

SAFARI FAQs



BEFORE YOU SAFARI

If you require further detail or supporting documentation on any of the topics below, please contact your agent/reservations consultant.

OUR STORY

At Natural Selection, we are all about conserving land, protecting wildlife and improving the lives of people living sustainably in wildlife areas of Africa. We do this through a conservation tourism model that funds excellent conservation and outreach programmes through our portfolio of unique camps. Visit and know that you are making a difference simply by being there.

We contribute 1.5% of a guest's stay in our camps towards community-based wildlife conservation, wildlife research and monitoring, and conservation education. This donation is managed by an independent non-profit organisation.

As our guest, you also contribute to this initiative, through the per person per night community, conservation and reserve fee (CCR) that is charged for each night spent in our camps. These funds are crucial for protecting wildlife, wildlife habitat, and supporting communities in various areas of operation.

TERMS & CONDITIONS

By booking with Natural Selection, you acknowledge that you have read and accepted our standard Terms & Conditions.

INSURANCE

- It is a condition of booking that you accept sole responsibility to ensure you carry the correct fully comprehensive travel and medical insurance to cover yourself, as well as any dependents/ travelling companions.

This should include cover for:

- Medical, evacuation and hospitalisation expenses; personal injury; accidental death or disability; and repatriation.
- Cancellation and curtailment of the trip for any reason.
- Damage/theft/loss of personal baggage, money, mobile phones, camera equipment and any other personal effects or goods.
- It is advisable to keep a copy of your insurance documents / provider / policy number with you and include details of next of kin in your passport.

CANCELLATION

Natural Selection has a scaled cancellation policy in place from the time of confirmation, noting that if a booking cancels 29 days or less prior to travel, 100% cancellation fees apply. Our CCR fee is non-refundable in all instances and be aware that the cancellation penalties for Third Party services may differ from standard Natural Selection penalties.

INDEMNITY, WAIVER AND DISCLAIMER

Many of our camps are unfenced and structures have a light footprint i.e. canvas, wood and thatch as opposed to brick and mortar – allowing our guests to enjoy the natural environment and wildlife. Being in remote or wild areas with the presence of animals, reptiles and insects, plus the nature of the terrain and activity – open game drive vehicles, boats, mokoro excursions, walking, quadbikes, etc. – carries an inherent risk. Each guest arriving at camp, will receive a safety briefing and orientation and is required to acknowledge such safety briefing when signing the Indemnity, Waiver and Disclaimer form.

MEETING, AND EXCEEDING, EXPECTATIONS

- Dietary preferences, allergies, medical conditions, special requests, ages, mobility issues plus arrival and travel arrangements are all crucial details that allow the camps to deliver on, if not exceed expectations. Your assistance in providing this information or completing our guest information form prior to travel would be appreciated.
- To ensure arrangements are booked and priced correctly, with your comfort and safety in mind, it is a requirement that guest weights are provided before confirmation. Weight and balance calculations are key for all light aircraft and helicopter movements and must take routes, fuel requirements, passenger and baggage weights into account. Additional charges can be levied at the time of travel, and we prefer to manage this before arrangements are finalised.

DIETARY REQUIREMENTS

- We can cater for most dietary requirements/special requests at our camps in Botswana, Namibia and South Africa i.e. no pork, gluten-free, lactose-intolerant, Halaal, vegetarian, vegan, etc. Due to the remote locations of our camps, advance notice is key.
- Kosher requirements within reason are possible at a select number of camps. Contact us for further information.

TRAVEL REQUIREMENTS

GENERAL:

Allowing for the fact that Botswana, Namibia and South Africa all have their own regulations, our recommendations are as follows to minimise any issues with immigration authorities:

- All travellers must carry a valid passport with a validity of at least 6 months beyond the traveller's planned date of exit. A valid return air ticket and proof of arrangements booked/itinerary details are often required.
- We suggest a minimum of 6 blank/unused pages in the passport for transit/entry visas, permanent residence permits and entry/departure stamps. Although most countries require 2 blank pages, more are recommended to meet the individual requirements of each country if multiple countries are being visited.
- All travellers must ensure they have the appropriate visa/s for their country of destination, and where applicable, transit visas, before embarking on their journey. Bear in mind that while some visas may be arranged on arrival, this can be a slow process resulting in delays.
- Select countries have implemented an electronic visa system (eVisa), which must be completed prior to your arrival in Africa.

