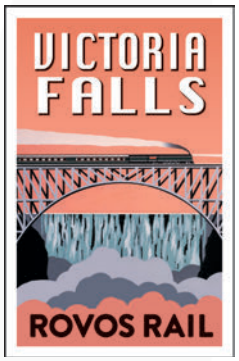
ROVOS RAIL

JOURNEY INFORMATION

Victoria Falls



PRETORIA-VICTORIA FALLS

- 3/4 NIGHTS -

ITINERARIES & MAPS
TRAIN SPECIFICATIONS
GENERAL INFORMATION
TERMS & CONDITIONS

The Most Luxurious Train in the World

ITINERARY

PRETORIA - VICTORIA FALLS
3 NIGHTS · 1400KM

ZIMBABWE

	DAY 1: PRETORIA — *BORDER: MUSINA, SOUTH AFRICA / BEITBRIDGE, ZIMBABWE*
10:00	Depart **Rovos Rail Station, Pretoria**. Guests may freshen up in their suites before joining fellow travellers in the lounge car or observation car at the rear of the train.
	Please ensure the Train Manager or Administration Deputy is in possession of your passport.
13:00	Lunch is served in the dining cars. Travel through Warmbaths (Bela-Bela) – so named for its mineral waters – and Nylstroom, christened by the Voortrekkers as the source of the Nile River as the town's river happened to be north flowing. Pass the edge of the escarpment where the Highveld drops precipitously.
16:30	Tea is served in the lounge and observation cars. The train crosses the **Tropic of Capricorn**.
19:30	Dinner is served in the dining cars. The train crosses the **Limpopo River** to Beitbridge. *Dress: Formal*
	In Rudyard Kipling's *Just So Stories*, the 'Elephant's Child' departs his family for the "great grey-green, greasy Limpopo River, all set about with fever-trees, to find out what the Crocodile has for dinner."
	DAY 2: AT LEISURE ON BOARD
07:00	Breakfast is served in the dining cars until 10:00. The train travels baobab country.
13:00	Lunch is served in the dining cars. Travel towards Bulawayo: second city of Zimbabwe, capital of Matabeleland and industrial capital of the country.
16:30	Tea is served in the lounge and observation cars.
19:30	Dinner is served in the dining cars en route to Mpopoma for overnight. *Dress: Formal*
	DAY 3: HWANGE NATIONAL PARK
07:00	Breakfast is served in the dining cars until 10:00.
13:00	Lunch is served in the dining cars. The train travels between Gwaai and Dete along one of the world's longest stretches of straight railway line – 114 kilometres – and along the eastern edge of Hwange Park.
15:00	Enjoy a game drive at The Hide in **Hwange National Park**.
19:30	Dinner is served in the dining cars en route to Thompsons Junction for overnight. *Dress: Formal*
	DAY 4: VICTORIA FALLS
	Please ensure that your luggage is ready for collection at 09:45 and that you have your passport.
07:00	Breakfast is served in the dining cars until 09:30.
10:00	Arrive at journey's end at the incomparable **Victoria Falls, Zimbabwe**.

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

Excursions may be changed according to schedule achieved. Times are approximate and cannot be guaranteed.
Please check with the Train Manager or reservations@rovos.co.za for any updates or changes to the itinerary.
In your suite you will find the *Journeys* magazine that features articles of interest related to the route.

INCLUDED: Accommodation; all meals; all beverages; room service; limited laundry; excursions with a qualified guide (where applicable); entrance fees as per itinerary; government tax. **EXCLUDED:** International/French Champagne; gratuities; personal expenses; visas; travel insurance; pre- and post-tour transfers, accommodation and flights.
MEALS ON BOARD (unless adjusted) Breakfast 07:00-10:00 • Lunch 13:00 • Tea 16:30 • Dinner 19:30.

