

YOUR BOTSWANA SAFARI WITH DESERT & DELTA SAFARIS

Pre-Departure & Travel Information Booklet



We are looking forward to welcoming you to Botswana on your safari of a lifetime with Desert & Delta Safaris.

To ensure that you have the best experience, we have compiled the following information to help you prepare for your safari.

Please read through this information carefully.

Further information is available to you at www.desertdelta.com



GENERAL TRAVEL INFORMATION

Travel Documents Required

A valid passport is a requirement for any international travel. When travelling into Southern Africa your passport must be valid for a minimum of 6 months after your entrance date and you must have at least 2 blank (side-by-side) pages inside your passport. Citizens of certain countries are required to obtain visas for entry into Botswana. As this list of countries changes from time to time, it is important to check with your travel specialist, well in advance of your departure, regarding current visa requirements. Please note that it is your own responsibility to ensure that all necessary visas are obtained prior to entry (unless available on entry).

It will be the sole responsibility of each Guest to ensure that passports, visas, travel permits, health certificates, inoculations, international driving licence, or other documentation required for the trip are obtained and are in order. Any additional costs incurred by a Guest or by the Company on behalf of a Guest as a result of a failure to comply with any such requirements will be for the account of the Guest.

Travelling with Minors

As of the 01 October 2016 minors travelling through Botswana's borders will be required to produce certified copies of unabridged birth certificates in addition to their valid passports. In the event that one parent is not travelling with the child, the other parent's affidavit consenting to such travel should be availed. However, an affidavit will not be required if the father's name does not appear on the child's birth certificate.

For full details of entry requirements for minors travelling to Botswana based on the parental situation please refer to the table below. These requirements are laid out as per the Botswana Ministry of Nationality, Immigration and Gender Affairs and are a requirement for entry into the country. Without the correct paperwork you will be prohibited from traveling to into Botswana.

For further information and assistance we recommend you contact your local Botswana Embassy. Alternatively, you can contact the relevant department on +2763611339 and +2673611310.

| TRAVEL ARRANGEMENTS | TRAVEL REQUIREMENTS |
|---|---|
| Minor accompanied by both parents. | <ul style="list-style-type: none"> Valid Passport. Valid visa, if required; and Unabridged Birth Certificate (Birth Certificate containing the particulars of a minor and those of his or her parent or parents). |
| Minor accompanied by one parent. | <ul style="list-style-type: none"> Valid passport. Valid visa, if required. Unabridged Birth Certificate (Birth Certificate containing the particulars of a minor and those of his or her parent or parents) NOTE: In the case of single parents, where only one parent's particulars appear on the Unabridged Birth Certificate, a consent letter is not required. In the case where parents were never married but both parents' particulars appear on the Unabridged Birth Certificate, a consent Affidavit by a non-travelling parent administered by any Commissioner of Oath is required. |
| Minor travelling with one parent who is divorced or legally separated and who has been granted full parental responsibilities and rights (previously called sole custody) or full legal guardianship in respect of the minor. | <ul style="list-style-type: none"> Valid Passport. Valid visa, if required. Unabridged Birth Certificate (Birth Certificate containing the particulars of a minor and those of his or her parent or parents). Court order granting full parental responsibilities and rights (previously called sole custody) or full legal guardianship in respect of the minor. |
| Minor travelling with one parent who is divorced or legally separated and who has been granted specific parental responsibilities and rights (previously called joint custody) or legal guardianship in respect of the minor. | <ul style="list-style-type: none"> Valid Passport. Valid visa, if required. Unabridged Birth Certificate (Birth Certificate containing the particulars of a minor and those of his or her parent or parents). Court order granting specific parental responsibilities and rights (previously called joint custody) or joint legal guardianship in respect of the minor; and Parental Consent Affidavit from the remaining parent is required. NOTE: Where the accompanying parent presents a Parental Consent Affidavit and both parents' names on the Unabridged Birth Certificate correspond with the names on the Parental Consent Affidavit and the travelling parent's passport, a court order granting specific parental responsibilities and rights, or joint legal guardianship may be dispensed with. |

Health Precautions

Immunisation requirements vary from country to country and up-to-date information should be obtained from your local health department. It is each guest's sole responsibility to ensure that he or she has had all necessary inoculations, immunisations and medications prior to departure.

Malaria prophylaxis with Lariam, Malarone, or doxycycline is recommended for travel in Botswana. All guests must consult their own medical doctor or health authorities regarding the use of anti-malarial tablets prior to departure.

It is the guest's obligation to ensure that he/she is medically fit to participate in travel. For guests visiting the Okavango Delta properties, a reasonable level of fitness is required to participate in the daily walking activities.

