



SOUTHERN CROSS
SOUTHBOUND
VICTORIA FALLS-PRETORIA

JOURNEY INFORMATION

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Terms & Conditions



SHONGOLOLO
EXPRESS



**SHONGOLOLO
EXPRESS**

SOUTHERN CROSS ITINERARY

SOUTHBOUND VICTORIA FALLS-PRETORIA • 12 DAYS • 2500KM



MEALS INCLUDED: Breakfast (B), Lunch (L), Dinner (D).

DAY 1 - VICTORIA FALLS		(D)
<p>10:30 Meet at Victoria Falls Hotel. Luggage will be taken to the train by Shongololo staff. 11:00 Enjoy a tour of the Victoria Falls. 16:00 Reception at Victoria Falls Hotel. 17:00 The train departs for Dete. 19:30 Dinner is served in the dining cars.</p>	<p>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.</p>	
DAY 2 - HWANGE NATIONAL PARK		(B,L,D)
<p>05:00 Breakfast is served in the dining cars until departure. 06:30 Full-day game drive in Hwange National Park with a packed lunch (<i>provided</i>). 16:00 Return to the train. 16:30 Tea is served in the lounge and observation car. 18:00 Depart for Bulawayo. 19:30 Dinner is served in the dining cars.</p>	<p>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.</p>	

DAY 3 - MATOPOS NATIONAL PARK		<i>(B,L,D)</i>
07:00	Breakfast is served in the dining cars until departure.	
09:00	Full-day tour of Matopos National Park with lunch. Visit the grave of Cecil John Rhodes as well as bushmen caves.	
16:00	Return to the train.	
16:30	Tea is served in the lounge and observation car.	
18:00	Depart for Dabuka.	
19:30	Dinner is served in the dining cars.	
	<p>Matopos, meaning 'bald heads', was the name chosen for the area by the Ndebele King, Mzilikazi. He is buried in the Matopos 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.</p>	
DAY 4 - ANTELOPE PARK		<i>(B,D)</i>
06:00	Breakfast is served in the dining cars until departure.	
08:00	Depart for a full day at Antelope Park. <i>Optional extras include canoeing, game drives, horseback game viewing, elephant interaction, bird-watching cruises and so on (see price list).</i>	
15:00	Return to the train. Depart for Bannockburn.	
16:30	Tea is served in the lounge and observation car.	
19:30	Dinner is served in the dining cars.	
	<p>Set in over 3000 acres of open savannah grassland, Antelope Park is a unique game reserve and 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 re-introduce the offspring of captive-bred African lions back into the wild.</p>	
DAY 5 - GREAT ZIMBABWE MONUMENT		<i>(B,L,D)</i>
06:00	Breakfast is served in the dining cars until departure.	
08:00	Transfer to the Great Zimbabwe Monument for a tour with lunch.	
17:00	Return to the train. Travel towards Beitbridge for border formalities.	
	Cross the bridge to Messina for South African border formalities.	
19:30	Dinner is served in the dining cars.	
	<p>Travel through attractive granite hill country to the Great Zimbabwe Monument, a hugely 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 <i>King Solomon's Mines</i> 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.</p>	
DAY 6 - LIMPOPO PROVINCE		<i>(B,L,D)</i>
07:00	Breakfast is served in the dining cars until 09:00. Day on board as the train traverses Limpopo.	
13:00	Lunch is served in the dining cars.	
16:30	Tea is served in the lounge and observation car.	
19:30	Dinner is served in the dining cars. Travel towards Hoedspruit.	
	<p>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.</p>	
DAY 7 - KAPAMA RESERVE & HOEDSPRUIT ENDANGERED SPECIES CENTRE		<i>(B,L,D)</i>
05:00	Continental breakfast is served in the dining cars until 05:30.	
05:30	Game drive in Kapama Game Reserve followed by visit to the Hoedspruit Endangered Species Centre.	
12:00	Return to the train for lunch. Depart for Mpaka.	
16:30	Tea is served in the lounge and observation car.	
19:30	Dinner is served in the dining cars.	
	<p>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.</p>	