UPDATED 21 JULY 2020

ITINERARY

PRETORIA - VICTORIA FALLS
4 NIGHTS · 1400KM

	DAY 1: PRETORIA
18:00	Depart **Rovos Rail Station, Pretoria**. Guests may freshen up in their suites before joining fellow travellers in the lounge car or observation car at the rear of the train. Travel through Warmbaths (Bela-Bela) – so named for its mineral waters – and Nylstroom, christened by the Voortrekkers as the source of the Nile River as the town's river happened to be north flowing. Pass the edge of the escarpment where the Highveld drops precipitously.
20:00	Dinner is served in the dining cars en route to Naboomspruit. *Dress: Formal*
	Please ensure the Train Manager or Administration Deputy is in possession of your passport.
	DAY 2: THE RANCH CONSERVANCY *BORDER: MUSINA, SOUTH AFRICA / BEITBRIDGE, ZIMBABWE*
07:00	Breakfast is served in the dining cars. The train departs for Polokwane.
09:00	Transfer to **The Ranch Conservancy**. Explore the game and prolific birdlife of this 1000ha ranch followed by **lunch**.
13:00	Return (30 mins) to the train. The train crosses the **Tropic of Capricorn** en route to Louis Trichardt.
16:30	Tea is served in the lounge and observation cars. Border formalities with South Africa.
19:30	Dinner is served in the dining cars. The train crosses the **Limpopo River** en route to Beitbridge. *Dress: Formal*
	Border formalities with Zimbabwe. In Rudyard Kipling's *Just So Stories*, the 'Elephant's Child' departs his family for the "great grey-green, greasy Limpopo River, all set about with fever-trees, to find out what the Crocodile has for dinner."
	DAY 3: GWANDA, ZIMBABWE
07:00	Breakfast is served in the dining cars until 10:00. The train travels baobab country.
13:00	Lunch is served in the dining cars.
16:30	Tea is served. The train stops at **Gwanda** where guests have an opportunity to stroll through the village.
18:00	Depart for Bulawayo: second city of Zimbabwe, capital of Matabeleland and industrial capital of the country.
19:30	Dinner is served in the dining cars en route to Mpopoma. *Dress: Formal*
	DAY 4: HWANGE NATIONAL PARK
07:00	Breakfast is served in the dining cars until 10:00.
13:00	Lunch is served in the dining cars. The train travels between Gwaai and Dete along one of the world's longest stretches of straight railway line – 114 kilometres – and along the eastern edge of Hwange Park.
15:00	Enjoy a **game drive** at The Hide in **Hwange National Park**.
19:30	Dinner is served in the dining cars en route to Thompsons Junction. *Dress: Formal*
	DAY 5: VICTORIA FALLS
	Please ensure that your luggage is ready for collection at 09:45 and that you have your passport.
07:00	Breakfast is served in the dining cars until 09:30.
10:00	Arrive at journey's end at the incomparable **Victoria Falls, Zimbabwe**.

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

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

UPDATED 7 MAY 2021

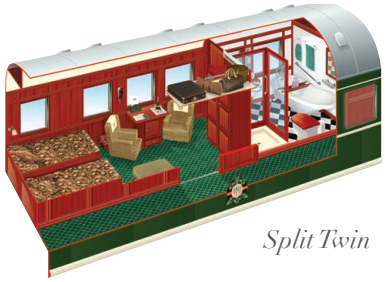
SPECIFICATIONS

ROYAL SUITES

±16m² • ±172ft²

Bed Dimensions: LxW in CM
Double: 200x189
Split Twin: 200x75

Double Lengthways



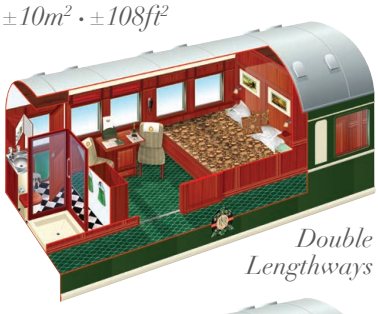
Split Twin

Minibar, air conditioning, writing desk, luggage shelf, cupboards, safe, en-suite bathroom with toilet, basin, bath and shower.

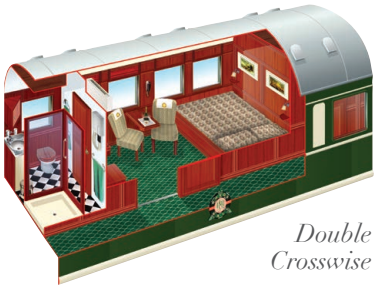
DELUXE SUITES

±10m² • ±108ft²

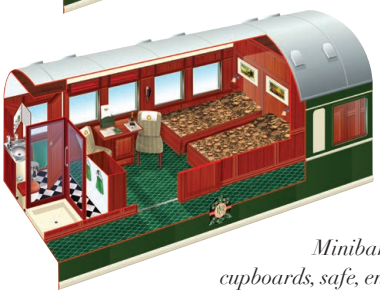
Bed Dimensions: LxW in CM
Double Lengthways: 189x189
Double Crosswise: 189x160
Split Twin: 189x75



Double Lengthways



Double Crosswise



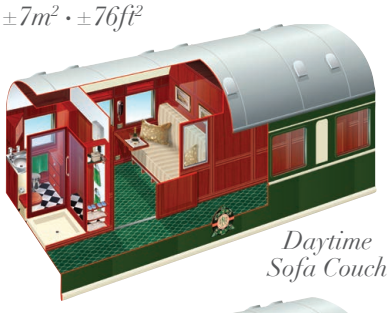
Split Twin

Minibar, air conditioning, writing desk, luggage shelf, cupboards, safe, en-suite bathroom with toilet, basin and shower.

