



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.

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 contractual 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.

ALLOCATIONS: Agents intending to offer scheduled group departures are subject to a separate set of terms. For detailed information and agreements, please contact our sales representatives at reservations@rovos.co.za.

INSURANCE

Please email us your travel insurance policy clearly stating the company, policy number and 24-hour medical emergency telephone number. Cancellation insurance is compulsory as cancellation fees will not be waived.

PAYMENTS

Payment can be made via bank transfer or credit card (**direct guests only** via Paygate). Details provided at time of booking. Due to the high cost of credit card charges in South Africa, **we prefer that all clients pay via bank transfer**. Please reference the payment with your full **booking reference number** and email proof to payment@rovos.co.za. 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.

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, Mozambique, Malawi, Zambia, Tanzania, Democratic Republic of the Congo and Angola. Passports must have at least **five blank VISA pages** and must be valid for at least **six months** from your return-home date. **ALL VISAS MUST BE OBTAINED PRIOR TO TRAVEL.** Please check with the relevant embassies in good time and visit rovos.com/visas for more details including ports of exit/entry and compulsory customs requirements.

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 locos, 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 time-sensitive travel arrangements on departure/arrival days due to possible delays with flights or the train.** Any additional costs arising from these arrangements are for your account. It is very important that we have your arrival and departure details. Should you be delayed, kindly contact +27 (0)12 315 8242.

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. Visit rovos.com.

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 maintain the rolling stock. This is the busy hub of a provisioning operation that is world-class in terms of efficiency and attention to detail. The tour shows you the nuts and bolts of the company while the museum exhibits 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. Visit rovos.com.

CHECK-IN

Please see the relevant itinerary for check-in details. Passports and necessary visas are required at check-in. No vouchers are required. At the welcome reception, 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
- **MALAWI MEANDER JOURNEY CHECK-IN** Latitude 13° Hotel, Mphonongo Street, Area 43, Lilongwe, Malawi
- **LILONGWE** Lilongwe Station, Area 29, Lilongwe 4, Malawi
- **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 on-board 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. *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, Malawi, 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

220V AC 50Hz 3-point round-pronged wall plugs, Type G and I plugs and 110V/220V 2-pin plugs for shavers and chargers. International adaptors are available (Type A-C, E-G, I, J, L, N). USB ports are in each suite. A generator supplies power. Please be aware that certain breaks in power are necessary when servicing is required.

GIFT SHOP

There is a small gift shop on the train (open between meals) and at Rovos Rail Station in Pretoria. Where possible, items 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.

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. For charter clients, gratuities may have been pre-arranged; please confirm with your guide.

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 if requested a minimum of 60 days before departure.

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 and/or electric locos 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 overhead on a luggage rack that runs the length of the bedroom, 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 gifted 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 our routes. 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 Copper Trail, Malawi Meander and Dar es Salaam journeys.
- Anti-malaria precautions are recommended. Malaria areas: eSwatini, Kruger Park, Etosha, Northern Botswana, Zimbabwe, Mozambique, Malawi, Zambia, Tanzania, DRC and Angola.
- Recommended immunisations (*not required*): Hepatitis A + B, Polio, Tetanus, Cholera (low risk).
- Ebola is confined to the northeast of the 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 GAQF. 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 while travelling with us as we would 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** (±16m²/±172ft²) 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** (±10m²/±108ft²) 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** (±7m²/±76ft²) – 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** (±7m²/±76ft²) – 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	TIME
AREA	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Months	ZONE
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
Port Elizabeth, South Africa	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
Beira, Mozambique	23	31	20	30	17	27	16	26	19	28	22	31	Dec-Mar	GMT+2
Lilongwe, Malawi	17	26	15	26	10	24	9	24	14	29	17	28	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
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.

TRANSFERS

Please let us know if you require assistance with transfer arrangements. The availability and types of transport vary across the train's departure and arrival cities. *See Transfer Info on rovos.com.*

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 on-board 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.