DAY 8 - SWAZILAND		(B,D)
07:00	Breakfast is served in the dining cars until departure.	
08:30	Disembark at Mpaka. Transfer (90 minutes) to Swazi Candles and visit the Mantenga Cultural Village.	
14:15	Return to the train (75 minutes). Depart for Maputo.	
16:30	Tea is served in the lounge and observation car.	
19:30	Dinner is served in the dining cars.	
	The tiny kingdom of Swaziland covers only 17 000m ² making it the second smallest country in Africa. Experience the vibrant Swazi Candles' creative handmade product range. Continue through the Ezulwini Valley to Mantenga Cultural Village, a living museum of old traditions representing a classical Swazi lifestyle during the 1800s. With the traditional artifacts on display, the village illustrates many facets of the ancient Swazi way of life: social, economic and religious.	
DAY 9 - MAPUTO, MOZAMBIQUE		(B,L,D)
07:00	Breakfast is served in the dining cars until departure.	
09:00	City tour of Maputo, Mozambique, with lunch.	
15:30	Return to the train. Travel to Komatipoort in South Africa for border formalities.	
16:30	Tea is served in the lounge and observation car.	
19:30	Dinner is served in the dining cars en route to Malelane for the overnight stop.	
	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 10 - KRUGER NATIONAL PARK		(B,D)
05:30	Breakfast is served in the dining cars until departure.	
07:00	Full-day game viewing in the Kruger Park.	
18:00	Return to the train. Depart for Nelspruit.	
19:30	Dinner is served in the dining cars.	
	The famous Kruger Park has 2-million hectares of an unrivalled diversity of life forms. It 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 11 - PANORAMA ROUTE		(B,D)
07:00	Breakfast is served in the dining cars until departure.	
09:15	Full-day tour of historical areas Pilgrim's Rest, Bourke's Luck Potholes and Graskop. The Graskop viewing lift takes visitors 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 (<i>lift for own account</i>).	
17:00	Return to the train. Depart for Witbank.	
19:30	Dinner is served in the dining cars.	
	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 12 - PRETORIA & SOWETO		(B)
08:30	The train arrives at Rovos Rail Station. Check out of train. Luggage will be stored at the station.	
09:00	Enjoy a tour of Pretoria and Soweto.	
16:00	Return to Rovos Rail Station. The journey ends.	
	Soweto comprises one-million people and was made famous by the Apartheid laws. Pass the Chris Hani Baragwanath Hospital (the largest hospital in the Southern Hemisphere) and the only street in Africa that once housed two Nobel Peace laureates, Archbishop Desmond Tutu and Nelson Mandela. Visit the Hector Petersen Memorial, named after one of the first students to be killed in the 1976 uprising against the Apartheid government. Spend the afternoon in Pretoria, the administrative capital of South Africa, visiting the Union Buildings. Designed by the famous colonial English architect, Sir Herbert Baker, and completed in 1913, the Union Buildings house the offices of the President and Ministers. Before leaving the capital behind visit the Voortrekker Monument that commemorates the 'Great Trek' of the 1830s.	

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, hats and sun protection are advised (season dependent). 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@shongololo.com for any updates/changes to the itinerary. In your cabin you will find the Journeys magazine that features articles of interest related to the route.

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, breakfast, lunch (where stated) and dinner; excursions accompanied by a qualified tour guide, entrance fees as per itinerary; tea, coffee and bottled water on board and government tax.

EXCLUDED: Lunch off the train (where stated); all beverages; laundry; gratuities; visas, travel insurance and pre- and post-tour accommodation, flights and transfers.

MEALS ON BOARD (unless adjusted) Breakfast 07:00-09:00 • Lunch 13:00 • Tea 16:30 • Dinner 19:30

TRAIN SPECIFICATIONS

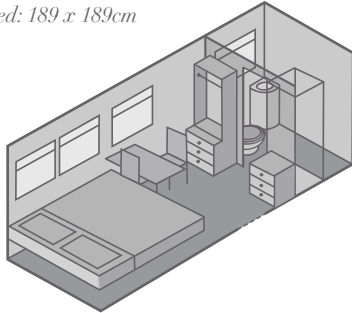
Emerald Double or Twin

$\pm 10m^2$ | $\pm 108ft^2$
LxW: $\pm 510 x 190cm$

Air conditioning, writing desk, luggage shelf, cupboards, safe, tea facilities, small lounge area and en-suite bathroom with shower, toilet and basin.

