PARADISREISER

ROVOS RAIL

Southern Cross

JOURNEY INFORMATION

PRETORIA-VICTORIA FALLS

11 NIGHTS

South Africa · Eswatini · Mozambique · Zimbabwe

ITINERARY & MAP

TRAIN CONFIGURATION

SUITE SPECIFICATIONS

GENERAL INFORMATION

TERMS & CONDITIONS

Great Southern Africa Train Adventures

ITINERARY

SOUTHERN CROSS

PRETORIA-VICTORIA FALLS

11 NIGHTS · 2500KM

	DAY 1: PRETORIA *Please check-in a minimum of one hour before departure. Should you wish to join a tour of the Rovos Rail Station and visit our museum, we suggest arriving two hours prior to departure.*
10:00	Depart from **Rovos Rail Station, Pretoria**. The train travels on the eastern line through the harsh coal-mining area of **eMalahleni** (Witbank) – where Rovos Rail was founded – and **Middelburg**, known as the "stainless steel capital of Africa". The Dutch railway building company, NZASM, built this line between Pretoria and Lourenço Marques (Maputo) from 1893 to 1895.
13:00	Lunch is served in the dining cars.
16:30	Tea in the lounge and observation cars.
19:30	Dinner is served in the dining cars. *Dress: Formal* ***Please ensure the Train Manager or Guest Services Manager has your passport.***
	DAY 2: PANORAMA ROUTE
06:00	Breakfast is served in the dining cars until 09:00.
09:00	Enjoy a tour of **Pilgrim's Rest, Bourke's Luck Potholes** and **Graskop** with lunch. The Graskop viewing lift *(own account)* descends 51m down the face of the gorge into the forest below where wooden walkways and suspension bridges meander along a 600m trail through the indigenous forest with an interactive exhibit.
17:00	Return (±75 min) to the train.
19:30	Dinner is served in the dining cars. The train travels to Malelane. *Dress: Formal* Pilgrim's Rest is a living museum and declared a National Monument. Gold was discovered in this area in 1873 attracting 1500 prospectors. Today many of the restored miner's houses serve as shops and restaurants. Bourke's Luck Potholes are strange deep cylindrical cavities formed by river erosion and floodwater. Blyde River Canyon Nature Reserve has the most spectacular viewpoints overlooking South Africa's Lowveld, so named because it is much lower than the high escarpment along which the Panorama Route runs.
	DAY 3: KRUGER PARK *BORDER: KOMATIPOORT, SOUTH AFRICA / RESSANO GARCIA, MOZAMBIQUE*
05:00	Breakfast is served in the dining cars.
07:00	Enjoy a **game drive** in the **Kruger National Park** with lunch and an opportunity for curio shopping.
16:30	Tea in the lounge and observation cars. The train travels to Maputo, Mozambique. Border formalities.
19:30	Dinner is served in the dining cars. *Dress: Formal* The famous Kruger Park (2-million hectares) is a world leader in advanced environmental management techniques and home to an impressive number of species, e.g. 336 species of trees, 49 species of fish, 34 species of amphibians, 114 species of reptiles, 507 species of birds and 147 species of mammals including the Big Five.

DAY 4: MAPUTO, MOZAMBIQUE

BORDER: GOBA, MOZAMBIQUE / MPAKA, ESWATINI

06:00 Breakfast is served in the dining cars until 09:00.
09:00 Enjoy a tour of **Maputo**, **Mozambique**, with lunch.
16:30 Tea in the lounge and observation cars. The train travels to Mpaka, eSwatini. Border formalities.
19:30 Dinner is served in the dining cars. *Dress: Formal*

Capital of Mozambique, Maputo is a city of contrasts offering an exciting mix of cultures. Its architecture is a blend of African, Portuguese and early colonial traditions with old Catholic churches side-by-side with mosques, fortresses, Victorian mansions and other buildings from a bygone era.

DAY 5: ESWATINI

BORDER: MPAKA, ESWATINI / KOMATIPOORT, SOUTH AFRICA

06:00 Breakfast is served in the dining cars.
08:30 Transfer (±90 min) to **Swazi Candles** and **Mantenga Cultural Village** for a visit with lunch at **Mantenga Lodge**.
16:30 Tea in the lounge and observation cars. Border formalities.
19:30 Dinner is served in the dining cars. The train travels to Hoedspruit. *Dress: Formal*

The tiny Kingdom of eSwatini (Swaziland) covers only 17000km^2, most of which is mountainous. For such a small country, it is surprising that it sustains two capital cities: Mbabane is the administrative capital, and Lobamba is the royal and legislative capital. In April 2018, Swaziland changed its name to the Kingdom of eSwatini (meaning "place of the Swazi") and is an absolute monarchy. It is landlocked and borders South Africa and Mozambique. At Swazi Candles, guests are invited to interact with the artisans as they make a variety of candles. Woodcarvings, colourful textiles and superb basketwork are also on display. Mantenga is nestled in the mountains overlooking 'Execution Rock'. The village is a living museum of old traditions that represents the classic Swazi lifestyle of the 1850s.

