

## Nomad Tours & Safaris

### Pre departure Information 2023/2024

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!

#### 10 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. **Don't bring a suitcase (unless you have booked one of our small group tours)!** Bring a soft pack duffel bag or backpack that will fit inside your locker. We will leave your suitcase behind if it does not fit into your locker as it cannot be stored anywhere else inside the truck as it becomes a safety hazard. It is unfair on your fellow travelers and your guides if you use more than your designated locker space.
- ✓ **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.
- ✓ **Don't** ever **compare Southern Africa to East Africa**, they are two completely different destinations!
- ✓ **Our tours are high value safari tours**, they're not European coach tours – don't get confused between the two! Continue reading if you're not sure what that means.
- ✓ Our tours are offered in a north or south direction, or as a round trip. There are camping tours, accommodated tours and small group tours. On our camping & accommodated tours, guests travel together on the same truck and meals are served from the truck.
- ✓ 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 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 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](http://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.

## NEW WAY OF TRAVELLING

Nomad has undertaken to conform with the World Travel & Tourism Council's "Safe Travels" Global Protocols. We are proud to have received our stamp of recognition which will allow our travellers to recognise us in having adopted the health and hygiene global protocols. It is important to look after your health and wellbeing whilst travelling and to follow the local public health; our guides have been trained on the necessary steps and will be there to support you each day while on tour with us.

## TRAVEL DURING COVID-19

Nomad Tours & Safaris has put the necessary measures in place to ensure that all health & safety protocols are being followed to reduce the risk of spreading the Covid-19 virus. To this extent, we have implemented a number of regulations that will be carried out during the course of your tour. While we are following all necessary guidelines, the responsibility of safety and hygiene remains the clients.

- ✓ All clients will be responsible to ensure that they fully comply with the requirements of each of the countries that will be visited and entered for the duration of the tour.
- ✓ All documentation remains the responsibility of the client and Nomad Tours will not be held accountable or responsible for any client not in possession of their own paperwork.
- ✓ Nomad will not be liable for any claims arising from a client being denied access into a country due to non-compliance with covid-19 regulations
- ✓ Should a client contract the covid-19 virus while on tour, the cost of all additional expenses (including but not limited to testing, medical related expenses, hospitalisation, quarantine accommodation) will be for the client's own account.
- ✓ No refunds will be granted for unused tour nights and services in the event a client contracts covid-19 while on tour.
- ✓ Any guest not adhering to protocols on tour may be expelled from the tour.
- ✓ It remains the responsibility of the client to ensure that adequate travel and medical insurance cover is purchased prior to arrival.

## Nomad Operations and Head Office

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# NOMAD AFRICA TOURS & SAFARIS

## IS TRAVEL READY



### SANITIZING

Sanitizer dispensers will be mounted at the entrance to all our vehicles. Guests will be required to sanitize their hands frequently. All guests and crew will be required to wear masks for the duration of the journey.

### VEHICLES

All our vehicles will undergo a deep clean at the end of each trip. Disposable headrests are disposed of and replaced after each journey.



### LUGGAGE

All luggage will be sprayed or wiped with a disinfection spray before and after off-loading.

### TEMPERATURE

The temperature of all guests will be taken on arrival/boarding and your temperature will be recorded on your medical declaration form.



### SAFETY BRIEF

All guests will be provided information and briefings on the COVID-19 protocols prior to departure. Information covered in the briefing will be available in the seat pocket of your assigned seat.

[www.nomadtours.co.za](http://www.nomadtours.co.za)

## What are Nomad tours and safaris?

A Nomad tour is a journey along a suggested route, which is aimed at the budget conscious traveller. It is an off the beaten track safari 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. Nomad will always do what is in the best interest of the tour in these instances. A Nomad 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, our tours aim to provide a more inclusive experience. We include cultural, safari's 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. Although our guides are professionals, they are not "heroes" and won't pamper you. 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. If you are camping, tents are set up by nightfall in most cases, kettles are boiled, the smell of cooking is in the air and we sit around the camp, enjoying one another's company and chatting about Africa. For those on the accommodated and small group tours, the only difference is that you sleep in a bed. Every single trip is different - we like it that way!

## Nomad's Core Tours

For example, a core tour would be a Cape Town to Victoria Falls tour, however you can start or end this tour in Swakopmund or Windhoek too. You could also combine our Cape to Victoria Falls tour with our Victoria Falls to Nairobi tour, thereby extending your travel time and distance from Cape Town to Nairobi. When you get to Victoria Falls, you will find that you will be met with a new set of crew and also a new truck which will accompany you on the journey from Victoria Falls to Nairobi. Your fellow travellers will also change along the way, some will leave the tour and new ones will join.

We also have a two day transit from Victoria Falls to Johannesburg – this is the cheapest, but not the quickest way of getting between the two destinations. If you see on your tour itinerary that it is going to take you two days to get from Victoria Falls to Johannesburg, please remember that this is a transit from A to B and it is not a tour. For example, the Cape to Kruger includes a Cape to Victoria Falls tour, a Victoria Falls to Johannesburg transit and a Kruger Big-5 tour. If you would prefer not to do a transit, extend your tour for a few more days and do our Best of Zimbabwe tour instead. If you are not sure of what to expect on your tour, please ask us.

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 Nomad tour?

In the past, the groups tended to be very young as the majority of travellers to Africa were backpackers. As Africa has become a progressively more mainstream destination and is far more accessible than it was years ago, our guests have also changed. 25 years ago the average age of our travellers was around 23-27 years old and now we have anyone from 6 - 80 years of age. Use this opportunity to slip out of your comfort zone and learn about the people on your tour with you - there are so few opportunities in life that we have to do this, take advantage of it!

The average age of our campers is approximately 20 – 45 and our accommodated guests are more variable between 35 - 65 years of age. However, these indications are very general as each and every tour is different and campers and accommodated guests travel together. When the University semesters end we do get younger travellers making up the majority of certain tours. Outside of traditional holiday periods the age groups can be very diverse. 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. This is because the people that book a Nomad holiday in Africa have similar values and interests. All of our tours have a maximum of 20 guests on our 24 seater trucks. Our small group tours (set departure dates and rates) have a maximum of 12 guests on board a 12 seater custom built truck.

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. East Africa tours require a hardier and more intrepid attitude to touring and if you are planning on trekking with the mountain gorillas, you will need to have a higher level of fitness.

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 holiday in Africa!

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

- 6 Years: No children under 6 years of age may travel on Nomad's scheduled tours.
- 10 – 15 Years: Nomad will accept a maximum of four children between the ages of 10 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.
- 6 – 9 Years: Children between the ages of 6 – 9 years will be accepted to travel with Nomad on a request basis only.
- No children under the age of 12 permitted on our Kenya and Uganda tours
- Any traveler between the ages of 6 – 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 activities. It is important that you are aware of these restrictions prior to confirming children on tour.