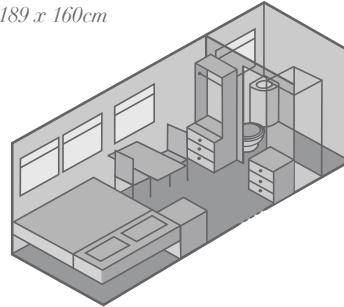
LENGTHWAYS DOUBLE

Bed: $189 x 189cm$



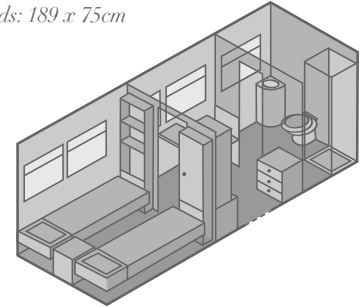
CROSSWISE DOUBLE

Bed: $189 x 160cm$



SPLIT TWIN

Beds: $189 x 75cm$



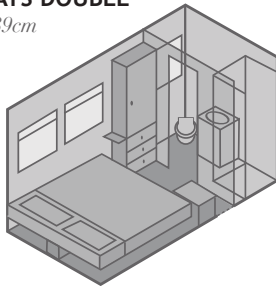
Gold Double or Twin

$\pm 7m^2$ | $\pm 76ft^2$
LxW: $\pm 374 x 190cm$

Air conditioning, fold-up writing desk, luggage shelf, cupboards, safe and en-suite bathroom with shower, toilet and basin.

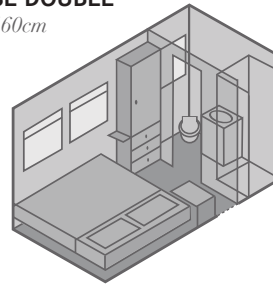
LENGTHWAYS DOUBLE

Bed: $189 x 189cm$



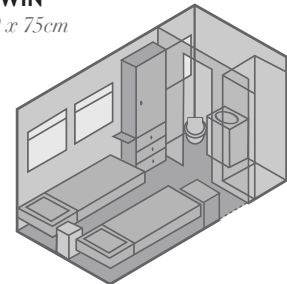
CROSSWISE DOUBLE

Bed: $189 x 160cm$



SPLIT TWIN

Beds: $189 x 75cm$



THE CABINS & COACHES

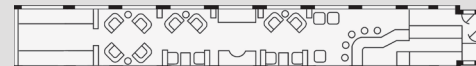
Each train has accommodation carriages, dining cars, a lounge car (± 36 seats), small gift shop, smoking lounge (± 8 seats) and observation car (± 32 seats) with open-air balcony. The two types of cabins are refined and spacious offering passengers privacy and comfort with double or twin beds and fittings and facilities that are of the highest standard. All have en-suite bathrooms with shower, toilet and basin, tea-and-coffee facilities (Emeralds only), safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.

Cabin layouts may differ from images.

EMERALD DOUBLE & TWIN CABINS



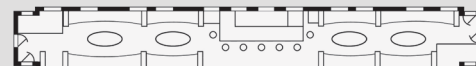
OBSERVATION CAR



GOLD DOUBLE & TWIN CABINS



LOUNGE CAR



DINING CAR



CLUB LOUNGE & STAFF CAR



BANQUETTE DINING CAR



KITCHEN CAR



GENERAL INFORMATION

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 cabins, the holding agent/guest will be asked to confirm with a deposit payment or release the cabin. 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**. Conditions apply. See T&C.

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. 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.

SCHEDULING TIMES, ROUTES AND EXCURSIONS: We cannot be held liable for any delays due to trains not running to schedule. Off-train excursions cannot be guaranteed and will only be undertaken if time and circumstances permit. Departure and arrival times are approximate and cannot be guaranteed. We reserve the right to alter our routing at any time between departure and arrival points. We caution against same-day air travel on departure or arrival days due to possible delays with flights or the train. We do our best to fulfil our obligations but it goes without saying that with many locomotive changes as well as other logistical permutations it is not uncommon to be delayed. **It is very important that we have your arrival and departure details.** Should you be delayed in any way, kindly contact +27 (0) 12 315 8242.