CHILDREN:

South Africa

- Unabridged Birth Certificates for most foreign minors, are not required to enter South Africa. While additional documentation is still required for all South African children entering and exiting the Republic, only passports are necessary for foreign minors in the following situations:
- Child/ren accompanied by both parents.
- Child/ren accompanied by one parent.
- Child/ren travelling with a person who is not his/her biological parent.

Additional documentation is required for unaccompanied minors:

- Unabridged birth certificate or equivalent parentage document required in most cases.
- Details of consent from both parents/legal guardians, a letter from the host in South Africa, plus all parties' contact details.

Immigration rules may change—always check the Department of Home Affairs website for the latest guidance before travel:
<https://www.gov.za/faq/travel-tourism/what-are-requirements-travelling-children>

TRAVEL REQUIREMENTS...Continued

CHILDREN:

Botswana & Namibia

- All passengers under 18 years need to present an Unabridged Birth Certificate, plus a valid passport when entering, departing or transiting Botswana and Namibia. This applies to minors of all nationalities – whether travelling unaccompanied, with both parents, with one parent, an adoptive parent/s or with a legal guardian/s or any another adult/s (such as family member, friend, etc.). A sworn translation (certified/authenticated) in English should accompany all documentation that is in a language other than English. Note that documents such as affidavits older than six months at the time of travel will not be valid.

An “Unabridged Birth Certificate” must have the following information:

- The particulars of the child/ren: date and place of birth, gender and name in full.
- The particulars of the parents: full names, date and place of birth and their citizenship at time of birth.

For single parents, or those travelling alone with their child/ren, the following must be provided:

- An affidavit (no more than three months old on the date of travel) in which the absent parent gives consent for the child to travel, or
- A court order granting full responsibilities or legal guardianship of the child, or
- The death certificate of the absent parent.

Botswana only - In the instances of same-sex couples travelling with a child, the following is required:

- Birth certificate.
- Adoption letter.
- Marriage certificate.

MEDICAL INFORMATION

MEDICATION/MEDICAL CONDITIONS:

- If you have chronic medication, please carry this in your hand luggage/carry-on. Should the airlines misplace your bags, there may be challenges in replacing this medication, particularly in some of the more remote areas in which we operate.
- Please let us know if you have a medical condition that the team in camp should be aware of, to provide assistance where/if necessary.

MEDICAL ASSISTANCE IN CAMP:

- All our camps have access to a medical support provider who will provide advice/assistance as needed for serious medical issues. They will liaise with the team in camp or speak to the guest directly to determine the best course of action which will depend on the nature of the incident/injury, time of day, camp location, etc.
- Where necessary, they will fly medical personnel into camp to assess the guest and if required, will arrange a medical evacuation (by helicopter or light aircraft) for further treatment or specialised care. Medivacs cannot be conducted at night as there is no flying after sunset and before sunrise for light aircraft and helicopters.
- All camps have first aid kits with the basics and there are staff in all camps who have first aid training.
- Guests are responsible for all costs incurred – either directly or via their travel insurance.



MEDICAL INFORMATION...Continued

MALARIA:

- Malaria is usually not a concern in our camps due to their remote locations. Those camps located in the hotter, drier, sandier areas are less likely to have mosquitoes – such as Kwessi Dunes in Namibia and the Makgadikgadi camps in Botswana.
- Malaria is present in the northern regions of Botswana and Namibia so while the risk is low in the camps, many travellers still transit through the busier towns. It is your decision whether to take malaria prophylaxis or not, however we do recommend consulting your doctor before traveling.
- To minimize your risk while in camp: wear long-sleeved clothing at night, utilize the mosquito repellent provided in each room, and sleep under the mosquito nets provided for your protection.