Insurance

Desert & Delta Safaris is committed to ensuring that our guests always receive the best attention during their stay within our portfolio of camps and lodges. Included in the guest's stay is a guarantee that should a guest fall ill or get injured we will ensure that they receive medical attention as soon as is humanly possible through access to the services of our contracted Emergency Medical Service providers, MRI Botswana and Okavango Air Rescue.

These companies are experienced and respected Emergency Medical Service providers, and have qualified paramedics and doctors on standby, and a clinic/holding facility in both Maun and Kasane. Should a guest fall ill, get injured or require any form of medical attention, we will call MRI Botswana or Okavango Air Rescue who in turn will deploy medical staff relevant to the circumstances by the most expeditious means of transport, normally by aircraft, to the camp or lodge. The guest is assessed and then either treated on site or transported in the care of the medical staff to the relevant clinic/holding facility in Maun or Kasane for further treatment or for onward transmission to an appropriate hospital in Gaborone, Johannesburg or Windhoek.

Please note that our Service Level Agreements with MRI Botswana and Okavango Air Rescue stipulate that they will attend to our calls expeditiously and have appropriate medical staff on hand. They further give us access to their emergency 24-hour call centres, medical advice and information on a 24-hour hotline and referrals to relevant hospitals in Botswana, Namibia and South Africa. Our guarantee to our guests is that in event of illness or injury they will be attended to by qualified medical staff as soon as possible and, if necessary, transferred to the clinic/holding facility in Maun or Kasane.

It is very important to note that the Service Level Agreements with MRI Botswana and Okavango Air Rescue are not insurance policies, and the cost of these services will be for the guest's account. Therefore, it is absolutely essential for guests to have taken out, prior to travel, comprehensive travel insurance with medical evacuation guarantees that will cater for these possible eventualities during their stay in our camps and lodges.

It shall be the sole responsibility of every Guest to arrange and effect his/her own insurance cover and to ensure that he/she and his/her dependants and travelling companions have adequate cover for the duration of the booking. The Company strongly recommends that Guests obtain, inter alia, the following types of insurance which are commercially available:

- accidental death and disability
- major medical
- emergency medical evacuation
- loss of personal effects and
- trip cancellation

Details of Guest's major medical and emergency medical evacuation insurance are to be provided to the Company on confirmation of the booking.

Safety in Botswana

Botswana is considered a safe travel destination. It is both financially and politically stable. For peace of mind while travelling, it is a good idea to leave your valuables (jewellery, etc) at home, thus eliminating the chance for possible theft and loss. Luggage locks are always advisable when flying.

Luggage

Luggage is restricted to 20 kg (44 lbs) per person on Safari Air flights. This 20 kg (44 lbs) includes hand-luggage, travel luggage and photographic equipment. Bags should be soft-sided, flexible bags. Bags with a solid frame, wheel frame and rigid pull-out handles do not constitute 'soft bags'. Bags MUST be completely flexible to facilitate the packing within the 'belly pod' luggage compartment of the light inter-camp transfer aircraft. Please keep in mind that the baggage compartments on most of the light aircraft are only 25cm (10 inches) high, so the pilots must have the ability to manipulate the bag into the compartment. The reason for this restriction is all luggage must be packed in the belly pods of the aircraft due to safety regulations. Large suitcases and luggage with rigid wheel frames do not fit into the pods. Wheeled bags are accepted provided the frame supporting the wheels is not rigid.



SOFT BAG DIMENSIONS

The required dimensions for luggage are: 30cm (12 inches) high x 45cm (18 inches) wide x 65cm (26 inches) long. By not adhering to these luggage requirements, travellers may cause delays and incur additional costs to themselves. Guests who have not adhered to the luggage guidelines as per above, will not be able to depart on the scheduled charter. They will be given the option to book a private charter at additional costs. These are subject to availability of aircraft at the time of booking these flights.

No refunds on the costs paid for missed scheduled charters and or accommodation not provided due to this delay will be provided. Any additional arrangements for transfers, overnight accommodation in Maun or Kasane are for the guests own account.

Excess Luggage Options

Excess baggage may be subject to additional baggage/charter charges and please note that you have the option to store your excess baggage in our Maun office at no extra charge until the end of your safari (this option is available only if your safari starts and ends in Maun. Alternatively, travellers with large suitcases and extra luggage can pre-book transport between Maun and Chobe Game Lodge (Kasane) with our reservations team - booked with Sprint Courier/DHL.

What to Bring on Safari

Generally, comfortable casual clothing is suitable throughout the year. The most practical items to pack for safari are:

- T-shirts and shorts.
- Blouses with long sleeves (even in summer, they will protect you from the sun and from mosquitoes).
- Safari trousers or jeans for evenings, cooler days and walking at the water properties.
- Fleece or sweater and a warm jacket for game drives (necessary, even in summer).
- Comfortable walking shoes.
- Sun block, lip balm, sunglasses, hat and insect repellent.
- Binoculars.
- Camera (extra memory card & battery for avid photographers).
- Light, compact raincoat is a good idea for the summer.
- Swimsuit - all the Desert & Delta Safaris properties have swimming pools.