Age restricted Activities:

- A child must be 15 years or older to partake in the Gorilla & Chimpanzee Trekking Activities
- Drakensberg Hike – no children under the age of 12 permitted
- Nkambeni Morning Bush Walk – no children under the age of 12 permitted
- Hlane Game Drive – no children under the age of 13 permitted

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"***

## Camping, Accommodated or Small Group?

Our accommodated and small group tours are here to fill the gap between a camping experience and an expensive lodge-tour while our camping tours allow you to have a truly African experience. On all of our tours we have both camping and accommodated guests travelling together. Our Small Group tours only offer an accommodated option. Other than the tent that you pitch or the bed that you sleep in, everything else about these tours is exactly the same. On our camping and accommodated tours, all meals are prepared at the truck, you have the same guides and the travel times are all the same so that literally is the only decision that you have to make – a bed or a tent. On our small group tours, instead of having all the meals prepared at the truck, your breakfast and dinner will be served in lodges and lunches will be a pre-packed snack pack to enjoy en-route.

Camping gives you the freedom to build your own little home every evening. We provide you with heavy duty canvas dome tents which are standing height (unless you're over 6 foot) and approximately 2.5 x 2.5m across the base. On a camping tour, you need to provide your own pillow, sleeping bag and towel. The tents are easy to put up and have flexible self-supporting poles and there are no unnecessary pegs to fight with. There is a flysheet provided for rainy weather and a built-in mosquito net which should be kept closed at all times. Please make sure that you pay attention when the guides explain the correct way of putting up and taking down your tent as the incorrect use can cause problems with the tent. We also provide everyone with a sleeping mattress.

Camping is more affordable and you don't have to rely on anyone for anything – only on the heavens when you ask them very kindly not to open up on your tent! If you choose the camping option, when the tour gets to a major city, we will put you up in twin accommodation so that you can have the comfort of a bed for the evening. At most places we visit, there is the opportunity to upgrade to accommodation if you'd like, but it is subject to availability. Please be sure to check the seasonal weather conditions when booking your camping tour as we can't be responsible for mother nature (tents that get put up and taken down in the rain

have a bad habit of being wet). The tents handle a fair amount of rain but if there is a consistent downpour, the likelihood is that you will get wet.

Most of the camp sites we visit have good toilet and shower facilities, but hot water is sometimes a luxury. Fortunately, most places we visit on tour are warm! Some places that we visit are bush camps where there are no facilities.

On our accommodated and small group tours, we have done all that we can to keep our fantastic low prices on these tours so the accommodation is not luxury but you can expect 2 – 3 star twin / double accommodation and the majority of it is en-suite. In some places, we also make use of permanent safari tents which are considered "accommodation". We have selected accommodation that is in line with the areas we visit so there is a good variety. It is important to note that general accommodation standards are higher in Southern Africa than they are in East Africa. Please bring along your own towel as these are not always provided. The truck will remain in the area where the campers are and one of the guides will take you over to your accommodation – so please remember to pack light!

On camping tours, single supplements are optional however on accommodated and small group tours, single supplements are compulsory if you are travelling on your own. If you have purchased the single supplement, you will receive your own tent / room for the tour. If you are on an accommodated tour and are interested to share a room with the same-sex guest, we will charge you the single supplement upfront and if successful in pairing you up, will refund your single supplement upon completion of the tour. However, pairing up is not guaranteed.

## **Southern vs East Africa**

*Southern Africa (South Africa, Botswana, Namibia, Eswatini, Lesotho, Zimbabwe, Mozambique)* has adapted to its visitors needs and most who are involved in the tourism industry put a lot of effort into ensuring that guests have an incredible all-round experience while visiting. You will find most of your home comforts here and be very surprised at how easy it is to find your way around, – especially with English being widely spoken throughout all Southern African countries. The infrastructure is sound and travelling in these areas is "comfortable". Accommodation is of a high standard and service levels are excellent.

*East Africa (Zambia, Malawi, Tanzania, Kenya, Uganda)* is more "rustic" and "basic" and relies heavily on the popularity of their National Parks and the abundance of wildlife. It would not be uncommon to go without a hot shower, share a bathroom, spend many hours on the roads, buy your own drinking water...etc, but once you've discovered the magic of the people and witnessed the spectacular natural beauty of the herds of animals moving across the plains, everything else will become irrelevant.

If you have travelled with us in Southern Africa, please don't expect your East African tour to be of the same standard, particularly where accommodation is concerned. Accommodation standards vary dramatically between East and Southern Africa. Driving time and distance is generally a lot more in East Africa than it is in Southern Africa due to the conditions of the road and the distance between highlights. The two destinations are completely different and standards of service and products are not similar at all.

## **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. For a list of the properties, visit our website <https://nomadtours.co.za/before-you-go/pre-post-accommodation/> and remember to add your request to book these services along with your tour booking. As these services are provided by 3<sup>rd</sup> party operators, all bookings are subject to availability at the time of your request. 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 (+27 (0)82 578 2199) 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 Victoria 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. We 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 Tours & Safaris 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](http://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. All visitors to Kenya are required to pre-apply for their visas online <http://evisa.go.ke/evisa.html>. Please ensure that you have submitted your application online and are in possession of your visa prior to embarking on a Nomad tour.

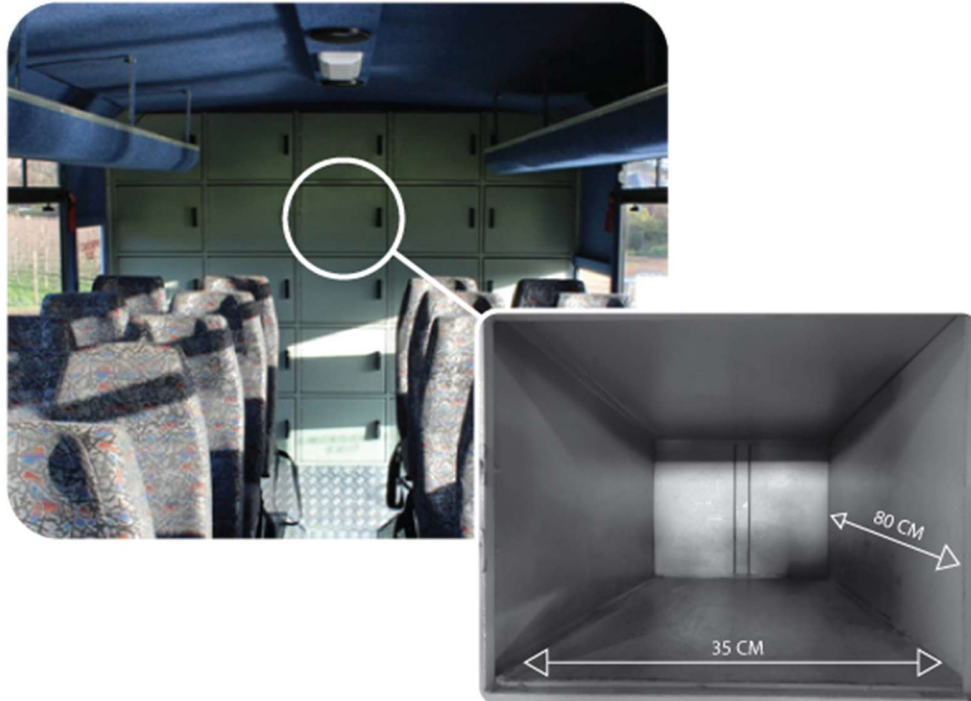
## **Packing for your tour**



**Camping / Accommodated Tours:** Your luggage is limited to one backpack 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. Should you require larger baggage allowance, this could be arranged by sending a request to us [nomad@nomadtours.co.za](mailto:nomad@nomadtours.co.za). We cannot always guarantee that we will be able to accommodate large (or excess) baggage.