YELLOW FEVER FOR BOTSWANA:

If you have been to a yellow fever declared country (such as Rwanda or Kenya) within the last 6 months, then you must produce a yellow fever certificate on arrival in Botswana. Immigration authorities will check passports to see where the traveller has been prior to arrival.

WHAT TO EXPECT WHEN VISITING OUR CAMPS

Some camps offer communal dining or a harvest table to create a convivial environment, sharing stories of your adventures with other guests and guides, while others provide separate seating for dining. Private dining is also possible to celebrate those special occasions. Please let the camp manager know your preference on arrival, or even better, let us know in advance. Most camps offer plated dining for dinner while some are buffet-style. Lunch and dinner will vary according to camp, location and occasion.

- Communal – this is the norm at Jack's Camp, San Camp, Camp Kalahari, Duke's Camp, Duke's East, Mbamba, Expeditions Camp, Meno a Kwenya and Lekkerwater. It is also offered at Tawana and North Island Okavango when they do a harvest table set-up for dinner, and all guests sit around the same table.
- Separate – everyone usually eats at the same time and in the same place, but at individual tables according to party/family.
- Private – this is usually set up away from other guests for special occasions...in the room, on the fire-deck, at the pool, etc.
- Several activities on offer at our camps are seasonal – subject to weather conditions and the natural environment – and are therefore not available year-round.
- Our camps are in a wide range of areas offering diverse experiences and interactions with wildlife. The wildlife experience in desert areas differs to that of the camps located in the more traditional bush environment. The former is home to desert-adapted species that you may not see elsewhere, fewer numbers of predators and elephants, and ideal for witnessing seasonal mass migration. The latter is host to a variety of animals and birds – antelope, hippo, giraffe, hyena, elephant, lion, leopard and wild dog amongst others.
- Being in the wild also means there are smaller critters about and occasionally they may get into the tents, especially insects – a key element of any ecosystem. We recommend keeping doors shut and zips closed when not in the room and putting off lights at night when you are not there.

SHOULD YOU HAVE ANY CONCERNS WHILE IN CAMP

Our Terms & Conditions state: Guests must raise matters of concern arising during their stay directly with the camp manager. The company cannot remedy retroactively and will not entertain the matter should it not have been raised during their stay. Please do have a word with your guide or camp manager should you have any concerns during your stay, allowing the team to take corrective action there and then.



OUR VEHICLE OFFERING

- Guests normally share a vehicle for game drives and transfers, and are usually joined by others on walks, quad-biking, boats, or mokoro excursions. Guide and vehicle allocations are based on different arrival/departure days and/or activities requested.
- Our vehicles accommodate a maximum of 7 guests, providing everyone with a window seat – 6 in the back of the vehicle and 1 in front next to the guide. In some instances, we can accommodate up to ten guests should a party wish to stay together, noting in this scenario that not all guests will have window seats.
- For guests seeking more flexibility and the ability to explore further at their own pace, booking a private vehicle is an ideal option and must be secured prior to travel.
- Parties of 6 to 7 guests are automatically allocated sole use of a vehicle at no charge. Parties of 5 and less requiring sole use of a vehicle, must book and pay for a private vehicle.
- Families travelling with children aged 9 years and younger, are required to book and pay for a private vehicle.
- Private vehicles are booked for the duration of a stay and charged per night. They are subject to availability and in most instances, limited to only one per camp.