DAY 6: KAPAMA RESERVE & HESC

05:00 Continental breakfast is served in the dining cars.
05:30 Enjoy a game drive in **Kapama Reserve** followed by visit to the **Hoedspruit Endangered Species Centre**.
12:00 Lunch is served in the dining cars. The train travels to Louis Trichardt.
16:30 Tea in the lounge and observation cars.
19:30 Dinner is served in the dining cars. *Dress: "Africa" Theme or Smart Casual*

Situated in South Africa's northernmost province of Limpopo, renowned for its prolific and diverse wildlife, Kapama Private Game Reserve is home to over 40 different mammal species including the Big Five, approximately 350 bird species and a myriad smaller species. The Hoedspruit Endangered Species Centre is a unique African wildlife facility focusing on conservation and the sustainability of rare, vulnerable and threatened species. Founded on passion, the centre has adopted a holistic approach to its conservation activities such as the educating of surrounding communities, tourism, breeding, rehabilitation and anti-poaching, to name a few.

DAY 7: AT LEISURE ON BOARD

BORDER: MUSINA, SOUTH AFRICA / BEITBRIDGE, ZIMBABWE

07:00 Breakfast is served in the dining cars until 10:00. Pass through the Soutpansberg mountain range, part of a UNESCO Biosphere Reserve known for its biological diversity.
13:00 Lunch is served in the dining cars. The train crosses the semi-arid **Limpopo River** valley. 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."
16:30 Tea in the lounge and observation cars. The train travels baobab country.
19:30 Dinner is served in the dining cars. *Dress: Formal*

Limpopo Province is located in the far north of South Africa and shares borders with three neighbouring countries: Botswana, Zimbabwe and Mozambique. For this reason, the province is also known as the gateway to other African countries and also shares provincial borders with Gauteng, Mpumalanga and Northwest. The Limpopo landscape varies from one area to the other from tropical forests, bush and shrubs to semi-desert areas with small trees and bushes and mountains to flat land. Limpopo is divided into five regions, strategically located according to the cultural inhabitants. Capricorn is the central region predominantly occupied by the Bapedi people. Waterberg is the largest region with a majority of Tswana people. Vhembe in the far north is dominated by Vhavenda and Vatsonga. The Mopani region near the Kruger Park is Vatsonga whereas the Sekhukhuni region is dominated by Bapedi and Ndebele. Limpopo is the only province in South Africa with more than two cultural groups staying together in their original habitat in harmony. Other ethnic groups include English and Afrikaans people.

DAY 8: GREAT ZIMBABWE MONUMENT

06:00 Breakfast is served in the dining cars.
08:00 Transfer (±75 min) to the **Great Zimbabwe Monument** for a visit with lunch.
19:30 Dinner is served in the dining cars. The train travels to Gweru. *Dress: Formal*

The Great Zimbabwe Monument is an impressive monument situated on the southeastern edge of the central plateau and the largest precolonial monument south of the Egyptian pyramids. A celebrated achievement of the African people and a place where magical fables such as the story of *King Solomon's Mines* find their origins amongst the ruins of an ancient city built by the Rozwi people. Discover how these ancient people lived and mined gold and silver, which were ultimately taken out of Africa by Arabic and Portuguese traders. The area is also home to forests of precious timber such as teak, mahogany and mukwa.

DAY 9: ANTELOPE PARK

06:00 Breakfast is served in the dining cars.
08:00 Transfer (±30 min) to **Antelope Park** for a visit with lunch. *Optional extras include canoeing, game drives, horseback game viewing, elephant interaction, bird-watching cruises and so on (see price list).*
16:30 Tea in the lounge and observation cars. The train travels to Bulawayo, the second city of Zimbabwe, capital of Matabeleland and industrial capital of the country.
19:30 Dinner is served in the dining cars. *Dress: Formal*

Set in over 3000 acres of open savannah grassland, Antelope Park is a haven of tranquillity welcoming guests and volunteer eco-tourists alike. It is home to the world-famous African Lion and Environmental Research Trust (ALERT) lion rehabilitation programme, which is a multiphase lion conservation initiative. It is Africa's first genuine programme working to ethically reintroduce the offspring of captive-bred African lions back into the wild.

DAY 10: MATOBO NATIONAL PARK

06:00 Breakfast is served in the dining cars until 09:00.
09:00 Transfer (±60 min) to **Matobo National Park** to see bushmen caves, rock art and the grave of Cecil John Rhodes.
16:30 Tea in the lounge and observation cars. The train travels to Kennedy.
19:30 Dinner is served in the dining cars. *Dress: Formal*

Matobo (or Matopos), meaning 'bald heads', was the name chosen for the area by the Ndebele King, Mzilikazi. He is buried in the Matobo hills just a short distance from the park. It is an apt description of the dramatic hills and granite rocks of this area. The park is also the site of Cecil John Rhodes' grave at the summit of Malindidzimu – 'hill of benevolent spirits'. He referred to this hill as having a view of the world. His grave is carved out of solid granite and surrounded by a natural amphitheatre of boulders. A visit can be made to one of the more accessible bushman caves, of which there are many hidden amongst the hills. Matobo is a UNESCO World Heritage Site.