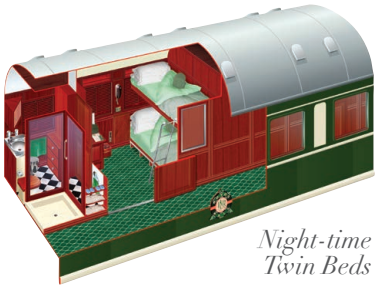
PULLMAN SUITES

±7m² • ±76ft²

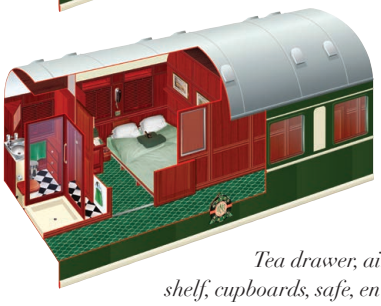
Bed Dimensions: LxW in CM
Double: 189x150
Side-by-side Twin: 189x75
Single lower: 189x94
Single upper: 189x60



Daytime Sofa Couch



Night-time Twin Beds



Night-time Double or Side-by-side Twin

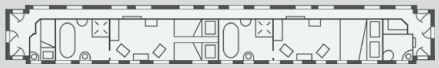
Tea drawer, air conditioning, fold-out writing desk, luggage shelf, cupboards, safe, en-suite bathroom with toilet, basin and shower.

THE SUITES & COACHES

Each train has accommodation carriages, dining cars, a lounge car (±26 seats), small gift shop, smoking lounge (±11 seats) and observation car (±32 seats) with open-air balcony. The three types of suites are elegant and spacious offering passengers privacy, comfort and luxury with double or twin beds and fittings and facilities that are of the highest standard. All have en-suites with shower, toilet, basin and bath (Royal only), tea facilities, safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.

Suite layouts may differ from images.

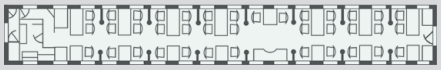
ROYAL SUITES



DELUXE SUITES

PULLMAN SUITES

PILLARED DINING CAR



BANQUETTE DINING CAR

OBSERVATION CAR

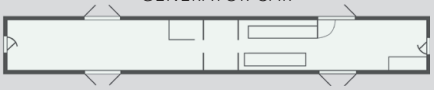
LOUNGE CAR

CLUB LOUNGE & DELUXE CAR

STAFF CAR

KITCHEN CAR

GENERATOR CAR



GENERAL INFO & FAQS

BOOKING: *To book as an agent or a guest, please contact reservations@rovos.co.za or call +27 (0) 12 315 8242.*
Upon written request via email/fax and subject to availability, we will **PROVISIONALLY** book your place on the chosen tour. Space is allocated and held BUT if another client requires definite suites, the holding agent/guest will be asked to confirm with a deposit payment or release the suite. Upon written confirmation via email/fax and a completed Reservation Form, final confirmation details and an invoice will be sent. Upon receipt of the relevant payment the booking will be **CONFIRMED**. On confirmation of a reservation, our Terms & Conditions will be deemed to have been accepted and will be strictly adhered to. See T&C on rovos.com.

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

PAYMENTS: Payment can be made via bank transfer to our ZAR (South African Rand) account. Please reference the payment with your invoice/reservation number and send us proof of payment via email/fax. Due to the high cost of credit card charges in South Africa, we prefer that all clients pay via bank transfer although credit card authorisation forms are available for guests booking directly only. We are a South African company and reserve the right to charge/refund in ZAR. As legally required, refunds are processed into the same account from which the initial payment was received. **Journeys invoiced in ZAR**: All bank transfers are processed/refunded in ZAR. **Journeys invoiced in USD**: USD bank transfers are processed/refunded in USD. **All credit card payments for all journeys** are processed/refunded in ZAR. Rovos Rail is not liable for any loss in currency due to rate of exchange fluctuations. Please request our bank details or forms from reservations@rovos.co.za.

PASSPORTS & VISAS: The onus is upon the client to ensure passports and visas, as may be required, are valid prior to departure for Africa. On the various journeys we travel: South Africa, eSwatini, Namibia, Botswana, Zimbabwe, Zambia, Tanzania, DRC and Angola. Some nationalities are eligible to purchase port-of-entry visas. Immigration forms will be available on board. Please ensure you have a minimum of US$200 in cash with you. Angolan and DRC visas must be obtained prior to travel. We request that Tanzanian visas are obtained prior to travel when possible. Passports must have at least **five blank VISA pages** and must be valid for at least **six months** from your return-home date. **Please enquire with us or check with the relevant embassies in good time.** Visas are also available through visa/booking agents.

SCHEDULING TIMES, ROUTES & EXCURSIONS: We wish to bring to your attention that Rovos Rail is solely reliant on the traction and railway services provided by the countries through which we travel. Our hands are regrettably tied when these services fail, be they due to locomotives, signals, overhead power-cable damage and/or theft, vandalism, electricity outages, railway tracks or issues with drivers etc. Delays can occur due to our reliance on these national organisations. Rovos Rail is not responsible and cannot be held liable for any delays or changes in tour arrangements that may be caused by natural or other factors beyond our control. Rovos Rail reserves the right to cancel or amend our routing, any excursions and the tour departure dates provided we can offer clients alternative excursions or departure dates. Rovos Rail cannot guarantee excursions or departure and arrival times. Our obligation to transport guests from departure to arrival points on schedule will override any commitment to excursions although we will endeavour to carry out all of the off-train experiences. **We strongly caution against same-day air travel on departure/arrival days due to possible delays with flights or the train**. Should you be delayed, kindly contact +27 (0) 12 315 8242.