Please keep in mind that this is a safari tour in a specially designed truck and luggage should **NOT** include any Samsonite style suitcases. As the wheelie / trolley bags have a solid frame, they don't fit into spaces the same way a backpack or a duffel bag does.

**Our locker sizes are ±35cm sq, 80cm deep.**



If the frame of your suitcase does not fit these diameters, there is unfortunately nowhere else to safely store your bag. In addition the possibility of mud and stones getting into the little wheels on your wheelie bag is very likely and the novelty of pulling your suitcase will be over and you'll be carrying it from A to B. Another thing to consider is that a suitcase can be over packed, as you don't need to carry it.



A compact, flexible, soft shell (without a hard frame) duffel bag is perfect for fitting into a locker of our camping & accommodated tours.



**DON'T** bring this kind of bag on the camping and accommodated tours. We will leave it behind.



A money belt is an excellent way to carry important documents

On our camping tours you will have to bring your own sleeping bag as we do not rent out sleeping bags. So it is very important that you don't forget to pack or buy a sleeping bag before you leave on one of our camping tours. We often get asked what sort of sleeping bag is needed for our tours. There are many factors that you should consider when choosing your sleeping bag including, weather conditions, season and the minimum temperatures at night time. Each sleeping bag will have a temperature rating that will indicate either a Risk (weather colder than -3°C), Transition (2°C - 5°C), or Comfort (6°C - 10°C) rating. Also take into account what type of sleeper you are; do you like to layer, do you easily get cold or do you tend to heat up.

Nomad does provide mattresses, which are 5 cm thick, so you have a comfortable night's sleep. Pillows are also not provided, so if you would like to use one, please make sure you bring one with you. Please refer to the section "travelling in our purpose built trucks" to see what our trucks look like. For this reason you need to be considerate about how much luggage you carry with you as anything that can't fit inside a locker will impact everyone else's space.

**Small Group Tours:** Your luggage is limited to one suitcase and one day pack weighing no more than 23kg, per person. On our small group tours, we do allow hard suitcases but please take note of the dimensions of the overhead lockers.

**(60cm deep x 30cm high x 80cm width).**

You should pack the following (this list is based on suggestions only):

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 (suggested packing list only):

- ✓ Towel & facecloth
- ✓ Baby wipes/ wet wipes
- ✓ Personal toiletries
- ✓ Sleeping bag and pillow (if you are participating in a camping tour)
- ✓ Torch & enough spare batteries
- ✓ Camera & spare batteries and memory cards
- ✓ Water bottle. (our trucks are fitted with purified water filter for access to filtered water)
- ✓ Penknife
- ✓ Insect and mosquito repellent
- ✓ Suntan lotion, sun block & after sun lotion
- ✓ Sunglasses
- ✓ Watch
- ✓ Biodegradable laundry detergent
- ✓ Pair of gloves if you are gorilla trekking
- ✓ Vaccination certificates (if applicable)
- ✓ Money
- ✓ Small sewing kit
- ✓ 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 Victoria Falls tour you will need a smaller bag, big enough to bring basic equipment (toiletries and clothes) for two nights – when we visit Khwai Conservation Area and Savuti national parks as we will be separated from the truck for 2 nights and space is limited in the 4 x4 open safari vehicles. On our East Africa tours, where Serengeti National Park and Ngorongoro Crater is included as part of your itinerary, you will also require a smaller backpack to take only the essential items along.

## 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

Both crew members have extensive experience in what they do, but only one may be tour leader (either the driver or the courier/cook). 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 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.

### Translators / Foreign Language Tours

**Camping & accommodated Tours:** On some of our tour departures we have German or Italian translators who are there to assist guests who are not confident in speaking English. Please keep in mind that these translators are often foreign students and are sometimes not acquainted with the tour. They are not guides and are only there to assist with the communication between the guides and guests. They are not specialized in tour guiding nor are they professional interpreters. They will not do line by line translations directly from the guide to the guest unless requested to do so by the guests. These tours are still conducted in English by an English speaking guide, however the translator is there to assist with the general translations.

**Small Group Tours:** On selected departure dates we offer German Guided tours which have a qualified German Guide on board the truck. These tours are different from the German Translated tours as these tours are for guests who don't speak English.

### 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 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 deserves 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 include a lot into every day. Expect some frustrations, you are in Africa and things don't 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 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 setting up your tent in the dark or that some optional activities are not available then.

Travellers will often request that a guide stops during the day for a bathroom break, shopping stop or photo stop. This means that every couple of hours the guides will stop somewhere for the guests to do this. Often they will choose a shopping mall or a fuel station to do this as these have a good selection of items for people to purchase and they also usually have the best ablution facilities. We usually take a lunch-break en route and depending on the distance to be covered, 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.

## Meals on tour

Included in your tour are three meals a day (unless otherwise specified on your tour dossier). If you have any special requirements, please inform us at the time of your booking. 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). 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. The below is a guideline on what we are and are not able to accommodate on our tours. It is important that you discuss your dietary requirements with us during your booking phase so that we are aware of your requirements and can provide clarity on any topic.

- **Celiac** – accepted on tour
- **Vegetarian** – accepted on tour
- **Pescatarian & vegan** – accepted on tour, however as this is a dietary preferences, it is treated like vegetarians. Any special preferences should be taken care of by the guest as we are not able to fully purchase or make all items available on tour.
- **Halaal & Kosher** – on request only prior to booking your tour

- **Lactose intolerant** – accepted on tour and will receive the same meal as other guests, with the exception that products that may contain lactose will be excluded from the guests' meals. Special cheese/milk etc must be purchased by the client and brought along, should certain products be preferred.

**Camping & Accommodated Tours:** We are able to cater for specific dietary requirements to a degree, however please keep in mind that you are travelling with a group and the guides generally prepare meals on two gas burners so it is not possible for them to prepare regular meals, gluten intolerant, lactose intolerant and vegetarian meals all at the same time. Where possible, our guides will accommodate clients who have indicated their dietary requirements prior to the tour departing.

If you are vegan, the guides will provide you with salads, vegetables, fruits, rice, beans, pasta, cereals and breads however their budget and time does not allow them to shop for quinoa, seeds, nuts, tofu, soya milk and other protein substitutes. Please keep this in mind when going to the supermarket so that you can supplement these foods for yourself, it will be at your own expense, the guides will however store it for you in their fridge.