DAY 11: HWANGE NATIONAL PARK

05:00 Breakfast is served in the dining cars.
06:30 Enjoy a **game drive** and packed lunch in **Hwange National Park**.
16:30 Tea in the lounge and observation cars. The train travels along one of the world's longest stretches of straight railway line – 114 kilometres (Gwaai–Dete) – and along the eastern edge of Hwange Park.
19:30 Dinner is served in the dining cars. The train travels to Thompson's Junction. *Dress: "1920s" Theme or Smart Casual*

Situated in the northwest corner of Zimbabwe, Hwange National Park covers 1 462 000 hectares making it the nation's largest wildlife area. It contains a variety of animals and bird species but is well-known for its prolific lion population.

DAY 12: VICTORIA FALLS

Please ensure your luggage is ready for collection 15 minutes before arrival and that you have your passport.

07:00 Breakfast is served in the dining cars until 09:30.
10:00 Arrive Victoria Falls Station. Check out of train and walk across to **Victoria Falls Hotel.**
11:00 Meet for a **walking tour of the village and the Falls** with lunch.
16:00 Meet at the hotel for a **sunset cruise** on the Zambezi River.
18:30 Return to Victoria Falls Hotel for journey's end.

The little station of Victoria Falls was first reached by railway in June 1904. Old colonial buildings, bougainvillea and palm trees against the backdrop of the Victoria Falls Hotel form a charming oasis of soft sweetness after the rugged dryness of the landscape. The Victoria Falls is one of nature's great revelations on a par with the Grand Canyon, Mount Everest and an erupting volcano. It is believed that there have existed no less than seven different Victoria Falls over the past two million years. These cascades correspond to the lower gorges of the Zambezi. The present falls is wearing from Devil's Cataract northwards, eroding the softer material behind the present basalt base of the falls. When eventually all the soft matter has been removed, the Victoria Falls will move back, a fresh gorge will yawn and where the falls are now will become a new site for tourists. Although just over a mile long (1.7km), the falls are broken up by various small islands, including Livingstone Island. At their deepest, the falls are 108m deep at Rainbow Falls.

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.
In your suite is a *Journeys* magazine featuring articles of interest related to the route. Please ensure passports and the required visas are valid prior to departure for Africa. View Passport & Visa Guide. Train station platforms are not always accessible from ground level. View Mobility Info.

We strongly discourage giving any form of handout to children while travelling. This action may have detrimental consequences to local communities. If you would like to give responsibly, we support many local charities and would be happy to assist.

INCLUDED: Accommodation; all meals; all beverages on board; room service; limited laundry; guided excursions (where applicable); preselected local wines, beers and soft drinks on excursions; entrance fees as per itinerary; govt tax. **EXCLUDED**: All other beverages; international sparkling wine; 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

TRAIN CONFIGURATION

1

DIESEL AND/OR ELECTRIC LOCOMOTIVE

2

PULLMAN COACH

3

DELUXE COACH

4

ROYAL COACH

5

LOUNGE CAR WITH GIFT SHOP

6

KITCHEN CAR

7

DINING CAR

8

ROYAL COACH

9

DELUXE COACH

10

PULLMAN COACH

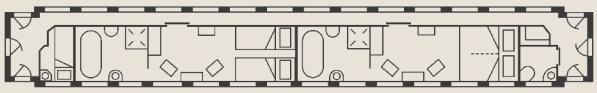
11

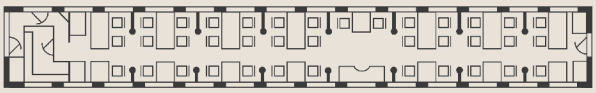
CLUB CAR WITH SMOKING LOUNGE

12

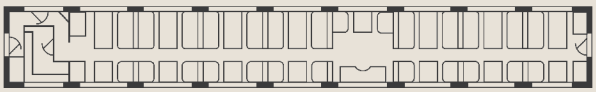
OBSERVATION CAR WITH OPEN-AIR BALCONY

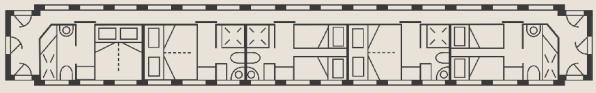
CONFIGURATION Above is the general make-up of the train from the front, which is dependent on capacity. Diesel or electric locomotives are used while steam is used in and around the area of Rovos Rail Station in Pretoria only. Each train has accommodation carriages, dining cars (±42 seats each), a lounge car (±26 seats), small gift shop, smoking lounge (±11 seats) and observation car (±32 seats) with an open-air balcony. **DINING & LOUNGES** Dependent on the number of passengers on a journey, the train is setup with one or two dining cars made up of two-seaters and four-seaters where guests eat together or individually. Meals on board are served in one sitting only. Breakfast 07:00-10:00 • Lunch 13:00 • Tea 16:30 • Dinner 19:30. All meals are served at these times unless otherwise stated in the itinerary. The lounge and observation cars have great mingling areas or quiet corners to while away the days. On most days, afternoon tea is served while bar service is from ±07:00-01:00. There are board games, cards, a card table (dependent), books and magazines available. There is also a small gift shop on board open between meals. Smoking is allowed in the Club Lounge and Combo Lounge only. **SUITES** The suites offer privacy, comfort and modern conveniences with double or twin beds. All have ensuite bathrooms with a bath (Royal only), shower, toilet and basin.