JOURNEYS & PRIVATE HIRE: We offer a variety of journeys from 48 hours to 15 days that cover the sub-continent of Africa. The trains run year-round although some of our short journeys do not run during our winter months. We prefer you enjoy the full journey experience although you are permitted to disembark earlier at a convenient stop – keeping in mind the rate will remain the same. The scheduled journeys are available for full charter. You can also combine our 42- or 72-bed train with other entertaining products for bespoke charters including incentive groups, historical expeditions, cycling tours and private gatherings. The Events Train, suitable for day trips only, caters for up to 250 guests and is the perfect venue for weddings, incentives, conferences and product launches. See rovos.com.

ROVOS RAIL STATION TOUR & MUSEUM: A highlight for guests is a visit to the private station headquarters in Capital Park, Pretoria, where over 400 employees work assiduously to ensure the locomotives and trains are maintained to the highest standard. This is the busy hub of a provisioning operation that is world-class in terms of efficiency and attention to detail. The tour will show you the nuts and bolts of the company. We also have a museum showing a historical collection of train paraphernalia.

CHECK-IN: Please check-in a minimum of one hour before departure. Should you wish to visit our museum or do a site tour at Rovos Rail Station in Pretoria, we suggest arriving two hours prior to departure. If Pretoria is your arrival point, we suggest delaying your pick-up so you can enjoy the site tour. Passports are required at check-in. No vouchers are required. Luggage will be tagged and placed in your suite on board the train where you will find a full itinerary pack.

ADDRESSES	JOURNEY	CHECK-IN	DEPART	ARRIVE
PRETORIA: Rovos Rail Station, 1 Transnet Avenue, Capital Park, Pretoria, South Africa	**PRETORIA-CAPE TOWN**	10:00	11:00	18:00
	CAPE TOWN-PRETORIA	10:00 (Lounge)	11:00	17:00
CAPE TOWN: Rovos Rail **Lounge**, 1 Adderley Street, Paul Sauer Building, Cape Town, South Africa	**PRETORIA-DURBAN**	09:00	10:00	16:00 (Plat.14)
	DURBAN-PRETORIA	09:00 (Lounge)	10:00 (Plat.14)	16:00
DURBAN: Durban Station **Lounge**, Jelf Taylor Crescent, Stamford Hill, Durban, South Africa	**PRETORIA-VICTORIA FALLS** *3-NIGHT*	09:00	10:00	10:00
	VICTORIA FALLS-PRETORIA *3-NIGHT*	16:00 (Hotel)	17:00	10:00
	PRETORIA-VICTORIA FALLS *4-NIGHT*	17:00	18:00	10:00
	VICTORIA FALLS-PRETORIA *4-NIGHT*	16:00 (Hotel)	17:00	10:00
VICTORIA FALLS: Victoria Falls Hotel and Station, Mallet Drive, Victoria Falls, Zimbabwe	**PRETORIA-WALVIS BAY**	10:00	11:00	12:00
	WALVIS BAY-PRETORIA	10:00	11:00	17:00
WALVIS BAY: Walvis Bay Station, Corner 6th Street and 11th Road, Walvis Bay, Namibia	**GOLF SAFARI** *PRETORIA-PRETORIA*	11:00	12:00	10:00
	COLLAGE *PRETORIA-CAPE TOWN*	09:00	10:00	17:00
	COLLAGE *CAPE TOWN-PRETORIA*	08:30 (Lounge)	09:30	17:00
DAR: Tazara Station, Julius K. Nyerere Road, Dar es Salaam **CHECK-IN**: Serena Hotel, Ohio St, Dar es Salaam, Tanzania	**CAPE TOWN-DAR ES SALAAM**	09:30 (Lounge)	11:00	10:00
	DAR ES SALAAM-CAPE TOWN	09:30 (Hotel)	12:00	18:00
	DAR ES SALAAM-LOBITO	09:30 (Hotel)	12:00	10:00
LOBITO: Central Station, Av. Craveiro Lopes, Lobito, Angola **CHECK-IN**: Hotel Terminus, R. Robert Williams 16, Lobito	**LOBITO-DAR ES SALAAM**	10:00 (Hotel)	12:00	10:00
	VICTORIA FALLS-LOBITO	15:00 (Hotel)	16:00	10:00
	LOBITO-VICTORIA FALLS	10:00 (Hotel)	12:00	11:00

AMENITIES: Rovos Rail provides a complete amenity bag with the following South African products: soap (25g), tissues, shampoo (30ml), conditioner (30ml), bath and shower gel (30ml), hand and body lotion (30ml), lip balm (4.8g), sun cream SPF50 (8ml), insect repellent gel (8ml), cotton-wool pads, ear buds, a shoe mit, nail file, small sewing kit, ear plugs and a shower cap. Plug-in hairdryers – in addition to your bathroom unit (if applicable) – are available on board.

CHILDREN: We do accommodate children but we kindly ask parents to be sensitive to the adult nature and atmosphere of the train by keeping them respectful and quiet. Long journeys are not recommended for under 13s. Children between 0-2 years old are not permitted to travel. There are no child-minding facilities or activities available for children on board. See Child Policy on rovos.com.