When travelling through Africa, the guides are briefed to shop at supermarkets as far as possible, as shopping at street vendors could be a health risk to the guests as there is no indication as to where or how the vendors grow, harvest and transport their produce. Guides have to be responsible and ensure that their produce comes from reliable sources and this can generally only be done by shopping at the supermarkets. The prevalence of street vendors also means that there is thieving from local farms who support the local industry, and this in turn means that the farms become unsustainable, leaving the community in a worse off position.

**Breakfast:** As breakfast is served very early in the morning (if there is driving or activities to be done) it is a simple but filling breakfast: Tea and coffee, breads and spreads, cereals, yoghurts, fruits and on occasion, when there is time for a later breakfast, guides will serve a hot breakfast of scrambled eggs, porridge, bacon or beans.

**Lunch:** Lunch is generally served at a picnic spot next to the road en route to a destination. As the guides only have approximately 45 minutes to get everyone off the truck, prepare lunch and then get everyone back on the truck again, lunches consist of sandwiches and salads (rice salad, pasta salad, tuna salad and green salad) which are quick and easy to prepare but which are quite filling.

**Dinner:** This is when the guides get time to prepare a delicious meal and they focus on a substantial protein, vegetable and carbohydrate dinner. We serve traditional campfire cuisine consisting of braais (BBQ), potjie (stew), bobotie (mince), spaghetti and fish and chicken dishes. All meals (on both accommodated and camping tours) that are included as per the dossier are prepared at the full service adventure truck. This is a unique adventure in itself where you get to dine under the stars with your new found friends and experience the real sights and sounds of Africa!

Most evenings are spent at camp talking about Africa. Your tour dossier will have details of where you will be each night. After or during dinner, guides will do briefings, please use this opportunity to discuss things with them. Standards of food in East Africa are not as high as they are in Southern Africa as there is much less time for preparation (the days on the road are longer in East Africa), food is a lot more expensive and there is not as much variety available.

**Small Group Tours:** All meals on our small group tours are served in lodges where we stay and will consist of a pre-packed picnic style lunch. We are able to cater for specific dietary requirements to a degree, however these requests need to be made well in advance of the tour departing.

## Travelling in our purpose built Nomad Trucks

The transportation on tour is a major component of all our tours. These tours are road trips and incorporate long drives, bumpy roads and possible mechanical problems, also, digging your truck out of mud is sometimes a considered a highlight. These setbacks are what you make of them so please be prepared and note that we have trucks and not buses. Your crew will be very unhappy if you call them bus-drivers.

No bus or other vehicle is designed out the box to operate under the conditions in which our trucks run and this is why we build them ourselves. 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.

**Camping & Accommodated Tours:** Nomad has the newest and most modern fleet around. Our vehicles are custom built in our workshop and conform to the highest safety standards. All our designs are approved by the South African safety regulator (NRCS) and built according to strict standards. While there are similarities between our vehicles, our camping/accommodated trucks have 24 seats (although we take a maximum of 20 guests) and additional packing space for camping equipment.

Ideal for small or large groups, we also have a club area, ideal for playing cards or socialising. We encourage seat rotation so that we can all get to know each other better. Please see the features below. Our camping and accommodated tours are not city to city coach liner trip and there is no air-conditioning or toilets on these trucks.





**Small Group Tours:** Our small group trucks have been designed with the more discerned traveller in mind. We offer ample leg room with air-conditioning and an on-board toilet as some of the features. These vehicles are for maximum 12 clients, but makes for easy travelling even when full. Please see the features below.



During our peak season (traditionally July to end October), your tour might be operated on a subcontracted truck and / or vehicle. These subcontracted vehicles will be of a similar standard to the Nomad truck.

## 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. In some areas, such as Namibia for example, we will spend many hours driving on unpaved/gravel roads.

The roads are maintained by local authorities who grade the roads for a smoother driving experience, however grading takes place sporadically and at times not at all. This means that your drive could be bumpier than usual and your truck will rattle. 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.

Distances between highlights are often on a bigger scale than those at home, particularly in East Africa. 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.



Our drivers are highly skilled and spend a lot of hours on the roads in Southern and East Africa. Their days are long however they do rest their legs at least every two hours on driving days.

### **Participation and Interaction, what's expected of you**

Although we do most of the work, the nature of these tours is not that of a beach holiday. A little assistance from the group can make a real difference as it means that the guides have more time for you and more time to make the tour amazing so getting involved definitely enhances the tour experience. This is an adventure, not a holiday.

All Nomad **camping & accommodated tours** are limited participation tours and what we would like your assistance with is:

- ✓ Assist with washing up duties
- ✓ Offer your help with the food preparation if time is pressing
- ✓ Loading and unloading the truck
- ✓ Loading and unloading your own bag
- ✓ Help keeping the truck and cooler box clean (it is your home after all for the next days and weeks)
- ✓ Help setting up camp
- ✓ Putting up and taking down your tent. The first time is a challenge, thereafter it's a breeze!

Your tent and camping equipment and kitchen utensils are provided on your tour so please take care of our equipment, as anything broken or lost on tour cannot be easily replaced. Our guides do all the cooking, however you are welcome to ask the guides if you are keen to share your culinary skills with the group. The more you get involved, the better the group experience and not doing your dishes is not a great way to make friends.

On our Small Group Tours, loading and unloading your own bag is required, however our crew will offer assistance to ensure the safe storage of all baggage inside the truck.

### **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!

#### **Wifi**

Our trucks are not fitted with wifi. There will at times be stops that do offer wifi, whether it be complimentary or paid, however, we cannot guarantee the availability of wifi, the signal strength nor the reliability on the various routes that we travel.

#### **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. Please keep in mind though 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](mailto: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 (0)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. There are telephones in some places but do not count on these being all that

reliable! In East Africa you can expect to pay up to USD 3 per minute for a phone call. E-mail facilities can be found in major towns and city centres, but it is often very slow and expensive.

### **Electricity Supply**

If you are travelling through South Africa, you may experience “load shedding”. Load shedding is an energy utility’s (Eskom) method of reducing demand on the energy generation system by temporarily switching off the distribution of energy to certain geographical areas and is only applied when the system has insufficient capacity to fulfil all energy demands. Load shedding is implemented in stages and depends on the extent of the shortage of electricity generation, with each stage requiring more energy to be shed. In the Western Cape, the scheduled electricity outages generally last for about 2.5 hours, while in other parts of the country outages can last up to 4.5 hours. As load shedding can be implemented at very short notice, you may experience this on your tour through South Africa at any point. Some activities are not able to open or operate during load shedding and while we will try our best to avoid missed activities, load shedding is beyond our control.