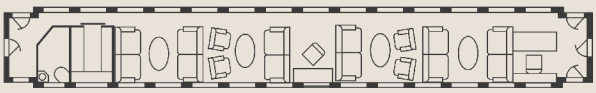

ROYAL COACH


PILLARED DINING CAR

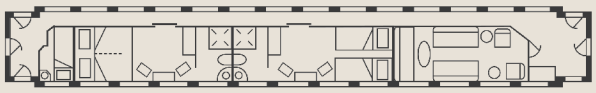
DELUXE COACH


BANQUETTE DINING CAR

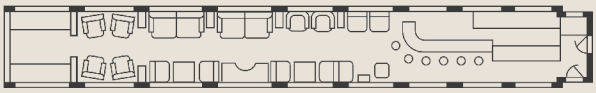

PULLMAN GOLD COACH


LOUNGE CAR WITH GIFT SHOP

PULLMAN COACH


CLUB CAR WITH DELUXE SUITES AND SMOKING LOUNGE

COMBO LOUNGE WITH SMOKING BOOTH


OBSERVATION CAR WITH OPEN-AIR BALCONY

SUITE SPECIFICATIONS

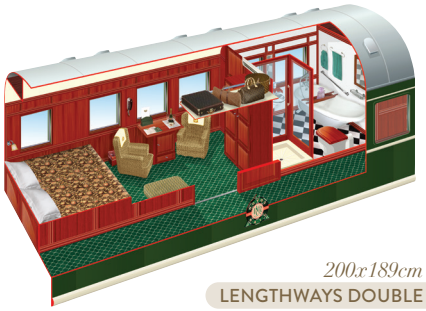
THE SUITES offer privacy, comfort and modern conveniences with double or twin beds. All mattresses have a soft and hard side with the soft side up from the outset, which can be changed on request. All pillows are faux-down microfiber with a cotton down-proof casing. Double beds are made up with fitted sheets and blankets with single duvets at night-time. All suites have an ensuite bathroom, linen, amenities, adequate suitcase storage, small cupboards with hangers and shelves and are serviced daily. Some Royals and Deluxes have a room divider. **Suite layouts may differ from images.**

ROYAL SUITES

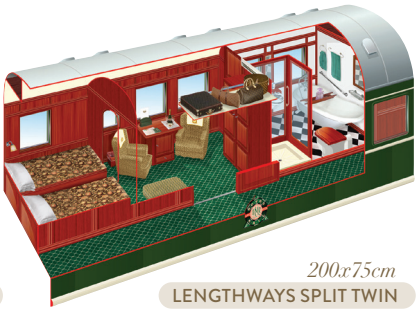
±16m²±172ft²

BED DIMENSIONS: LxW

Minibar, air conditioning, writing desk, luggage shelf, cupboards, safe, bath, shower, toilet, basin.



200x189cm
LENGTHWAYS DOUBLE

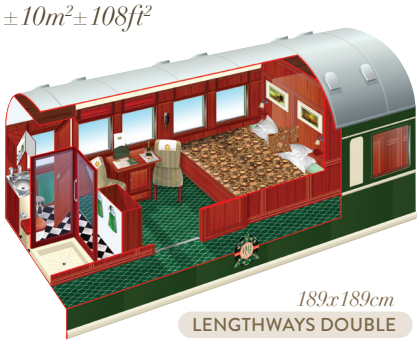


200x75cm
LENGTHWAYS SPLIT TWIN

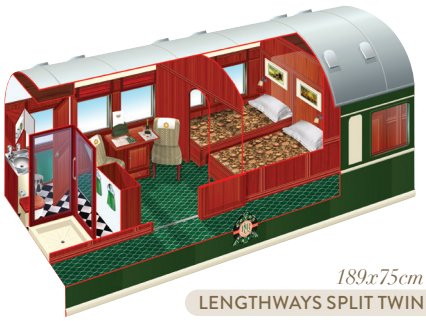
DELUXE SUITES

±10m²±108ft²

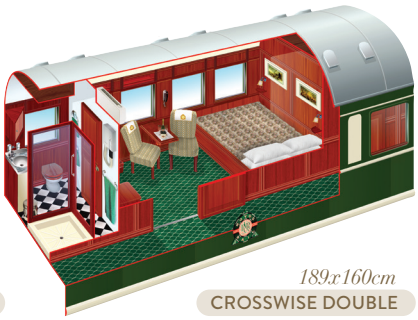
Minibar, air conditioning, writing desk, luggage shelf, cupboards, safe, shower, toilet and basin.