PHOTOGRAPHY, DRONES, BINOCULARS & BEAN BAGS

- If you are a keen photographer with specific requirements, we recommend booking and paying for a private vehicle, allowing for that extra freedom and flexibility. Should you join a vehicle with other guests, let your guide know of your interest, and they will do their best to accommodate this, while still taking the needs of the other guests into account.
- Regulations regarding the use of drones is extremely strict in the areas in which we operate – especially in private concessions, national parks and game reserves. They are not allowed at our camps as the use of drones in and around camps impacts on the privacy and experience of other guests, plus often disturbs or frightens wildlife.
- Binoculars are a must on safari! It is not always possible to get up close and personal with the wildlife due to the terrain or regulations concerning off-road driving, so binoculars really help to make the experience worthwhile. It is especially beneficial if you are interested in the wonderful range of birdlife found in our areas. We highly recommend bringing binoculars with you.
- Depending on the camp, some vehicles have adjustable armrests or pods that move around/up or down to support cameras or padded 'mounts' on which to rest a lens or camera, while others have bean bags available on request. It is also possible to bring your own bean bag and have the camp fill it for you. We require advance notice and subject to volumes required, costs may apply.

THE GUIDING EXPERIENCE

- Let us know if you have been on safari before – especially with Natural Selection so we can extend a warm welcome back! It would also be wonderful to know if you have a particular interest so the camps can allocate the guide who is the best fit. It could be photography, birds, star-gazing or general wildlife; good with children; able to show the repeat traveller something different; knowledgeable on local culture, etc.
- You are welcome to put in a request for a specific camp guide, and the camps will always do what they can to assist, subject to availability and with no guarantee.
- At an additional cost, and to add even more value, it is possible to book one of our specialist private guides to host you throughout your safari. The benefits of traveling with a private guide are not limited to their guiding abilities but extend to encompass your whole safari experience – offering continuity and skills as spotter, tracker, naturalist, interpreter of cultures, host, storyteller, trouble-shooter and concierge.

TRAVELLING BY AIR

- Access to most of our Botswana camps is by light aircraft, and options of either light aircraft transfers or travelling by road to our Namibia camps.
- Flights are either on a seat rate transfer basis or as a private charter, operated by third party providers.
- All service providers reserve the right to repack guests' luggage in a soft carry-on bag, at the guest's expense, if their luggage is not correctly packed.
- For both light aircraft and helicopter flights, guest weights need to be provided. A surcharge (additional seat rate) applies for passengers weighing over 115kg (255lb).

TRAVELLING BY AIR - BOTSWANA

LIGHT AIRCRAFT:

- Most travel to/from and between the camps is in light aircraft (Cessna Caravans mostly) operated by Mack Air (our partner in Botswana). Flights are operated on a seat-on-charter basis to help keep the costs down, which means schedules are planned to maximise occupancy, operate effectively and reduce the carbon footprint.

When utilising air transfers on a seat rate basis, please note the following:

- Flight departure times are communicated to camp/hotel/transfer provider, the night prior to departure and they in turn will inform you
- Flights may include several stops enroute to your destination, up to 4 in some instances
- Flight Itinerary, flight times and schedules are subject to change without prior notice
- Should you prefer to avoid stops enroute, wish to fly at a specific time and/or have exclusivity of the aircraft, then our recommendation is to book and pay for private charters.

MACK AIR LUGGAGE GUIDELINES:

- Standard luggage allowance is 20kgs (44lbs) per person in soft bags (including carry-on). No hard-shelled luggage is allowed.
- Maximum checked luggage size is 30cm (12 inch) wide x 35cm (14 inch) high x 70cm (28 inch) long.

HELICOPTERS:

- Operated by Helicopter Horizons (our partner in Botswana), it is possible to book private transfers between camps by helicopter, allowing for exclusivity and specified flight times. They also offer the option of scenic flights from all our camps, providing a very different perspective of these wonderful areas.
- Most flights are in a Robinson 44 helicopter accommodating 3 passengers - 1 next to the pilot and 2 in the back – all with windows. Groups of more than 3 are flown on a shuttle basis. Should larger parties wish to fly together, we need to arrange extra/larger helicopters (usually Bell Jet Rangers) - this can be at an additional cost.