## **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.

### **KENYA AND TANZANIA**

Home to one of wildlife’s most spectacular shows, the Masai Mara, the Ngorongoro Crater and the Serengeti National Park provide dramatic scenes of mass animal migration. The wildebeest travel throughout the year in a clockwise directions, constantly in search of food and water and a safe place to have their babies. From December to March the Ngorongoro Crater and the Southern Serengeti have vast plains of grazing animals. This is also the calving season which attracts a large amount of predators. This is one of the best times of year to be in these areas. From July to October the herds gather along the Grumeti and Mara Rivers and cross into the vast plains of the Masai Mara. This is another time of year where game viewing is of epic proportions and you have an opportunity to witness the wildebeest crossing the rivers and falling prey to the crocodiles.

### **UGANDA**

Uganda can be visited throughout the year however tracking gorillas in the rainforest between the rainy months of March to April may find you getting quite muddy! The best times to travel to Uganda would be between June and October and from December through to March. The temperature averages 25 degrees celcius during the daytime

### **SOUTH AFRICA**

#### **Kruger and Safari in Kwa-Zulu Natal and Eastern Cape**

The best time to experience a safari in South Africa is from June to October when it is dry and the animals move to the waterholes. This is the best time to see game as the grass is low, the weather is temperate and the animals concentrate in areas where they are visible.

#### **Cape Town**

Our secret seasons are from September to November and January to March. For those wanting to stay away from the crowds, this is your time to travel! If you’re keen to join in on the holiday festivities and be part of South Africa’s mass migration to the Cape, December is for you! From April to September Cape Town goes crazy with winter specials and you can pick up accommodation and an outstanding meal for almost half the price of what you would have paid in Summer.

### **MOZAMBIQUE AND MALAWI**

The dry, Winter months of May to November are the most comfortable times to visit these tropical countries. In December to February there are tropical downpours that may lead to a very hot and steamy holiday. Don’t miss out on these destinations, they are some of the most magical and underrated places in Africa!

### **BOTSWANA**

The Delta is fed by rains which fall in faraway countries and the area that the water will cover will expand from approximately 9 000 square kilometres to 16 000 square kilometres. The arrival of the water will take place between December and July. The rains in the Delta are generally between November and April, this is a good time for the area if you are a bird enthusiast or are interested in the vegetation. When the vegetation in the Delta dries out, the animals start concentrating in areas where there is still water available for them, they are much easier to view and the best time of year for game viewing is May to October.

### **NAMIBIA**

Namibia is just always amazing! No matter what time of year you visit, the wide open spaces and spectacular big skies and scenery

are otherworldly. The cold Benguela Current cools down the coastal areas and the desert bakes inland, this is Mother Nature's masterpiece! Nights tend to get chilly while the days are warm to hot.

## **SWAZILAND**

The dry winter months of May to October are the best times to visit Swaziland in terms of the weather but there are also two festivals that are held in Swaziland which offer a great display of traditional African culture. The Reed Dance which is usually held in August or September and the First Fruits festival which is normally in January, are two events that should be on the top of your bucket list.

## **ZIMBABWE**

If you want to see the falls in full force, and the smoke that thunders, make sure you visit Victoria Falls in April or May. Be prepared to don your poncho and witness the world's largest curtain of falling water. If you visit a little later in the year, usually between September and December, the water is lower and you are able to sit in The Devils Toilet Bowl which is a rock pool at the top and on the edge of the falls. If you're keen to try your hand at white water rafting, the water is normally low enough between August and December. For game viewing in Hwange, the dry Winter months of May to September are optimal.

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.

## **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**

The truck has a safe for passports, money, credit cards. Please use this facility as lost passports and money cause delays and may result in you having to leave the tour. The truck safe is not large enough for cameras, cell phones, ipods and other digital equipment and these items should be kept in your day pack and your day pack should be kept with you at all times. On our small group tours, each guest will have his/her own key safe for small, personal items. These safes are installed next to your seat.

The camps 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, its 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 / Drone Usage**

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, Khwai Conservation Area or Kruger

National Park you may find that you take a lot of pictures trying to get that perfect shot. 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.

Each country we travel to has their own specific conditions and regulations when it comes to the flying of drones. These regulations are governed by Civil Aviation Authority and include (but not limited to) the acquisition of permission to fly over properties. Drones are banned in National Parks and game reserves and in most cases, permits are required. We therefore recommend that drones are not brought along on tour unless you have all your paperwork and permits authorized upfront by the relevant parties/authorities.

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

While we do include all meals (as outlined in your tour dossier), access to filtered water in the truck and a wide variety of activities and included highlights - there are other expenses such as, tips, souvenir shopping, snacks, drinks, optional activities and bottled water you have to budget for yourself.

*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. 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.

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	Supplier	Activity	Rate Guideline
South Africa	Tsitsikamma	Stormsriver Adventures	Canopy Tour / Woodcutters Journey	from R895
South Africa	Tsitsikamma	Face Adrenalin	World Highest Bungee Jump with Zipline	R 1,690.00
South Africa	Tsitsikamma	Face Adrenalin	Skywalk Tours	R 400.00
South Africa	Addo NP Area	Adrenaline Addo	Zipline	R380- R480
South Africa	Greater Kruger	Nkambeni	Morning Bush Walk incl Conservations fees	R1480 - R2740
South Africa	Greater Kruger	Nkambeni	Evening Game Drive incl Conservation fees	R1420 - R2630
South Africa	Orange River	Bushwacked	Half day canoe adventure	R400 pp
South Africa	Orange River	Felix Unite	Felix River Rafting	R525- R695
Lesotho	Lesotho	Semonkong Lodge / Malealea	Pony trekking	from LSL1 400.00
Mozambique	Barra	Barra Reef Divers	Ocean safari & snorkeling (Min 6 clients) or Snorkelling	MTS3150
Botswana	Chobe NP	Thebe River Safaris	Game Drive (Excluding Park Fees)	BWP580
Botswana	Maun	Mack Air	1 Hour scenic flight	From 170USD
Namibia	Swakopmund	Desert Explorers	Quad biking or Sandboarding	R650 - R900
Namibia	Swakopmund	Desert Explorers	Skydiving	R4675 - R6050
Namibia	Swakopmund	Desert Explorers	Dolphin Cruise (incl transfer & light lunch)	R 1,200.00
Zambia	South Luangwa NP	Wildlife Camp	Walking safari or Gamedrives	from USD 50
Zimbabwe	Victoria Falls	Shearwater	Full Day white water rafting or Bungee Jump	from US\$168
Zimbabwe	Victoria Falls	Shearwater	Helicopter Flights (Min 3 clients )	from 150USD