CURRENCY

- South Africa – Rands only. We accept all major credit cards on the train.
- Outside of South Africa – Rands are accepted in Namibia and eSwatini. US Dollars are accepted in Zimbabwe, Tanzania (Dar es Salaam only), DRC and Angola. Cash is highly recommended. Hotels and major dealers accept credit cards.
- US Dollars printed before year 2013 or that look worn will not be accepted. Low denominations recommended for shopping/gratuities. Larger denominations recommended for exchanging money to local currency (especially in Tanzania) as you get a better rate.

DIETARY REQUIREMENTS: We will do our best to cater for dietary requirements provided a detailed request has been made at that time of your reservation. If a special request has not been made, the chefs will endeavour to prepare suitable meals with the ingredients available on board. We regret we are unable to prepare meals requiring strict religious observance in the preparation.

DINING: Meals on board are served in one sitting only in the dining cars and are complemented by a selection of fine South African wines. Breakfast: 07:00-10:00 • Lunch: 13:00 • Tea: 16:30 • Formal Dinner: 19:30. Bar service is from 07:00-±01:00. All meals are served at these times unless otherwise stated in the timetable. A gong heralds lunch and dinner.

DRESS

- **Days on board are smart casual:** Neat, conventional yet relatively informal in style combining casual and formal clothing pieces.
- **Evening attire is more formal:** For gentlemen a jacket and tie is a minimum requirement while for ladies we suggest cocktail/evening dresses or suits. On **long journeys** we enjoy **themed evenings** where guests can **dress up accordingly** or opt for **smart casual:**
  - **Golf Safari, African Collage, Dar es Salaam and Lobito Journeys:** 1 x "AFRICA" evening and 1 x "1920s" evening. *See itineraries.*
  - **Namibia Safari:** 1 x "AFRICA" evening. *See itineraries.*
- **Off-train excursions:** We recommend comfortable walking shoes, sun lotion and hats. If required, blankets and rain capes are available.
- **Game drives** are on open vehicles so please dress accordingly: mornings can be cool then warm up considerably; afternoons can be warm then cool down considerably. Please see average temperatures as a guide.

DRESSING GOWNS: We provide a comfortable one-size-fits-all gown plus slippers for each guest for use on board the train. If you wish to take one home, they are available to purchase from the Gift Shop.

ELECTRICITY: 220V AC 50Hz 3-point round-pronged wall plugs and 110V/220V 2-pin plugs for shavers and chargers. USB ports are in each suite. International adaptors available. A generator supplies power. Please be aware that certain breaks in power are necessary when servicing is required.

GIFT SHOP/ADMINISTRATION: There is a small gift shop on the train and at Rovos Rail Station in Pretoria. Due to the varying exchange rates, credit cards are preferred. The Administration Deputy on duty has a basic First Aid Kit and personal essentials (toothbrushes, razors, earplugs etc.). He/she will also fulfil any administrative requirements and check your onward arrangements.

GRATUITIES: Gratuities for the staff are at your discretion. If you wish to show your appreciation in this manner, there will be a suitably marked envelope in your suite that you can hand directly to the Train Manager who will distribute any amounts on a pro-rata basis (share) among the staff on board. An amount between ZAR100-300 (± US$10-20) per person per night is suggested, depending on the length of your journey. At the game lodges, it is customary to tip guides and lodge staff an estimated ZAR150 (± US$10) per guest per day.

LANGUAGES: The staff on board mainly speak English and local languages. For most of the long journeys and dependent on the language, translated itineraries and on-board information will be provided.

LAUNDRY: There is a LIMITED laundry service (10 items/day) on board comprising household washers, dryers and steam irons. The turnaround is 48 hours so we are unable to handle a week's worth of laundry. There are no dry-cleaning facilities en route or on board. Please note that while this a complimentary service we cannot be held responsible for items that may be damaged or lost in the process.

LOCOMOTION: Use of steam has become increasingly difficult over the years as more and more water and coaling facilities have been scrapped. Diesel or electric locomotives are used while steam is used in and around the area of Rovos Rail Station in Pretoria only.

LUGGAGE: It is possible to store luggage in your suite under the bed or above the door on a luggage rack, which provides ample space for storage. There are no luggage restrictions on board although we do not recommend more than two large suitcases. On selected long journeys, guests are provided with a Rovos Rail tog bag that can be used for overnight trips or hand luggage on aircraft. A soft bag is preferable on plane transfers with a luggage weight restriction of 15kg.

MAGAZINES, MAPS & GAMES: There are board games, cards, a card table (dependent), books and magazines available for your use in the lounge and observation cars while on board. In your suite is a map, itinerary and the *Journeys* magazine featuring articles of interest related to your route. If the map supplied is not comprehensive enough you may purchase a more detailed map from the Gift Shop.