HELICOPTER HORIZONS LUGGAGE GUIDELINES:

- Standard luggage allowance is 20kgs (44lbs) per person in soft bags (including carry-on). Hard suitcases or luggage with frames/wheels are not suitable for the helicopter luggage compartments.
- Recommended dimensions (length x width x height) are: 62cm x 25cm x 30cm | 24.4in x 9.8in x 11.8 in.

TRAVELLING BY AIR - NAMIBIA

- Internal flights are operated by either commercial airline operators (i.e. Fly Namibia) or charter companies (i.e. Wilderness Air and Desert Air).
- These flights operate on either a scheduled basis with set routes and approximate times, or as a circuit routing with departure times only advised the day before depending on movements/onward arrangements of all passengers.
- Flight times are variable due to late arrival/departure of scheduled commercial airlines, immigration delays, weather conditions (such as coastal fog) or aircraft technical and maintenance requirements.
- Different aircraft can be used on each route and guests may have to change aircraft as required.
- Due to the vast distances that need to be covered, timing is a key component of any itinerary. For Hoanib Valley Camp, Hoanib Elephant Camp and Shipwreck Lodge, all international connecting flights must depart 15h30 or later – we are unable to get you back to Windhoek in time to connect with any earlier flights.

WILDERNESS AIR WEIGHT ALLOWANCE & LUGGAGE RESTRICTIONS:

- As safety and a quality air service is a strict focus for Wilderness Air, it is vital that all weight and balance calculations are managed ahead of time. Prior to travel, we therefore require the weights of all guests that weigh more than 100 kg (220 lb). Please note this is purely for planning purposes and ensuring aircraft calculations are within the legal limitations.
- Luggage, including both check-in and carry-on (handbag, backpack, camera equipment, sleep apnoea machine, etc.), is restricted to a maximum of 20 kg (44 lb) per person travelling on seat rates.

FLYNAMIBIA LUGGAGE RESTRICTIONS:

- Luggage must be packed in a soft bag (including laptops & handbags) and is restricted to max 20kg (44lb) per person. No hard-shelled luggage.
- Maximum hand luggage is 5kg (11lbs) (1 piece allowed) which is part of the 20kg (44lbs) total luggage limitation.
- Maximum checked luggage size is 25cm (10 inches) wide x 30cm (12 inches) high x 62cm (24 inches) long.

DESERT AIR WEIGHT RESTRICTIONS:

- The luggage allowance per person is a factor of the total body weight of all passengers. Once accurate body weights are provided, the luggage allowance per person will be confirmed, which will include hand luggage and camera equipment.
- Only soft bags are permitted. No rigid structures including frames, wheels.
- Maximum checked luggage size is 25cm (10 inches) wide x 30cm (12 inches) high x 62cm (24 inches) long.

SAFARI FAQs



DURING YOUR SAFARI

What to anticipate from your typical day in our camps

BEING ON SAFARI

The times for morning wake-up and activities will vary according to the seasons, area, activities on offer and wildlife sightings but typically a day on safari will look something like this:

- Early morning wake-up call.
- Light breakfast before departing on a morning activity.
- Return to camp for a meal and siesta (some camps offer brunch, others lunch).
- Gather for afternoon tea before departing on an activity.
- Head back to camp in the early evening. Freshen up or have a drink in the main area, followed by dinner.
- Enjoy a nightcap and chat around the fire before heading to bed.

CHECK-IN AND CHECK-OUT TIMES, PLUS FLIGHT TIMES

Check-in is 14h00 and check-out is 10h00, allowing sufficient time to prepare the room for the next guest. On the day, and subject to inter-camp air transfers or arrival/onward arrangements, it may be possible to accommodate departing guests in their rooms a bit later or have rooms available earlier for new arrivals. Chat to the camp manager to see if we can assist. To guarantee an early check-in or late check-out, an additional night must be booked and paid for.

Flight times are advised in camp the night prior to departure. We will gladly host guests in the main area, once you have checked out of your room and before departing camp for your onward arrangements.