Zimbabwe	Victoria Falls	Shearwater	Zambezi Sunset Cruise (incl transfers)	from US\$57
Tanzania	Seronera	Balloon Safaris Serengeti	Hot Air Balloon	USD 599
Tanzania	Mikumi	Camp Bastian	Game Drive Full day (2-6 pax per vehicle)	USD 150 per car + USD 36 Park Fee
Tanzania	Mikumi	Camp Bastian	Game Drive Half Day (2-6 pax per vehicle)	USD 180 per car + USD 36 Park Fee
Tanzania	Mikumi	Camp Bastian	Culture tour	USD 20 per person
Uganda	Bwindi Area	Lake Bunyonyi	Pygmy village visit ( Boat hire ) each group of 10 pax	U\$80
Uganda	Bwindi Area	Lake Bunyonyi	Ruwanda Day trip (van of clients)	From USD 480
Uganda	Jinja	Adrift (Kalaga falls)	Nile cruise (min 4 pax)	USD40 - USD45
Uganda	Jinja	Adrift (Kalaga falls)	Fullday rafting	from USD140
Tanzania	Zanzibar	Sun Tours	Jozani Forest from Nungwi	From USD 160
Tanzania	Zanzibar	Sun Tours	Dolphin Trip from Nungwi	From USD 95
Tanzania	Zanzibar	Sun Tours	City Tour	From USD 130
Tanzania	Zanzibar	Sun Tours	Sunset Cruise	From USD 150
Tanzania	Zanzibar	Zanzibar	Blue Safari	From USD 98
Tanzania	Zanzibar	Zanzibar	Prison Island	From USD 53
Tanzania	Zanzibar	Zanzibar	Blue Lagoon Snorkelling	From USD 63
Tanzania	Zanzibar	Zanzibar	Tumbatu Island Snorkelling	From Usd 63
Tanzania	Zanzibar	Zanzibar	Zanzibar Submarine Adventure – Sunset Cruise Tour	From USD 49
Tanzania	Zanzibar	Zanzibar	Zanzibar Cooking Lesson	From USD 53

Please keep in mind that the prices that we display 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.

## 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! If you are trekking with gorillas, please be aware that there is an additional payment required for the Gorilla Permit. This is a conservation fee and a non-refundable prepayment in US Dollars is required to secure your permit. Passport details are also required in order to confirm your permit.

## 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 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](http://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 and East 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 (for example 2-nights in Khwai Conservation Area (Botswana), Serengeti National Park, Masai Mara, Mozambique Dhow Safari) and during these times there may be limited facilities available for storing medication in a cool environment.

### **Continuous positive airway pressure (CPAP) machines**

A constant, reliable electricity supply cannot always be guaranteed when travelling in Africa. Some remote places rely on generating units that often switch off at certain hours of the day/night and do not supply a constant flow of power. We also make use of remote areas such as Khwai conservation area (Botswana) where there is no access to electricity or any power source. Certain countries such as South Africa practice a method of "load shedding" to curb the usage of high electricity demand. This could result in power cuts of up to 2 hours per day, sometimes more.

### **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. All our trucks are fitted with water filtration systems so you will have access to filtered water throughout your tour. However you can buy bottled mineral water at most camp sites, keep in mind that this can be expensive. Your guides will point out where drinking water can be purchased if you prefer bottled water. (i.e at local shops / supermarkets).

## 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 on a Safari Drive

When you are on a safari 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.

## 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.

### **Eswatini**

From the moment you enter Eswatini, 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, Eswatini 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, Eswatini 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 Eswatini'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 cool throughout the year with snow covering many of its peaks and mountains passes. Undoubtedly, this nation is most popular with tourists wishing to lose 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.

### **Mozambique**

Mozambique is a true paradise with endless idyllic beaches and a vibrant relaxed atmosphere; not only the perfect getaway for a family and honeymooning couple, but a country rich in economic and commercial properties. Surrounded by Tanzania, Malawi, Zambia, Zimbabwe, Swaziland and South Africa, and with the Indian Ocean meeting its entire eastern border, Mozambique is the 34th largest country in the world. Mozambique was liberated from its colonizers, Portugal, in 1975 and became the People's Republic of Mozambique. Two years later however, it was submersed in a civil war which lasted then until 1992, when it reached a democratic turning point. Today, Mozambique has a stable political climate and a growing economy, aided by its constantly budding tourism industry. With its tropical climate, vibrant atmosphere, serene beaches and unique culture, Mozambique is a true paradise; the perfect getaway for anyone. Spend a day lounging on a pristine beach, go diving in its transparent waters, go fishing and explore the local food and craft markets. Combine the atmosphere with fresh cocktails and a beautiful location and you'll be on the way to having the time of your life. Nomad tours will show you the beautiful attractions of Mozambique, as well as taking you to it's beautiful islands such as Bazaruto. This tropical nation with a truly unique Portuguese and African blend of cultures will treat you to a holiday that you'll never forget.

### **Zambia**

Zambia is a landlocked Southern African country with eight neighbouring nations and a central capital city, Lusaka – which is called home by most of the country's population. The official language in Zambia is English as all business is conducted through it; however most of the locals speak Nyanj and Bemba among themselves. Undoubtedly, one of Zambia's main attractions is the magnificent Victoria Falls which are shared by bordering Zimbabwe. With the spectacular falls comes an endless list of exciting outdoor activities to participate in. Bungee jumping, white water rafting, canoeing and house boating are just some of the exciting adventures which can be enjoyed. However, throughout the country you'll come across game reserves offering game drives, luxurious accommodation or camping, and the chance for you to meet the locals and explore their communities. Culture, traditions and customs plays a vital part of the lives of Zambians as their culture is made up from the heritages of over seventy ethnically diverse people. Over the last centuries, communities have moved into Zambia in search of better pastures, political climates and job opportunities; today there is a blend of all these cultures, creating a vibrant and rich national culture. For centuries its beauty has astounded both locals, settlers and tourists, with the likes of Lake Kariba, Victoria Falls and the Zambezi River. For tourists venturing into the centre of the country, they can see the site of David Livingstone's last breath, the Livingstone memorial and can even visit the Chimp Sanctuary.

### **Malawi**

Malawi, previously known as Nyasaland during colonial times, shares a border with Tanzania, Zambia, and Mozambique and is one of Africa's smallest nations, being 118 000 square kilometres in size. For such a small nation, Malawi has an incredibly large population; 13 900 000 people call this land "home". Malawi is an elongated country which can be divided into three sections, known as the north, central and southern regions.

The beauty of travelling to Malawi is that you can see something of everything that the country has to offer. For instance, whether you're in the north, central or south you'll be able to tour the magnificent Lake Malawi, and regardless of where you find yourself staying in Malawi accommodation, you'll learn something exciting about the local tribes and custom, see its beautiful plains and mountains, and be able to observe the country's abundance of wildlife. Lilongwe is the capital city of Malawi despite Blantyre being the largest. Both cities however offer fantastic tourist opportunities for tourists to explore, experience the local cuisine and learn something about the lifestyle of the locals. Malawi is however, one of the world's most under-developed countries, with most of its citizens making their lives in rural parts as farmers. The beautiful attractions, landscape and wildlife entices thousands of tourists every year, aiding to the country's economy. Malawi is known to be The Heart Of Africa; showcasing not only their own beauty and lifestyles, but representing so many other African nations through their political and economic structure and idyllic scenery.

