required to confirm that the client is physically able to undertake the tour. Nomad Adventure Tours & Holidays CC will not accept a reservation without this documentation.

AUTHORITY ON TOUR

- The client must at all times comply with the laws, customs and foreign exchange regulations of all countries visited during the tour.
- In addition, the client acknowledges that any disruptive, dangerous or potentially dangerous behaviour during the tour shall not be tolerated and that the Company, its employees, representatives, Agents and/or contractors being so authorized, reserve the right to exclude the client from the tour at any point therein in such circumstances.
- The Company shall not be liable for any costs and/or expenses for the client resulting from exclusion as aforesaid, and the client shall not be entitled to a refund or rebate of the tour price or any additional compensation in such instances.

MARKETING

- The Company reserves the right to use any photographs and video taken during the tour for use in marketing or any other advertising material, and the client hereby consents to such use.
- The client further agrees that the Company shall retain copyright over any such photographs and videos taken during the tour and/or used in its brochures and, to the extent necessary, the client hereby assigns copyright in such photographs and/or videos to the Company.

UNFORESEEN CIRCUMSTANCES

- Unforeseen circumstances including but not limited to war, mechanical breakdowns, weather, riots and other unforeseen reasons beyond the control of the Company may cause delays or alterations to the tour. The Company shall not be held liable in any way for any of these possible occurrences or any consequences, which may arise as a result of these.

TRAVEL DOCUMENTS

- On booking, the client shall be issued with our tour dossier and pre-departure information documents. It is the responsibility of the client to read and understand these documents before travelling.

INDEMNIFICATION AND EXCLUSION OF LIABILITY

- The client accepts that the tour is of an adventurous nature and involves an element of personal risk.
- The Company and its respective directors, officers, employees, representatives and agents shall not be liable for any loss or damage of whatsoever nature and howsoever arising (including, but not limited to, the client's or any other person's injury or death, or any loss or damage to the client's or any other person's property) which the client or any such other person may incur or suffer as a result of or arising from the client's participation in the tour and any other activities undertaken on or during the tour, and the client irrevocably and forever releases and discharges the Company and its respective director, officers, employees, representatives and agents from any and all such liability.
- The client furthermore indemnifies and holds the Company and its respective directors, officers, employees, representatives and agents harmless from and against any and all loss, damage, actions, proceedings, claims, demands and legal and other costs and expenses (including legal costs on an attorney and own client scale) of whatsoever nature and howsoever arising (including, but not limited to, the client's or any other person's injury or death, or any loss of or damage to the client's or any other person's property) which the client or any other such person may incur or suffer as a result of or arising from the client's participation in the tour and any other activities undertaken on or during the tour.