CASH, CREDIT CARDS, DEBIT CARDS & TRAVELLER'S CHEQUES FOR IN-CAMP PURCHASES

- Visa and Mastercard, both credit and debit cards, are accepted at all Natural Selection properties in Botswana, Namibia and South Africa.
- We do not accept Amex, Diner's Club or Traveller's Cheques at our camps.
- Note that all credit card payments will be processed in the currency of that country (Botswana Pula, Namibian Dollars and South African Rand) and converted at the current rate of exchange to the source currency.
- Cash in foreign currencies (US\$, Pounds, Euro, ZAR) is generally accepted. Change will be given in the currency of the relevant country, such as Pula in Botswana.

CURIOS

Curio items are available in many of our camps, although not all, and are subject to availability at the time of travel.

TIPPING/GRATUITY GUIDELINES

SAFARI CAMPS IN BOTSWANA AND NAMIBIA:

- General Camp/Lodge Staff: USD 10 – USD 20 per adult, per night (this excludes all guides).
- Guides: USD 10 – USD 20 per adult, per night.
- Specialist Activity Guides (Bushmen experience, mokoro peler, etc.): USD 10 per adult, per activity.
- Massage therapists, transfer drivers and any other additional tips are at the guests' discretion.

LEKKERWATER AND GWEGWE BEACH LODGE IN SOUTH AFRICA:

- General Camp/Lodge Staff: USD 10 (ZAR 150) per adult, per night (this excludes the guides).
- Guides: USD 10 (ZAR 150) per adult, per night.

GENERAL INFO:

- The above is merely a guideline, and guests are under no obligation to tip staff. Subject to the service received, this is entirely at your discretion.
- There is no expectation to tip management, separately or as part of a general staff tip. Should one wish to do so, this is entirely at your discretion.
- Should you wish to include children in the mix, our suggestion is to work on 50% of the above guidelines.
- Some camps have a central gratuity box for the general staff, while others do not. Envelopes are also available.
- Except for specialist activity guides, it is recommended that you tip only once at the end of your stay.
- USD, Euro, NAD (Namibia), ZAR and Pula (Botswana) in cash are acceptable. Tips may also be paid by credit card in camp - the amount is converted to the local currency at the current rate of exchange.

WI-FI IN THE CAMPS

Most internet connections in the remote areas where we operate are via satellite so we cannot guarantee the quality of Wi-Fi connections in our camps. Satellite links are more erratic than fibre and may be unreliable, especially if there is inclement weather. With limited bandwidth, download speeds may also be affected and streaming is not possible. In many camps, Wi-Fi is available in the rooms only, providing an opportunity for our guests to enjoy the camp experience, and appreciate the wild environment around them.

COOLING AND HEATING

Most of our rooms have ceiling or standing fans. Some camps also have air-conditioning or over-bed cooling systems, which are only effective within the bed space, making it comfortable to rest or sleep. Standard air-conditioning units may also be used for heating, while the over-bed cooling systems only produce cool air. As we adhere to a light footprint, much of our accommodation is tented - built from canvas, mesh, wood, and/or thatch. Accordingly, our rooms do not have the same level of insulation as a brick, glass and mortar building.

Keeping well hydrated is key, especially in the hot summer months, so we recommend drinking lots of water.

POWER

- Many of our camps run on solar, with generators for back-up. There is sufficient power for lighting, hot water (although solar can be affected by weather conditions) and to charge devices. However, at some camps, the use of hairdryers is not possible as they draw too much power.
- Most camps provide the necessary adaptors to accommodate different plug types and USB ports.
- Sleep apnoea machines can be accommodated in all camps where we have power. Let us know if you require distilled water for the CPAP machine or if water filtered by reverse osmosis – used in most of our camps – will suffice. Distilled water needs to be sourced and sent into camp prior to travel.