189x189cm
LENGTHWAYS DOUBLE



189x75cm
LENGTHWAYS SPLIT TWIN

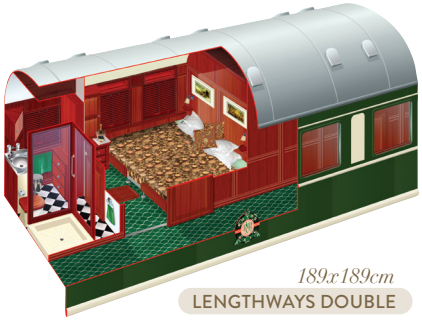


189x160cm
CROSSWISE DOUBLE

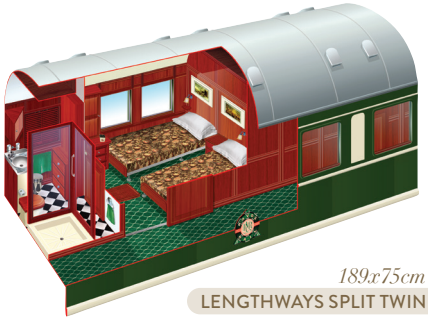
PULLMAN GOLD SUITES

±7m²±76ft²

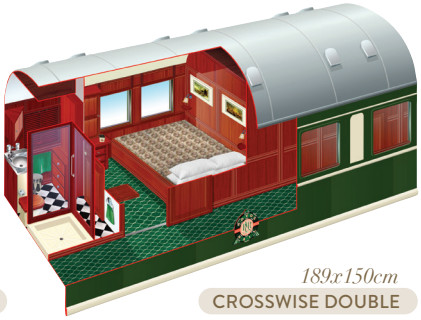
Minibar, air conditioning, fold-out writing desk, luggage shelf, cupboards, safe, shower, toilet and basin. On arrival, a lengthways-bed suite is setup with lengthways split twin beds configured as sofas that can be converted into a lengthways double. Mostly used on Long Journeys only dependent on capacity.



189x189cm
LENGTHWAYS DOUBLE



189x75cm
LENGTHWAYS SPLIT TWIN

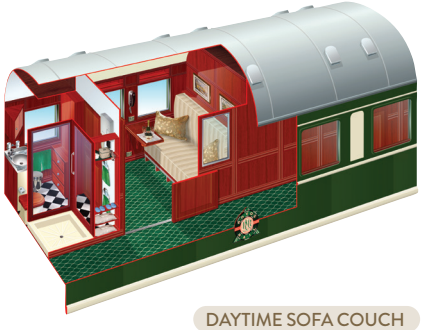


189x150cm
CROSSWISE DOUBLE

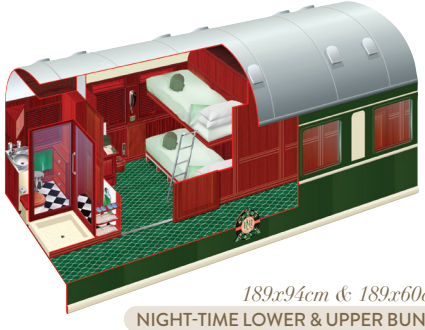
PULLMAN SUITES

±7m²±76ft²

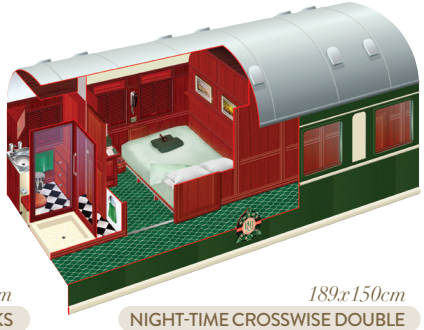
Minibar, air conditioning, fold-out writing desk, luggage shelf, cupboards, safe, shower, toilet and basin. Mostly used on Short Journeys only dependent on capacity.



DAYTIME SOFA COUCH



189x94cm & 189x60cm
NIGHT-TIME LOWER & UPPER BUNKS



189x150cm
NIGHT-TIME CROSSWISE DOUBLE

GENERAL INFO & FAQS

BOOKING

PROVISIONAL: Upon written request via email and subject to availability, we will provisionally book your place on the chosen tour and send you a proforma invoice. Space is allocated and held without financial commitment for 14 days after which a deposit payment is required to confirm the booking. The provisional hold may be extended on request and subject to availability.
CONFIRMED: Upon receipt of the relevant payment and a completed Reservation Form, we will confirm your booking and send you an invoice. On confirmation of a reservation, our T&C will be deemed to have been accepted and will be strictly adhered to. Upon receipt of full payment, travel is permitted. Should full payment not be received when due, we are within our rights to cancel the booking and cancellation fees will apply. The collection of Reservation Forms with passport details and other information is crucial for us to fulfil our obligations, verify the identity of our passengers, comply with immigration laws where necessary and safeguard our passengers' legitimate interests. **CANCELLATION**: Cancellation of a confirmed booking received prior to departure is subject to a fee of the per person tour price. See T&C. **Cancellation insurance is compulsory** as these fees will not be waived. Postponement requests follow the same terms as cancellations. However, should we be able to resell the suite at full value, the cancellation fees will be waived.

INSURANCE

We offer insurance to South African residents. For international guests we suggest you contact your local insurance agent for assistance. Please email us your travel insurance policy clearly stating the company, policy number and 24-hour medical emergency telephone number.