In the winter months (May-August) bring beanie, gloves, scarf, warm jacket for the morning and evenings as it can get very cold.

Layers of clothing are most practical for the fluctuating day/night temperatures of Botswana. Dull and/or neutral colours are more suitable for safari; white is not practical. It is best to pack hardy, durable clothing.

The following is a list of accessories that are provided for you during your stay in our camps:

- A range of eco-friendly amenities are supplied in each room, such as body wash, conditioning shampoo, hand soap, body lotion, insect repellent and shower caps.
- Flashlight available in each room.
- Hairdryers.
- Gowns supplied in each room.
- Umbrellas for the rainy season.
- A small safe for valuables.

SEASONS IN BOTSWANA

Winter (April to September)

The days are dry, sunny, clear and cool to seductively warm, while in the evening temperatures drop sharply. Daytime temperatures generally reach 25°C and may fall as low as 2°C (and plummet below freezing in some areas) at night. Virtually no rain falls during the winter months.

Summer (October to March)

The summer or rainy season begins in October and ends in March. In October, the weeks preceding the coming of the rains tend to be the hottest, with temperatures soaring up to 40°C or more. Cloud cover and the arrival of the first rains towards the end of November or in early December cool things down considerably, although usually only for a short period.

TRAVELLING BETWEEN CAMPS

An exciting element of your Botswana safari is getting around. Desert & Delta Safaris' lodges and camps are located, for the most part, in remote areas and our travellers are linked from one camp to the other by means of light aircraft. Ensuring the crucial links from the hubs of Maun and Kasane to our network of lodges and camps is performed with ease; we offer a fully integrated air charter service, operated by our sister company, Safari Air. Established in 1989, Safari Air has a proven safety record in the destination. Safari Air operates a fleet of aircraft in Botswana which include single-engine Gippsland Aeronautics Airvan GA8, Cessna Grand Caravan C208B and Cessna Caravan C208A.

All of our properties are in close proximity to airfields and some of our lodges have their own private airstrips. Unless a private charter is requested and booked as such, your flight transfers have been booked on a 'seat on plane' basis. Flight times are arranged according to each day's requirements to fit in with activities and the movements of all our travellers on any given day. Therefore, aircraft and the day's scheduling may pick up and drop off other guests en route to your destination. Times will vary from day to day and will be communicated to you the afternoon before departure. Flights to Kasane for the Chobe lodges and for Victoria Falls/Livingstone depart early to meet the scheduled road transfers; so early morning activities for guests departing on these flights could be curtailed. Should you wish, private charters can be arranged, in which case you will be the only guests in the plane, and you may specify your departure times. We are happy to quote separately for private charters.

Flight Times

Flight departure times from camps and the airport hubs of Maun and Kasane are based on various factors including regional flight arrivals/departures as well as the number of movements required between camps. Flight times are therefore only finalised the day prior and communicated to guests in camp. Guest arriving in Botswana off regional flights will be met by Safari Air representatives and assisted with their onward movements.

Flight Routing

It is important to note that due to the number of movements operated by Safari Air, guests may make up to three stops when transferring between camps. Should you prefer a direct routing, private charter flights can be booked separately.

Estimated Flight Time Table

The below table gives you an indication of direct flight times between our camps and main airports in Maun and Kasane. Please note this is an estimate and does not include the time taken for additional stops between camps.

| MAUN | | | | | | | |
|------|---------------|---------------------|-------------------------------|---------------------|------------------------|--------------|--------|
| 25 | CAMP OKAVANGO | | | | | | |
| 30 | 5 | XUGANA ISLAND LODGE | | | | | |
| 20 | 10 | 10 | CAMP MOREMI/ CAMP XAKANAXA | | | | |
| 40 | 30 | 25 | 25 | SAVUTE SAFARI LODGE | | | |
| 60 | 35 | 35 | 45 | 60 | NXAMASERI ISLAND LODGE | | |
| 30 | 45 | 45 | 40 | 50 | 90 | LEROO LA TAU | |
| 70 | 60 | 60 | 55 | 30 | 95 | 60 | KASANE |

CURRENCY

The currency in Botswana is the Pula (BWP). Most major currencies are accepted throughout Botswana. You will not need large sums of cash while on safari, as our programs are all-inclusive. However, some guests enjoy shopping in Maun. Selected camps have a small gift shop stocked with various curios and safari items. Credit cards can be used (Master or Visa cards). Otherwise, you may need money for any accommodations, meals and shopping before or after your scheduled safari as well as for visas (Zimbabwe etc) and taxes. The amount needed, of course, is your personal decision.