### **Tanzania**

Tanzania can be found in Eastern Africa, surrounded by Kenya and Uganda to the north, Rwanda, Burundi and the Republic of Congo to the west and Zambia, Malawi and Mozambique to the south. It also has an Indian Ocean border to its east; its own seaport which imports and exports for surrounding landlocked nations. Dodoma has been the country's capital since 1996 as it's government and parliament offices can be found there, however Dar es Salaam, the nation's capital since independence and until 1996, remains the centre of business and the principle commercial city in Tanzania. Tanzania lies just south of the equator and is thus almost always sunny. Its terrain is incredibly beautiful, lush from the sun and scattered winter showers, and alive with an abundance of wildlife. Tanzania's magnificent wildlife is one of its strongest attractions as tourists can embark on idyllic game drives seeing a variety of different wildlife. Undoubtedly, the country's most popular national park is the Serengeti as it's over 14 500 square kilometres of endless rolling plains offers guests a world of splendour and tranquillity. Tanzania is home to the beautiful, formidable and majestic Mount Kilimanjaro; Africa's highest peak and the world's second tallest free standing mountain. Hiking and exploring the mountain is not for the faint-hearted, however every year thousands of adventurers travel to summit the mountain. A trip to Tanzania will treat you to some of the most beautiful attractions in Africa; not only will you be able to set your sights on the beautiful plains and wildlife of the Serengeti and magnificent Mount Kilimanjaro, but you'll be enchanted by the local culture and traditions, gain an inside perspective into a truly African nation, and have the chance to listen to their unique African style rumba music.

### **Kenya**

Kenya is one of the most popular African countries, renowned for its beautiful game reserves, endless lush plains and abundance of wildlife. It lies on the equator and can be found just under the horn of Africa, nestled between Somalia, Ethiopia, the Sudan, Uganda and Tanzania, with an eastern Indian Ocean coast. For a country of its size, Kenya successfully manages to pack in a variety of attractions, destinations and activities for both locals and tourists to enjoy. Kenya's geography is as diverse as the heritage of its people. It has a warm and humid climate which hardly ever drops below the double digits. 73% of Kenya's population is under 30 years of age, most of which speak either English or Swahili. The Idyllic African safari is based on the very landscapes and culture of Kenya; with novels and films such as "Out of Africa" capturing its magical atmosphere and unique beauty. Here, you'll find yourself relaxing in a truly enchanting landscape, while observing the African wildlife and learning the local customs and lifestyle. Safaris in Kenya allow guests to enjoy a piece of this paradise while staying in luxurious or tented Kenya accommodation.

Kenya's largest and capital city is Nairobi; a city that has watched the story of this beautiful nation unfold. It is known as the Green City in the Sun and is alive with locals and wildlife. It became a popular destination during the colonial times as the single rail way depot between Uganda and Mombasa, and today it one of Africa's hubs for business and education. Kenya's Masai Mara game reserve and Maasai people attracts thousands of tourists every year, as does its beautiful and majestic Mount Kenya, Mombasa south coast and Lake Nakuru – a truly astounding lake which stretches for miles

### **Uganda**

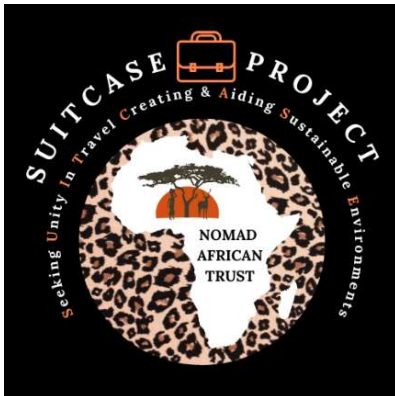
Uganda is also known as the "Pearl of Africa" and is the Eastern African country that is the most central. Its name derives from the Buganda Kingdom which historically stretches over the southern regions of the nation. It's made up of over a hundred districts and several different regions; each one offering something unique and consists of different tribes and landscapes. The western region of Uganda is an incredibly beautiful region; a wonderland of golden plains, thick rain forests, snow peaked mountains, and tea plantations. It is here where the rare African gorillas can be found, located in the game reserves, mountain regions and forest reserves. This is a popular region among explorers and entices the majority of the country's tourism. The central region of Uganda has preserved many cultural sites, making sure that the kingdom's heritage sites and buildings are preserved for future generations to observe and learn from. The nation's capital of Kampala can be found here, as can Uganda's most beautiful waterfalls and water bodies, such as Lake Victoria. A visit to Uganda will give you an insight into the rich heritage and culture of Eastern Africa. Stay in Uganda accommodation that'll treat you to the local cuisine (influence by Asian, English, Arab and Indian techniques and flavours) and learn about the history and beauty of one of Africa's most beautiful nations

## THE NOMAD AFRICAN TRUST

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, contact us on [info@nomadafricantrust.co.za](mailto:info@nomadafricantrust.co.za).

## OUR LATEST PROJECT LAUNCHED

Seeking Unity in Travel Creating & Aiding Sustainable Environments,  
“SUITCASE”, is the latest project to be launched by the Nomad African Trust.



The SUITCASE project will enable our guests to contribute items that can be packed into their suitcases en-route to Africa, prior to the commencement of their tour.

Items such as stationery, books, clothes or non-perishable goods are just a few of the donations that can be packed.

The Nomad Trust will have collection points at all our major starting points and from there, the Trust will manage and distribute the donated items to the communities and projects in need. If you would like to get involved please let us know so that we can provide you with additional information. [info@nomadafricantrust.co.za](mailto: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. Green Seats can be purchased at departure or on tour with your guide.

## 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:** [Nomad Africa Tours & Safaris | Facebook \(@nomadafricatours\)](https://www.facebook.com/NomadAfricaTours) - <https://www.facebook.com/NomadAfricaTours>

**Instagram:** [Nomad Africa Tours & Safaris \(@nomadtoursafrica\)](https://www.instagram.com/nomadtoursafrica/) - <https://www.instagram.com/nomadtoursafrica/>

**Twitter:** [Nomad Africa Tours & Safaris \(@NomadTours\) / Twitter](https://twitter.com/NomadTours) - <https://twitter.com/NomadTours>

**TikTok:** [Nomad Africa Tours & Safaris \(@nomadafricatours\) TikTok](https://www.tiktok.com/@nomadafricatours) | - <https://www.tiktok.com/@nomadafricatours>

## 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 [anneliese@nomadtours.co.za](mailto:anneliese@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.
- Please note that for single clients, the Single Supplement is compulsory on all accommodated tours
- Optional activities that take place inside National Parks or Reserves may be subject to additional conservation fee charges.