PAYMENTS

Payment can be made via bank transfer or credit card.

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. On the various journeys we travel: South Africa, eSwatini, Namibia, Botswana, Zimbabwe, Mozambique, Zambia, Tanzania, DRC and Angola. **Zimbabwean, DRC and Angolan visas must be obtained prior to travel. We request that all other visas are obtained prior to travel when possible to avoid potential delays at the border posts**. 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. Please check with the relevant embassies in good time and visit rovos.com/visas for more details including ports of exit/entry.

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 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**. It is very important that we have your arrival and departure details.

JOURNEYS & PRIVATE HIRE

We offer a variety of journeys from two to 16 nights that cover the subcontinent 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.

ROVOS RAIL STATION TOUR & MUSEUM

A highlight for guests is a visit to the private station headquarters in Pretoria where the Rovos team 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. To enjoy the tour, please arrive two hours before departure. If Pretoria is your arrival point, we suggest delaying your pick-up by ±90 minutes so you can join the tour.

CHECK-IN

Please check-in a minimum of one hour before departure. If Rovos Rail Station in Pretoria is your starting point and you wish to do a station tour, we suggest arriving two hours before departure. Passports and relevant visas 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.

- **PRETORIA** Rovos Rail Station, 1 Transnet Avenue, Capital Park, Pretoria, South Africa
- **CAPE TOWN** Rovos Rail Lounge, 1 Adderley Street, Paul Sauer Building, Cape Town, South Africa
- **DURBAN** Durban Station Lounge, Jelf Taylor Crescent, Stamford Hill, Durban, South Africa
- **VICTORIA FALLS** Victoria Falls Hotel and Station, Mallet Drive, Victoria Falls, Zimbabwe
- **WALVIS BAY** Walvis Bay Station, Corner 6th Street and 11th Road, Walvis Bay, Namibia
- **COPPER TRAIL JOURNEY CHECK-IN** Hotel Terminus, R. Robert Williams 16, Lobito, Angola
- **LOBITO** Central Station, Avenue Craveiro Lopes, Lobito, Angola
- **DAR ES SALAAM JOURNEY CHECK-IN** Serena Hotel, Ohio Street, Dar es Salaam, Tanzania
- **DAR ES SALAAM** Tazara Station, Julius K. Nyerere Road, Dar es Salaam, Tanzania

AMENITIES

We have the following South African biodegradable and/or recyclable products on board: all-natural soap (40g), shampoo (50ml), hand and body wash (50ml), hand and body lotion (50ml) and insect repellent spray (for journeys over four days) using wild-harvested, certified African oils and extracts free of chemicals, toxins, parabens, artificial colourants, perfume and petroleum-derived ingredients with no testing done on animals; chemical-free lip balm (15ml); bamboo tissues; reusable bamboo rounds; bamboo ear buds; bamboo natural-bristle toothbrushes; natural toothpaste tablets; a compostable shower cap and cotton-and-wax ear plugs. Other complimentary items such as sun cream, razors and nail files are available at the Gift Shop.

BATHROOMS & TOILETS

Every suite has an ensuite bathroom. Plug-in hairdryers – in addition to your bathroom unit (if applicable) – are available on board. There are 110V 2-prong plugs for shavers and a 220V 2-pin plug for chargers. Some suites have vacuum toilets, which significantly reduce water usage by 80% using air instead of water. Our biodegradable chemical-free toilet rolls are made using the waste from the sugarcane industry and are hand-wrapped in eco-friendly paper.

BEVERAGES

The 300-year-old South African wine industry has allowed us to carefully curate a selection of wonderful wines with some estates being stocked on board since our first journey in 1989. We have a superb collection of local and international beverages on board with a proud focus on South African offerings. The locally manufactured spirit, beer and mixer industry is a vibrant and thriving business. From gin, vodka, rum, agave (tequila), digestifs, grappa, liqueurs, whisky and world-renowned brandies, we are very proud to stock them in our onboard bars.

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.

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 2017 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.

DIETARIES

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

DINING

Dependent on the number of passengers on a journey, the train is setup with one or two dining cars made up of two-seaters and four-seaters where guests eat together or individually. We welcome all travellers – singles, couples and groups. Meals on board are served in one sitting only in the dining cars. Breakfast: 07:00-10:00 • Lunch: 13:00 • Tea: 16:30 • Dinner: 19:30. Bar service is from 07:00-±01:00. All meals are served at these times unless otherwise stated in the itinerary. 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.
- **Dinner on board is formal:** For gentlemen, a collar and tie are mandatory while a jacket is optional. For ladies, we suggest cocktail/evening dresses or suits. Please respect this dress code.
- On **long journeys** we enjoy **themed evenings** where guests can **dress up accordingly** or opt for **smart casual:** 1 x “AFRICA” evening and/or 1 x “1920s” evening. *See itineraries.*
- **Charters**: The dress code is usually determined by the group chartering the train otherwise the above applies.
- **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

20V 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 are available. A generator supplies power. Please be aware that certain breaks in power are necessary when servicing is required.