GRATUITIES

Tipping is not obligatory. It is, however, appropriate if you feel that the measure of service you received warrants a show of your personal appreciation, this is purely discretionary. The average tip amounts are approximately \$40 per guest, per day. Customarily, around \$20 per day will go to your driver/guide directly and around \$20 per day can be placed in the Tip Box provided in the lodges. Each lodge has an internal staff committee that distribute the latter among all the camp employees. It is a fair distribution system, ensuring that the 'behind the scenes' staff are

HEALTH RELATED MATTERS

Is the water safe to drink?

Yes. Water supplies in camp are filtered to city standards by a Reverse Osmosis Water Treatment Plant. Water jugs in each tent are replenished on a daily basis. Bottled water is also readily available from the bar at each camp. It is very important that you drink plenty of water especially during the summer months to avoid dehydration.

Dietary Requirements:

For those guests with specific dietary requirements, please advise the company of such requirements in writing at the date on which the booking is made. We will endeavour to accommodate these reasonable requirements.

GENERAL INFORMATION ON OUR CAMPS & LODGES

Electricity

Electricity supply varies per camp/lodge. Some of our properties operate on generator power during the day and evening. The generator will be switched off at night and an inverted 12-volt DC lighting system provides light for the room and bathroom. Other properties operate on 24-hour power supplied by a solar plant, backed up by a generator. 220V AC plug points are available in the guest rooms with a multiple adaptor available for charging all your equipment. Be sure to bring a spare battery for use whilst the other battery is being charged in camp, to avoid missing out on any photographic opportunities. Ceiling fans are fitted in all the guest rooms in our camps. Unfortunately, due to the remoteness of our camps it is not possible to run air conditioners due to the amount of power required to do so. Chobe Game Lodge and Chobe Savanna Lodge have 220V mains electricity and thus are fitted with air conditioning units.

Laundry

A daily, inclusive laundry service is available at all of our properties.

Vehicles

Desert & Delta Safaris uses Toyota Landcruisers which have been specially built for game viewing and photography. All have completely open seating areas and cabs for unhindered photography. Each has ample seating (although we normally keep occupancy to six or less in each vehicle!), with seat pockets, reference books, snacks, bottled water, toilet paper, insect spray and a cool box for refreshments.

If you would require a private vehicle and guide, this can be arranged on booking at an additional fee and subject to availability.

Food & Beverage

Our rates are fully inclusive of all meals and local drinks including alcoholic beverages but excluding premium brands. Dining areas will differ from camp/lodge but include various indoor and outdoor dining locations.

Communications

To allow for the full peacefulness and relaxation whilst on safari, connection to Wi-Fi is available in the rooms only. Wi-Fi is via remote satellite link up and constant connectivity is not guaranteed. In terms of telephonic communication, each camp has a satellite phone and radio in the event of emergency situations. You should leave the contact details for the Desert & Delta Safaris' Maun office in order that you can be contacted in the camps by radio from Maun in case of an emergency.

THE DESERT & DELTA SAFARIS CARES PHILOSOPHY

The CARES philosophy is the foundation on which Desert & Delta Safaris is built, highlighting our core values in developing human potential and building a sustainable tourism model. Established in 1982, Desert & Delta Safaris is one of the most successful safari operators in Botswana. Our philosophy and core values in supporting our people and protecting the natural heritage of Botswana is at the forefront of how we run our business.

We care about each one of our staff members who all play a fundamental role in creating memorable experiences for our travellers. We care about their health, their well-being and their future potential as individuals. We care about their families and the communities they come from. Finally, as a Botswana born and registered company, we care about our citizens and developing the future potential of our people.

Owing to the nature and location of our business in pristine wilderness environments, we care about our natural heritage. We care about being eco-conscious, driving sustainable and innovative initiatives within our daily operations which protect and limit the impact our business has on the areas in which we work. As a lodge operator responsible for crafting memorable, often once in a lifetime experiences, we care about our guests and the experiences they have in Botswana. With over 35 years' in the safari industry, we know that by caring for our people and our environment – we will ultimately ensure our guests leave having enjoyed an all-encompassing Botswana safari. Furthermore, by practising our CARES Philosophy, our travellers can be assured that their travel spend with us is being utilised in an accountable and responsible manner.

Most importantly, Desert & Delta Safaris cares about Botswana and our philosophy is one which incorporates all our efforts and aspirations which will ultimately benefit the future of our country and Botswana in general.

For more information on our CARES Philosophy, please check out our website on this link [Desert & Delta Safaris CARES](#)



Empowering Botswana Through Tourism

RESERVATIONS

[+267] 680 1494

info@desertdelta.com

MARKETING

[+267] 686 1559

marketing@desertdelta.com

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