ADDRESSES	JOURNEY	CHECK-IN	DEPART	ARRIVE
PRETORIA: Rovos Rail Station, 1 Transnet Ave, Capital Park, Pretoria, South Africa	Good Hope Pretoria-Cape Town	08:00 (Tour)	16:00	16:00
	Good Hope Cape Town-Pretoria	08:00 (Tour)	16:00	18:00
CAPE TOWN: Rovos Rail Lounge, 1 Adderley St, Paul Sauer Building, Cape Town, South Africa	Southern Cross Pretoria-Victoria Falls	08:00 (Tour)	16:00	18:30 (Hotel)
	Southern Cross Victoria Falls-Pretoria	10:30 (Hotel)	17:00	16:00
VICTORIA FALLS: Victoria Falls Hotel/Station, Mallet Drive, Victoria Falls, Zimbabwe	Dune Express Pretoria-Walvis Bay	14:00	15:00	11:30
WALVIS BAY: Walvis Bay Station, Corner 6 th Street and 11 th Road, Walvis Bay, Namibia	Dune Express Walvis Bay-Pretoria	10:00	11:00	12:00

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.
- There is a basic First Aid Kit on board.
- Anti-malarial precautions are recommended. Malaria areas: Swaziland, Kruger Park, Northern Botswana, Zimbabwe and Etosha.
- Recommended immunisations (*not required*): Hepatitis A + B, Polio, Tetanus, Cholera (low risk).
- A Yellow Fever/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.
- Please consult your clinic or doctor. TRAVEL DOCTOR AFRICA *local* 0861 300 911 or *international* +27 (0) 11 214 9030.

PASSPORTS & VISAS: The onus is upon the client to ensure that passports and visas, as may be required, are valid prior to departure for Africa. On the various journeys we travel through South Africa, Swaziland, Namibia, Zimbabwe, Botswana and Mozambique. Some nationalities are eligible to purchase port-of-entry visas. Immigration forms are available on board. Please ensure you have a minimum of US\$200 in cash with you. 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 regarding applications. Visas available through visa and booking agents.

ACCOUNTS: Guests will be requested to sign for on-board purchases throughout the trip. This includes signing for drinks, optional extras and purchases of a personal nature etc. All accounts are to be settled on the evening before departure. Please note that drinks purchased on the last night of the trip will be settled on a 'cash bar' basis. Accounts may be settled by means of: South African Rand, major foreign currencies or credit cards. Regrettably debit cards are not accepted.

AMENITIES: We provide a complete amenity bag – available in your en-suite bathroom cupboard – with the following South African products: soap (25g), tissues, shampoo (50ml), conditioner (50ml), bath and shower gel (50ml), hand and body lotion (50ml), hand sanitiser (30ml), vanity kit, small sewing kit and a shower cap.

CHILDREN: 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.

CURRENCY

- South Africa – Rands only. We accept all major credit cards on the train.
- Outside of South Africa – Rands are accepted in Namibia and Swaziland. US Dollars are accepted in Zimbabwe and Mozambique. Cash is highly recommended. Hotels and major dealers accept credit cards.
- US Dollars printed before year 2009 or that look worn will not be accepted. Low denominations recommended for shopping/gratuities. Larger denominations recommended for exchanging money to local currency 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. Breakfast: 07:00-09:00 • Lunch: 13:00 • Tea: 16:30 • Dinner: 19:30 • Bar service 07:00-01:00. All meals are served at these times unless otherwise stated in the timetable. A gong heralds lunch and dinner.

DRESS: The atmosphere on board is relaxed so casual clothing is recommended. For off-train excursions we strongly 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.

ELECTRICITY: 220V AC 50Hz 3-point round-pronged wall plugs and 110V/220V 2-pin plugs for shavers and chargers. 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. Due to the varying exchange rates, credit cards are preferred. The host/ess 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 cabin 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 ZAR100-200 (±US\$10-20) per person per night is suggested, depending on the length of your journey.

LAUNDRY: There is a LIMITED laundry service on board comprising household washers, dryers and steam irons. The turnaround is 48 hours so we are not able to handle a week's worth of laundry. There are no dry-cleaning facilities en route or on board the train. Items start at R10.00.

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 only.

LUGGAGE: It is possible to store luggage in your cabin under the bed or above the door, depending on the category of accommodation you are in. It is not recommended to bring excess luggage as space is limited.

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

MOBILE DEVICES AND 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 passengers is confined to the privacy of your cabins 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. WiFi is available at our lounges in Cape Town and Pretoria and at most off-train accommodation (although not always guaranteed).

SECURITY: An electronic safe is provided in the cupboard in each cabin.

SMOKING: On board the train smoking is allowed in the smoking Club Lounge only. HOWEVER, please be mindful of other non-smoking guests, 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.