## 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 30 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.
- Any pre or post tour services booked through Nomad do not form part of the tour price and will be subject to cancellation terms of the 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 emailed to our office ([nomad@nomadtours.co.za](mailto:nomad@nomadtours.co.za)) as proof of payment. All transfer / bank fees are the responsibility of the client. Nomad Adventure Tours & Holidays (Pty) Ltd must receive the full total due in to the bank account.
- Credit Card: If Nomad Adventure Tours & Holidays (Pty) Ltd 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, green seat and pre/post tour services.
- No cancellation fee is applicable to tours cancelled more than 30 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 30 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:
  - **>30 Days:** No fee applies (unless Gorilla Permit has been booked – which is non-refundable)
  - **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.
- Any fees charged by banking institutions during the refund process will be for the client's account.
- The client acknowledges that the tour is subject to a minimum booking of 4 passengers (including the client) who have confirmed on the "core" route and not sectional seats. 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

- 6 Years: No children under 6 years of age may travel on Nomad's scheduled tours.
- 10 – 15 Years: Nomad will accept a maximum of four children between the ages of 10 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.
- 6 – 9 Years: Children between the ages of 6 – 9 years will be accepted to travel with Nomad on a request basis only.
- No children under the age of 12 permitted on our Kenya and Uganda tours
- Any traveler between the ages of 6 – 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 activities. It is important that you are aware of these restrictions prior to confirming children on tour.

## Age restricted Activities:

- A child must be 15 years or older to partake in the Gorilla & Chimpanzee Trekking Activities
- Drakensberg Hike – no children under the age of 12 permitted
- Nkambeni Morning Bush Walk – no children under the age of 12 permitted
- Hlane Game Drive – no children under the age of 13 permitted

## 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 30-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 30 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 30 days of the departure, is subject to the standard cancellation fees
- On a tour, where a Gorilla Permit is required, as well as Okavango Delta excursion and/or Serengeti excursion is booked, the full amount of the permit/excursions will be added to the aforementioned fee to move the client (Gorilla permits are not refundable). This includes a case where a client moves from a Gorilla tour to a non-Gorilla tour.
  - Cancellation fees may be applicable on any pre/post services booked through Nomad where an amendment is made to the booking.
- 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.



# TERMS AND CONDITIONS

## 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 (Pty) Ltd 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.

## 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 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.

## TRAVEL DURING COVID-19

- Nomad Tours & Safaris has put the necessary measures in place to ensure that all health & safety protocols are being followed to reduce the risk of spreading the Covid-19 virus. To this extent, we have implemented a number of regulations that will be carried out during the course of your tour. While we are following all necessary guidelines, the responsibility of safety and hygiene remains the clients.
  - All clients will be responsible to ensure that they fully comply with the requirements of each of the countries that will be visited and entered for the duration of the tour.
  - All documentation remains the responsibility of the client and Nomad Tours will not be held accountable or responsible for any client not in possession of their own paperwork.
  - Nomad will not be liable for any claims arising from a client being denied access into a country due to non-compliance with covid-19 regulations
  - Should a client contract the covid-19 virus while on tour, the cost of all additional expenses (including but not limited to testing, medical related expenses, hospitalisation, quarantine accommodation) will be for the client's own account.
  - No refunds will be granted for unused tour nights and services in the event a client contracts covid-19 while on tour.
  - Any guest not adhering to protocols on tour may be expelled from the tour.
- It remains the responsibility of the client to ensure that adequate travel and medical insurance cover is purchased prior to arrival.

## CUSTOMER COMPLAINT PROCEDURE

These conditions have been designed to provide guidance to our customers on the manner in which we receive and manage customer complaints/feedback whereby the complaint has been personally impacted. As a trusted service provider we have the responsibility to obtain factual information and do the necessary due diligence when complaints have been brought to our attention and therefore do not entertain biased opinions, hearsay or act prematurely in any circumstance.

### Our Complaint Process

We are committed to being consistent, fair and impartial when handling customer complaints and will endeavor to resolve customers' issues at the first point of contact. In certain instances this is not always possible, in which case a more formal complaints process will be followed.

- We will endeavor to acknowledge receipt of your feedback within one(1) business day unless received outside of office hours which will result in a response during the next available business day
- The customer service team will determine the nature/severity of the feedback/complaint in order to classify this as a live or post tour matter.
- Live situations will be resolved timeously and with the utmost of urgency
- Post tour matters will be investigated and resolved within 7 - 14 business days after official feedback has been obtained post tour
- If we have sought clarification or documentation from the customer and we are waiting for this to be provided, the company may not be able to meet our 7 - 14 business day finalisation commitment.

Official feedback communications will be dealt with in writing only.

## PROTECTION OF PERSONAL INFORMATION (POPI Act)

### Notification to the customer when supplying Personal Information

- The customer must note that all the information supplied to the responsible party (Nomad Adventure Tours & Holidays CC, 38 Chilwan Crescent, Helderberg Industrial Park, Strand) will be recorded and processed regardless of form or medium in which the information was supplied.
- Personal information is collected to enable Nomad Adventure Tours & Holidays (Pty) Ltd to deliver a service to its clients/customers and for billing purposes (where applicable).
- The personal information supplied is mandatory and if applicable is authorized or required by the Protection of Personal Information Act.
- The customer has the right at any time to rectify the personal information collected, object to the processing of personal information (subject to legislation) and to lodge a complaint at the Information Regulator.
- The Supplier has a strong commitment to providing excellent service to all of our customers and visitors of this Website, including respecting concerns about privacy. The Supplier will explicitly ask when we need information that personally identifies you or allows us to contact you ("personal information"). Generally this information is requested when making reservations; when requesting a particular service. You agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.
- The purposes for which The Supplier will use your personal information are as follows: to transact with you via the website or email regarding reservations, to provide services to you via our website; to inform you of new features, services, special offers and products (provided you have consented to receiving such marketing material); to enable us to process, validate and verify reservations and requests for services and for the purposes for which you specifically provided the information; to improve your experience on our website.
- The Supplier shall be entitled to disclose personal information if required to do so (a) to comply with applicable law or with legal process served on The Supplier; (b) to protect and defend the rights or property of The Supplier, and (c) for the purposes of distributing same to various employees and/or third parties who assist The Supplier in providing services to you and thus need to know your personal information in order to render a proper and efficient service to you. We will ensure that all such employees and/or third party service providers having access to your personal information are bound by appropriate and legally binding confidentiality and non-use obligations in relation to your personal information.
- You are aware that information and data is automatically collected through the standard operation of the Internet servers and through the use of "cookies." "Cookies" are small text files a website can use to recognize repeat users, facilitate the user's ongoing access to and use of the website and allow a website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our Websites.
- Whilst the supplier is of intent to take reasonable measures to keep personal information about you confidential, it shall however not be liable for any loss or damage, suffered as a result of the disclosure of such information beyond the reasonable control of the supplier.

The Supplier will:

- Treat your personal information as strictly confidential;
- Take appropriate technical and organizational measures to ensure that your personal information is kept secure and is protected against unauthorized or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
- Promptly notify you if we become aware of any unauthorized use, disclosure or processing of your personal information;
- Provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request; and
- Upon your request, promptly return or destroy any and all of your personal information in our possession or control.
- We will not retain your personal information longer than the period for which it was originally needed, unless we are required by law to do so, or you consent to us retaining such information for a longer period.