MEDICAL

- **All guests are solely responsible for ensuring they are capable of undertaking the tours and activities.**
- Please inform us at the time of your reservation if you have any medical conditions, physical disabilities or allergies.
- We have a doctor on board on the 15-day Dar es Salaam and Lobito journeys.
- Anti-malarial precautions are recommended. Malaria areas: eSwatini, Kruger Park, Northern Botswana, Zimbabwe, Zambia, Etosha, Tanzania, DRC and Angola.
- Recommended immunisations (*not required*): Hepatitis A + B, Polio, Tetanus, Cholera (low risk).
- Ebola is confined to the northeast of DRC. We traverse the very southern tip of the country thousands of miles away on the Lobito journeys.
- A **Yellow Fever/Medical Exemption Certificate** is **essential** if travelling to/from **DRC** and **Angola**. Although all countries travelled through don't require this, countries guests return to ***after*** the trip often require them.
- Please consult your clinic or doctor. TRAVEL DOCTOR AFRICA *local* 0861 300 911 or *international* +27 (0) 11 214 9030.

MEDICAL EMERGENCIES: Each train is equipped with a standard medical kit, oxygen, automated external defibrillator and a wheelchair. For emergencies there are private healthcare hospitals available. Outside of South Africa, private hospitals are not guaranteed. We can organise evacuation either by road or air to a medical facility should this be required (own account). All our Train Managers have completed First Aid up to Level 3 and are trained in emergency situations. We do, however, strongly recommend that you explain your concerns to your travel insurance company so they can provide you with the necessary cover to meet and exceed such an eventuality.

MOBILE DEVICES & INTERNET: In maintaining the spirit of train travel there are no radios or television sets on board. The use of mobile phones, laptops and essentially anything that has the ability to disturb other guests is confined to the privacy of your suites only. The reception is poor while the train is moving. It is advised to contact your service provider to ensure the correct settings for network services are activated. Wi-Fi is available at our lounges in Cape Town and Pretoria and at most off-train accommodation (although not always guaranteed).

MOBILITY: We are able to accommodate guests with walking difficulties although we recommend an able-bodied passenger accompany them. We regret that the train is not suitable for wheelchair-bound passengers. Should you have mobility impairments/restrictions or special requirements, we urge you to inform your travel agent or Rovos Rail at the time of booking. See Mobility Info on rovos.com.

PETS: We do not allow any pets or emotional-support animals on board.

POSTAGE: Stamps are available for sale from the Gift Shop. Postcards may be handed to the Administration Deputy for posting.

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

SERVICE: A dedicated host/ess is available 24 hours a day. They can be called from the telephone in your suite. Your suite is cleaned daily and there is a nightly turndown service. The Train Manager and Deputy Train Manager are on hand throughout the journey to help with any queries. The Administration Deputy is available for an administrative requirements and is based at the Gift Shop.

SMOKING: On board the train, smoking is allowed in the smoking Club Lounge only. HOWEVER, please be mindful of other guests who do not smoke, that the train is generally made up of wood and DO NOT throw flammable items such as cigarette or cigar butts off the train. Bush fires in Africa are a constant and dangerous hazard. Please note at the time of your reservation if you are smoking or non-smoking so that the appropriate room might be requested at the hotels/lodges.

SPECIAL OCCASIONS: Please note at the time of your reservation if you are celebrating an occasion as we'd like to share it with you.

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

Each train has accommodation carriages, dining cars, a lounge car (±26 seats), small gift shop, smoking lounge (±11 seats) and observation car (±32 seats) with open-air balcony. The suites are elegant and spacious offering passengers privacy and comfort with double or twin beds and fittings and facilities that are of the highest standard. All have en-suites with shower, toilet, basin and bath (Royal only), tea facilities, safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.

1. **Royal Suites** (±16m^2/±172ft^2) each take up half a carriage and are spacious and elegant. Each has its own private lounge area and en-suite bathroom with Victorian bath, separate shower, toilet and basin. **BEDS:** Double 200x189 • Split Twin 200x75.
2. **Deluxe Suites** (±10m^2/±108ft^2) have a lounge area and en-suite bathroom with shower, toilet and basin. **BEDS**: Lengthways Double 189x189 • Crosswise Double 189x160 • Split Twin 189x75.
3. **Pullman Suites** (±7m^2/±76ft^2) on **SHORT journeys only** have an en-suite bathroom with shower, toilet and basin. During the day the suite is setup with a comfortable couch that can be converted into a few sleeping options. **BEDS**: Crosswise Double 189x150 • Side-by-side Twin 189x75 – this is achieved by making up the side-by-side twin mattresses with single-bed linen • Single Lower Bunk 189x94 • Single Upper Bunk 189x60.
4. **Pullman Gold Suites** (±7m^2/±76ft^2) on **LONG journeys only** have an en-suite bathroom with shower, toilet and basin. During the day the suite is setup with split twin beds configured as couches. **BEDS**: Double 189x189 • Split Twin 189x75.

TEMPERATURE & TIME ZONES: All public cars are fitted with gas-filled air-conditioning systems. Each suite has an individual air conditioner with temperature controls that can also be set to heat mode. Windows should be closed while operating the air-conditioning unit. Electric under-blankets are fitted on the bed.