SPECIAL OCCASIONS: Please note at the time of your booking if you're celebrating a special occasion as we'd like to share it with you.

TEMPERATURE AND TIME ZONES: All public cars and cabins are fitted with gas-filled air-conditioners 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. See guide...

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, South Africa	16	28	13	26	9	21	7	19	9	22	13	27	Apr-Aug	GMT+2
Pretoria, South Africa	18	30	15	27	7	23	4	22	13	28	16	30	Oct-Mar	GMT+2
Durban, South Africa	21	29	19	28	12	25	16	25	16	26	19	28	Oct-Mar	GMT+2
Mbabane, Swaziland	16	28	13	27	5	23	5	23	10	26	14	28	Nov-Feb	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
Lüderitz, Namibia	15	24	15	24	12	22	11	20	12	20	13	20	Jan-Mar	GMT+2
Walvis Bay, Namibia	16	22	15	22	11	22	10	22	11	18	13	20	March	GMT+2
Etosha Pan, Namibia	18	30	17	30	10	27	10	27	15	32	18	33	Jan-Mar	GMT+2

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.

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. Water inside the cabins 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 cabins, the holding agent/guest will be asked to confirm with a deposit payment or release the cabin. Conditions apply.

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).

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 ±2 months	60 DAYS ±2 months	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.	
Good Hope, Southern Cross, Dune Express	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	91+ DAYS ±3 months	90-61 DAYS ±3 months	60-31 DAYS ±2 months	30-0 DAYS ±1 month
Good Hope, Southern Cross, Dune Express	10%	25%	50%	100%

GROUPS of 10 or more guests: PAYMENT SCHEDULE AND CANCELLATION POLICY					
TO CONFIRM A BOOKING A NON-REFUNDABLE PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE DEPARTURE	365-246 DAYS ±12 months	245-181 DAYS ±8 months	180-121 DAYS ±6 months	120-61 DAYS ±4 months	60 DAYS ±2 months
Good Hope, Southern Cross, Dune Express	10%	30%		50%	100%
<ul style="list-style-type: none"> • 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. 					

RATE INCLUDES

- Accommodation • Breakfast, lunch (*where stated*) and dinner
- Excursions with a qualified tour guide • Entrance fees as per itinerary
- Return transfers to golf courses (*Good Hope only*)
- Tea, coffee and bottled water on board • Government tax.

RATE EXCLUDES

- Lunch off train (*where stated*) • All beverages • Laundry
- Gratuities • Souvenirs • Course fees (*Good Hope only; green fees payable in advance*) • Visas • Travel insurance • Pre- and post-tour accommodation, flights and transfers.

INCLUDED IN OFF-TRAIN ACCOMMODATION

- Accommodation • Meals at the lodges, hotels, clubs or resorts.

EXCLUDED FROM OFF-TRAIN ACCOMMODATION

- All beverages • Laundry • Personal expenses.

CHILDREN We regret Shongololo Express cannot accommodate children under the age of 10. Children over 10 pay the full rate.

PRICES We will do our utmost to keep to the prices that are published. However, if increases are forced on us we reserve the right, prior to confirmation, to amend the tour price.

PASSPORTS & VISAS It is upon the client to ensure passports and visas, as may be required, are valid prior to departure for Africa. Visas available through booking agents; please check with relevant embassies for requirements.

OF SPECIAL NOTE Although certain limited insurances have been arranged, neither Rovos Rail Tours (Pty) Ltd and Shongololo Express, 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 and Shongololo Express, 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 and Shongololo Express, its servants, agents, employees or subcontractors (all of the aforementioned being collectively referred to as 'Rovos Rail and Shongololo Express') for any injury and/or loss of any nature whatsoever (including, without limiting the generality of the 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 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 and Shongololo Express shall, unless given in writing, not prejudice this waiver in any manner whatsoever. The passenger indemnifies Rovos Rail and Shongololo Express 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.

WHETHER THE PASSENGER RETURNS A SIGNED COPY OF THESE CONDITIONS OR NOT, THE CONDITIONS WILL BE DEEMED TO HAVE BEEN ACCEPTED AND WILL BE IN FORCE UPON CONFIRMATION OF THE BOOKING.

I, or the person/s on whose behalf I am making this booking, have read and accepted the conditions above.

Date of Trip:	Route:	Signature:
Name:		