GIFT SHOP & GUEST SERVICES

There is a small gift shop on the train (open between meals) and at Rovos Rail Station in Pretoria. Where possible, items sold in our gift shop are made in South Africa and sourced from local companies supporting community upliftment. Due to the varying exchange rates, credit cards are preferred. The Guest Services Manager on duty has a basic first aid kit and personal essentials such as razors and sun cream. He/she will also fulfil any administrative requirement 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 among the staff on board. An amount between ±ZAR450 (±US$25) per guest per night on board is suggested, depending on the length of your journey. At the game lodges, it is customary to tip guides and lodge staff an estimated ±ZAR450 (±US$25) per guest per day. Rate of exchange valid at time of print.

LANGUAGES

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

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. Should you wish to have your shoes cleaned by your host/ess, a bag is provided in your suite cupboard. Please note that while laundry is 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 water and coaling facilities have been scrapped. Diesel or electric locomotives are used while steam is used at 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. 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 Dar es Salaam and Copper Trail journeys.
- Anti-malarial precautions are recommended. Malaria areas: eSwatini, Kruger Park, Etosha, Northern Botswana, Zimbabwe, Mozambique, Zambia, Tanzania, DRC and Angola.
- Recommended immunisations (*not required*): Hepatitis A + B, Polio, Tetanus, Cholera (low risk).
- Ebola is confined to the northeast of DRC. On the Copper Trail journey, we traverse the very southern tip of the country thousands of miles away.
- 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)11 888 5505.

MEDICAL EMERGENCIES
Each train is equipped with a standard medical kit, oxygen, automated external defibrillator and a wheelchair. All management on board have completed First Aid up to Level 3 and are trained in emergency situations while general staff have completed Level 1 First Aid. 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). 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 is no radio, television or WiFi on board. The use of mobile phones, laptops and essentially anything that has the ability to disturb other passengers is confined to the privacy of your suites only. We understand devices are used for taking photos and reading but talking to friends and catching up with emails is discouraged in public areas so as to not intrude on guests who want to disconnect and relax. The reception is poor while the train is moving. It is advised to contact your service provider to ensure the correct settings for network services are activated. WiFi is available at our lounges in Cape Town and Pretoria and at most off-train accommodation (although not guaranteed).

MOBILITY
We 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 Guest Services Manager for posting.

PRODUCE
Where possible, our foodstuffs are locally sourced, plant-based and free from refined sugars, added grains, added dairy, preservatives and artificial ingredients. Our locally sourced meats are ethically farmed using best practices from sustainable supply chains. Our seafood comes from independent fish farmers that are certified GAqP. Where possible, all packaging is earth-friendly, biodegradable and/or recyclable.

RECYCLING
At our private station in Pretoria, we have built a sorting facility where we recycle everything we possibly can. On site and on board, we have installed tin and glass crushers that have helped us tremendously to create space on board but, more importantly, have opened doors to willing and able recycling collectors on our longer routes. All food that cannot be used due to shelf life, for example, is donated to local charities, schools, hospitals and orphanages while any wet waste is composted on site. We use recyclable paper or biodegradable, plantable paper that grows into beautiful living herbs, vegetables or flowers when planted.

SECURITY
An electronic safe is provided in the cupboard in each suite. When on board, we encourage you to close shutters or preferably shutters and windows when not in your suites and to be particularly mindful when passing through stations. The train doors in the passages are all locked from the inside and all suite doors 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 Guest Services Manager is available for any administrative requirement and is based at the Gift Shop.

SHOESHINE
Should you wish to have your shoes cleaned by your host/ess, please place them in the bag provided in your suite cupboard.

SMOKING
On board the train, smoking is allowed in the Club Lounge and Combo 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 & PUBLIC CARS *Measurements in centimetres (cm) = Length x Width*
Each train has accommodation carriages, dining cars (±42 seats each), a lounge car (±26 seats), small gift shop and observation car (±32 seats) with an open-air balcony. Smoking is allowed in the club/combo lounge only (±8-11 seats). The suites offer passengers privacy, comfort and modern conveniences with double or twin beds. All mattresses have a soft and hard side with the soft side up from the outset, which can be changed on request. All pillows are faux-down microfiber with a 233TC 100% cotton down-proof casing. All double beds are made up with fitted sheets and blankets with single duvets at night-time. All suites have an ensuite bathroom, minibar, air conditioning, writing desk, luggage shelf, safe, linen and amenities and are serviced daily. There is adequate storage for suitcases and small cupboards with hangers and shelves. Some Royals and Deluxes have a room divider. ***Suite layouts may differ from images.***