AVERAGE TEMPS °C	JAN/FEB		MAR/APR		MAY/JUN		JUL/AUG		SEP/OCT		NOV/DEC		Rainfall Months	TIME ZONE
AREA	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max		
Cape Town, SA	16	28	13	26	9	21	7	19	9	22	13	27	Apr-Aug	GMT+2
Pretoria, SA	18	30	15	27	7	23	4	22	13	28	16	30	Oct-Mar	GMT+2
Durban, SA	21	29	19	28	12	25	16	25	16	26	19	28	Oct-Mar	GMT+2
Port Elizabeth, SA	17	23	15	21	12	20	11	18	12	18	15	21	May-Aug	GMT+2
Mbabane, ESwatini	16	28	13	27	5	23	5	23	10	26	14	28	Nov-Feb	GMT+2
Gaborone, Botswana	19	33	14	30	7	25	5	25	14	31	18	33	Dec-Mar	GMT+2
Vic Falls, Zimbabwe	15	29	14	29	8	23	7	27	16	28	16	26	Dec-Mar	GMT+2
Lusaka, Zambia	17	25	15	22	11	17	8	16	17	24	17	25	Dec-Mar	GMT+2
South Luangwa, Zambia	20	31	19	31	12	30	11	20	17	35	20	34	Nov-Mar	GMT+2
DAR, Tanzania	18	28	18	25	19	25	18	23	16	24	18	28	Mar-May	GMT+3
Walvis Bay, Namibia	16	22	15	22	11	22	10	20	11	18	13	20	March	GMT+2
Etosha Pan, Namibia	18	31	17	30	10	27	10	27	15	32	18	33	Jan-Mar	GMT+2
Lubumbashi, DRC	16	27	15	27	9	26	8	27	13	32	16	18	Nov-Mar	GMT+2
Lobito, Angola	28	32	29	34	25	33	20	28	22	25	26	30	Mar-Apr	GMT+1

THE TRACK: The track over which we travel is inconsistently maintained. If you wake at night imagining the train is travelling at high speed, be assured it is the state of the track below creating that impression. We restrict the train to 60km/h (37mph) and over bad sections reduce speed to as little as 20km/h (12mph). If you find it noisy, earplugs are available in your amenities bag and at the Gift Shop.

WATER: The water used on the train is carried in tanks under each coach. These tanks are filled every day but they cannot be topped up while the train is travelling. Please assist us by using water responsibly. Water inside the suites has been filtered and chlorinated; it is safe for bathing and brushing teeth only. Please use the bottled water provided for drinking.

TERMS & CONDITIONS

PROVISIONAL BOOKING: Upon written request via email/fax and subject to availability, we will provisionally book your place on the chosen tour. Space is allocated and held BUT if another client requires definite suites, the holding agent/guest will be asked to confirm with a deposit payment (see below) or release the suite.

CONFIRMED BOOKING: Upon written confirmation via email/fax and a completed Reservation Form, final confirmation details and an invoice will be sent. Upon receipt of the relevant payment the booking will be confirmed (see below). On confirmation of a reservation, our Terms & Conditions will be deemed to have been accepted and will be strictly adhered to.

CANCELLATION: Cancellation of a confirmed booking received prior to departure is subject to a fee of the per person tour price (see below). Cancellation insurance is compulsory as these fees will not be waived.

INDIVIDUALS: PAYMENT SCHEDULE

TO CONFIRM A BOOKING A DEPOSIT PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE THE DEPARTURE DATE	61+ DAYS BEFORE	60 DAYS BEFORE	*A provisional booking will be held for 14 days after which a 25% deposit is due. Final payment is due 60 days prior to travel.*
Cape Town, Victoria Falls, Durban	**25%**	**100%**	
Golf Safari, African Collage, Namibia, Dar es Salaam, Lobito, Copper Trail	**25%**	**100%**	

INDIVIDUALS: CANCELLATION POLICY

CANCELLATION OF A CONFIRMED BOOKING RECEIVED PRIOR TO DEPARTURE IS SUBJECT TO A FEE OF THE PER PERSON TOUR PRICE	365-91 DAYS BEFORE	90-61 DAYS BEFORE	60-31 DAYS BEFORE	30-0 DAYS BEFORE
Cape Town, Victoria Falls, Durban			**25%**	**100%**
Golf Safari, African Collage, Namibia, Dar es Salaam, Lobito, Copper Trail	**10%**	**25%**	**50%**	**100%**

GROUPS OF 10 OR MORE GUESTS: PAYMENT SCHEDULE & CANCELLATION POLICY

TO CONFIRM A BOOKING A NON-REFUNDABLE PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE DEPARTURE	365-246 DAYS BEFORE	245-181 DAYS BEFORE	180-121 DAYS BEFORE	120-61 DAYS BEFORE	60 DAYS BEFORE
Cape Town, Victoria Falls, Durban			**10%**	**20%**	**100%**
Golf Safari, African Collage, Namibia, Dar, Lobito, Copper Trail	**10%**	**30%**		**50%**	**100%**

- *For every 15 paying passengers, the 16th person sharing travels free of charge, confirmed at final invoice 60 days before departure.*
- *275 days before departure: the agent/group must provide an allocation sales update and release 20% of the unsold space (if a waitlist persists).*
- *245 days before departure: the agent/group must release a further 50% of the unsold space (if a waitlist persists).*
- *180 days before departure: the agent/group must release 100% of the unsold space.*

MAXIMUM TRAIN CAPACITY: 36 suites/72 guests. We reserve the right to alter this capacity as circumstances require.