DRINKS IN CAMP

- A wide range of beverages are included in the nightly fully inclusive rate, and while some premium brands are available, others need to be sourced and charged for separately. Likewise, for any personal preferences or special requirements. Advance notice is required to make the necessary arrangements.
- Reverse osmosis is used in most of our camps to filter water. This is a water purification process that uses a semi-permeable membrane (synthetic lining) to filter out unwanted molecules and large particles such as contaminants and sediments like chlorine, salt, and dirt from drinking water.

LAUNDRY SERVICE

- Laundry service is available at most camps. In some areas, smalls/underwear may be excluded for cultural reasons, and the camp will advise accordingly. Either mesh bags are provided for inclusion in the laundry, or soap powder is provided in the room.
- While the team will always treat delicate items with care, it is worth noting that camp laundry facilities do not cater for specialist materials like silks/cashmere/down, or items requiring dry-cleaning. The laundry service would include washing (hand or machine - depending on the camp or item), drying (sun/wind or tumble-dryer – depending on the camp) and ironing as required.
- We aim for same day delivery (subject to weather or other conditions) but certainly next day/prior to check-out.
- In Namibia especially (but applicable in other parts of southern Africa too), saving water is key so the preference is to launder only the essential, however, there are no restrictions.
- Utilising the laundry service is at your own risk – management accepts no responsibility for loss or damage.

SMOKING POLICY AT NATURAL SELECTION CAMPS

The norm is as follows – applicable to cigarettes, cigars and vaping:

- No smoking in the tents, main areas, pool area or vehicles.
- Guests may smoke in designated smoking areas advised by camp management, out in the open and away from other guests. Each camp will have its own different areas and camp staff will indicate this to guests.
- Guests may smoke outside their tents/rooms on the decks/verandas.
- No smoking on vehicles while in motion (the guide may stop on request for a smoke break if all parties on the vehicle agree).
- In all instances, cigarette butts must be disposed of in the receptacles provided, and NOT in the natural environment (which can also be a fire hazard).



THOUGHTFUL TRAVEL GUIDELINES

We're incredibly lucky to share space with wild animals, fragile ecosystems, and close-knit communities. A little mindfulness goes a long way in keeping everyone safe and the experience special.

RESPECT FOR WILDLIFE & THE ENVIRONMENT:

Wildlife moves freely through our camps — it's part of what makes being here extraordinary. For everyone's safety, please always follow the guidance of camp managers and guides.

In practice, this means:

- Always keep a safe and respectful distance from animals
- Never feed, touch, or interfere with wildlife
- Keep noise to a minimum — loud music or gatherings can disturb animals and fellow guests
- Help us protect this environment by using water wisely and leaving no litter behind

These simple considerations allow nature to remain wild, and your experience to remain authentic.

RESPECT FOR OUR COMMUNITY:

Our camps are built on mutual respect — between guests, staff, and the communities around us. We ask that all guests treat staff and fellow travellers with courtesy and kindness. To ensure a positive experience for everyone, camp management may step in if behaviour falls outside these values.

If you experience any concerns, discomfort, or witness behaviour that feels inappropriate or unfair, please speak directly with a camp manager so it can be addressed promptly and discreetly.

GAME DRIVE ETIQUETTE:

Game drives are a shared experience unless a private vehicle has been booked in advance. To ensure everyone enjoys the time out in the bush — and to keep wildlife undisturbed — we ask guests to keep the following in mind:

- Please always follow your guide's instructions; their decisions are based on safety, wildlife behaviour, and reserve regulations
- Smoking (including e-cigarettes) is not permitted on vehicles due to fire risk and consideration for others. Your guide may stop occasionally if conditions allow
- Keep noise to a minimum and be mindful that sudden movement or standing can disturb wildlife
- Seating may be rotated so everyone gets a fair view
- Never attempt to attract an animal's attention or interfere with natural behaviour
- Please take all litter back with you
- Secure personal belongings carefully — drives can be bumpy and items may be lost if not stowed safely

IF YOU HAVE ANY FURTHER QUESTIONS

Please chat to your agent or contact us directly