1. A **Royal Suite** (±16m^2/±172ft^2) takes up half a carriage with its own private lounge area and ensuite bathroom with Victorian bath, separate shower, toilet and basin. **BEDS:** Lengthways Double 200x189 • Lengthways Split Twin 200x75.
2. A **Deluxe Suite** (±10m^2/±108ft^2) has a lounge area and ensuite bathroom with shower, toilet and basin. **BEDS**: Lengthways Double 189x189 • Lengthways Split Twin 189x75 • Crosswise Double 189x160.
3. A **Pullman Gold Suite** (±7m^2/±76ft^2) – mostly used on **LONG JOURNEYS** only dependent on capacity – has an ensuite bathroom with shower, toilet and basin. On arrival, a lengthways-bed suite is setup with lengthways split twin beds configured as sofas that can be converted into a lengthways double. **BEDS**: Lengthways Double 189x189 • Lengthways Split Twin 189x75 • Crosswise Double 189x150.
4. A **Pullman Suite** (±7m^2/±76ft^2) – mostly used on **SHORT JOURNEYS** only dependent on capacity – has an ensuite bathroom with shower, toilet and basin. During the day the suite is setup with a comfortable sofa that can be converted into a few sleeping options. **BEDS**: Single Lower Bunk 189x94 • Single Upper Bunk 189x60 • Crosswise Double 189x150.

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
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
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
Maputo, Mozambique	23	31	21	30	15	27	15	26	18	28	21	30	Nov-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
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. Our bottles are made locally from plants and are biodegradable and 100% compostable. The bio-based polymer originates from GMO-free and organic feedstocks such as sugarcane, corn, potatoes and beets from sustainable, annually renewable resources.

OUR GREEN JOURNEY
With the worldwide environmental crisis in mind, we have sought eco-friendly locally made solutions for onboard use wherever possible. We handpick partners who share our commitment to protect the environment, conserve wildlife and benefit local communities. We are the green train after all.

TERMS & CONDITIONS

DIRECT GUESTS AND AGENTS: THE BELOW PAYMENT AND CANCELLATION POLICIES APPLY. IF YOU ARE A GUEST THAT HAS BOOKED THROUGH AN AGENT, THEIR PAYMENT AND CANCELLATION POLICIES APPLY.

PROVISIONAL BOOKING: Upon written request via email and subject to availability, we will provisionally book your place on the chosen tour and send you a proforma invoice. Space is allocated and held without financial commitment for 14 days after which a deposit payment is required to confirm the booking. The provisional hold may be extended on request and subject to availability.

CONFIRMED BOOKING: Upon receipt of the relevant payment and a completed Reservation Form, we will confirm your booking and send you an invoice. On confirmation of a reservation, our T&C will be deemed to have been accepted and will be strictly adhered to. Upon receipt of full payment, travel is permitted. Should full payment not be received when due, we are within our rights to cancel the booking and cancellation fees will apply.

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 <u>compulsory</u> as these fees will not be waived.** Postponement requests follow the same terms as cancellations; however, should we be able to resell the suite at full value, the cancellation fees will be waived.

INDIVIDUALS: PAYMENT SCHEDULE

TO CONFIRM A BOOKING, A DEPOSIT PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE DEPARTURE	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 departure.*
Cape Town, Victoria Falls, Durban	25%	100%	
Golf, Namibia, Southern Cross, Collage, Trilogy, Copper Trail, Dar	25%	100%	

INDIVIDUALS: CANCELLATION POLICY

CANCELLATION OF A CONFIRMED BOOKING RECEIVED BEFORE 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, Namibia, Southern Cross, Collage, Trilogy, Copper Trail, Dar	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, Namibia, Southern Cross, Collage, Trilogy, Copper Trail, Dar	10%	30%		50%	100%

For every 15 full-fare paying passengers, the 16th person sharing travels free of charge in the lowest suite category booked, which is confirmed at final invoice 60 days before departure.

ALLOCATIONS: Agents intending to offer scheduled group departures are subject to a separate set of terms.

DIRECT GUESTS, AGENTS AND GUESTS WHO HAVE BOOKED THROUGH AN AGENT: THE BELOW T&C APPLY.

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.

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. *Visit rovos.com*

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.** Rovos Rail will never change our banking details and/or credit card link via email. Should you receive an email whether on the company's letterhead or in any other form advising you to use alternative banking details and/or credit card link, ignore same and please notify Rovos Rail immediately.

PHOTOGRAPHY & VIDEOGRAPHY: Rovos Rail reserves the right without notice to make use of any photography/video taken 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 <u>strongly</u> caution against same-day air travel on departure/arrival days due to possible delays with flights or the train.**

DIRECT GUESTS AND GUESTS WHO HAVE BOOKED THROUGH AN AGENT: THE BELOW GUEST INDEMNITY APPLIES.

GUEST INDEMNITY: Although certain limited insurances have been arranged, Rovos Rail Tours (Pty) Ltd (herein referred to as 'Rovos Rail'), 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, its servants, agents, employees or subcontractors for any injury and/or loss of any nature whatsoever (including, without limiting the generality of the aforegoing, 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 aforegoing, 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 BOOKING, OUR TERMS AND CONDITIONS WILL BE DEEMED TO HAVE BEEN ACCEPTED AND WILL BE STRICTLY ADHERED TO. PERSONS MAKING AND CONFIRMING A BOOKING ON BEHALF OF OTHERS WARRANT THAT THEY HAVE FULL AUTHORITY TO DO SO AND, ON THEIR BEHALF, ACCEPT AND AGREE TO ALL OUR TERMS AND CONDITIONS.