MEDICAL: Guests are solely responsible for ensuring they are capable of undertaking the tours. Anti-malarial and Yellow Fever precautions may be required in countries being visited. A Yellow Fever or Medical Exemption Certificate is essential if travelling to/from Tanzania, DRC and Angola. Although all countries travelled through don't require this, countries guests return to after the trip often require them.

PAYMENTS: We are a South African company and reserve the right to charge/refund in ZAR. As legally required, refunds are processed into the same account from which the initial payment was received. **Journeys invoiced in ZAR**: All bank transfers are processed/ refunded in ZAR. **Journeys invoiced in USD**: USD bank transfers are processed/refunded in USD. All credit card payments for all journeys are processed/refunded in ZAR. Rovos Rail is not liable for any loss in currency due to rate of exchange fluctuations. There are no refunds for any part of a tour that might be missed due to personal reasons. **Cancellation insurance is compulsory.**

PASSPORTS & VISAS: The onus is upon the client to ensure passports and visas, as may be required, are valid prior to departure for Africa. Passports must have at least five blank VISA pages and must be valid for at least six months from your return-home date. Please enquire with us or check with the relevant embassies in good time. Visas are also available through visa/booking agents.

PHOTOGRAPHY: Rovos Rail reserves the right without notice to make use of any photography/film taken by our staff on the tour for general publicity purposes without payment or permission.

RATES: We will do our utmost to keep to the prices published. However, if increases are forced on us, Rovos Rail reserves the right to amend the tour price at any time prior to written confirmation of the reservation. Rate inclusions and exclusions are specified on the itineraries.

SCHEDULING TIMES, ROUTES & EXCURSIONS: Rovos Rail is solely reliant on the traction and railway services provided by the countries through which we travel. Our hands are regrettably tied when these services fail, be they due to locomotives, signals, overhead power-cable damage and/or theft, vandalism, electricity outages, railway tracks or issues with drivers etc. Delays can occur due to our reliance on these national organisations. Rovos Rail is not responsible and cannot be held liable for any delays or changes in tour arrangements that may be caused by natural or other factors beyond the control of Rovos Rail. Rovos Rail reserves the right to cancel or amend our routing, any excursions and the tour departure dates provided we can offer the passenger alternative excursions or departure dates. Rovos Rail cannot guarantee excursions or departure and arrival times. Our obligation to transport guests from departure to arrival points on schedule will override any commitment to excursions although we will endeavour to carry out all of the off-train experiences. We strongly caution against same-day air travel on departure/arrival days due to possible delays with flights or the train.

OF SPECIAL NOTE Although certain limited insurances have been arranged, neither Rovos Rail Tours (Pty) Ltd, nor its servants, agents or employees, shall be liable for any loss or damage to passengers' luggage or effects. Insofar as one of the tours may include a visit to a game reserve and whilst attacks by wild animals are extremely rare, similarly neither Rovos Rail, nor its servants, agents or employees, accept any liability whatsoever for any injury or incidents to passengers or their belongings. The passenger hereby waives any claim which he/she may have against Rovos Rail Tours (Pty) Ltd, its servants, agents, employees or subcontractors (all of the aforementioned being collectively referred to as 'Rovos Rail') for any injury and/or loss of any nature whatsoever (including, without limiting the generality of the a foregoing, consequential loss) arising for any reason of any nature whatever directly or indirectly out of any aspect of the tour including, without limiting the generality of the a foregoing, any form of transport used for the purpose of the tour. This waiver shall be binding on the passenger's executors, heirs, trustees and dependants. The passenger records that all the services and facilities provided to the passenger are accepted voluntarily and with full knowledge that they may expose the passenger to injury, danger or loss. The passenger further records that any statement, representation or information given to him/her by Rovos Rail shall, unless given in writing, not prejudice this waiver in any manner whatsoever. The passenger indemnifies Rovos Rail in respect of any claim that may be made by any third party against it arising out of any claim in respect of which the passenger gives the aforementioned waiver. This agreement shall be governed solely by laws of the Republic of South Africa.

ON CONFIRMATION OF A RESERVATION, OUR TERMS & CONDITIONS WILL BE DEEMED TO HAVE BEEN ACCEPTED AND WILL BE STRICTLY ADHERED TO. Persons completing this form accept and agree to all T&C. Persons completing this form on behalf of others warrant that they have full authority to do so and, on their behalf, accept and agree to all T&C. CANCELLATION INSURANCE IS COMPULSORY AS THESE FEES WILL NOT BE WAIVED.

Date of Trip:	Route:	Signature:
Name:		