

# Frequently Asked Questions

Below you will find answers to the questions we are asked the most. If you cannot find the answer here, please do contact us at [info@skysafari.com](mailto:info@skysafari.com)

→ **We're looking to extend our SkySafari with a few nights on the coast – do the flight timings allow us to do this easily**

For both Tanzania and East Africa itineraries, the SkySafari aircraft will return to Arusha by 11.30am, enabling guests to catch onwards flights to Zanzibar.

For the Kenya SkySafari, our aircraft will return to Nairobi Wilson in time for onward flights to the Kenyan coast.

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→ **What is the earliest international flight that I can book on the last day?**

The earliest international flights you can book are those that depart at 15:00 or later. These timings apply to all SkySafari itineraries.

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→ **If I book an extra night before or after the SkySafari, are airport transfers included?**

Yes they are but the accommodation will be an extra cost.

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→ **The SkySafari Extension to Zanzibar goes to Kilindi, but no children are allowed there - what do I do then?**

We will book you and your children into another property of your choice, and as with all our SkySafari programmes, we create an all-inclusive package for you. This will consist of a scheduled flight from the Arusha to Zanzibar, transfers to and from the resort/Zanzibar International Airport and all-inclusive accommodation. Please contact us for a tailored itinerary to suit your needs.

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→ **How many nights can I extend in the Serengeti or Masai Mara?**

As many as you would like. Please contact us and we will create an unforgettable itinerary for you.

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→ **Can I combine Tanzania with Kenya?**

Absolutely, this will provide the ultimate African experience. Please have a look at our new SkySafari East Africa program.

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→ **Are park fees included?**

Park fees are not included in our rates but they are a mandatory supplement and will reflect on your invoice separately.

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➔ **Are there any other taxes or surcharges?**

VAT is included in all our rates and park fees. The Tanzanian Government charges a Tourism Development Levy of 1% on accommodation rates per person per night, which will be added to your invoice as a separate item.

The Zanzibari Government charges Zanzibar Infrastructure Levy of US\$1.00 per person per night for any accommodation on Zanzibar, which will be added to your invoice as a separate item.

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➔ **What is the luggage limit?**

20kg for main luggage and 3kg for hand luggage.

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➔ **How many seats does the SkySafari Grand Caravan aeroplane have?**

The SkySafari has nine seats. 6 reclining seats in the middle of the aircraft, two non-reclining seats at the back and one seat next to the pilot. Please note we fly with one pilot.

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➔ **SkySafari has a weight limit for luggage of 20kg and 3kg hand luggage. What happens if I book one of your extensions whereby we travel on a scheduled flight?**

Scheduled flights have a weight limit for luggage of 15kg. It is possible to store extra luggage at Arusha Coffee Lodge or our Nairobi office free of charge while you carry on with your extension. At the end of your trip we will ensure you are reunited with your luggage in either Arusha or Nairobi. However, please do contact us and we will advise you of the possibilities for your specific itinerary.

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➔ **Is there a minimum or maximum age for travellers on SkySafari?**

No there isn't, we welcome people of all ages.

Children of all ages are allowed; we do suggest that children of the ages of 4 years and up seem to get the most out of their experience. For families with young children we would ask that you book an exclusive vehicle use so that you have the flexibility to enjoy your safari activities at your own pace.

There is no upper age limit, however we do ask you to let us know in advance if your guests are physically challenged or less-abled.

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➔ **I have a knee/back problem, can I still come on safari?**

Absolutely! Please do let us know in advance so that we can book rooms closest to the main areas for you. Please bear in mind that there are steps in many of our lodges and camps. Our SkySafari eliminates long road transfers between lodges as these transfers take place in our SkySafari aircraft. However, game drives are conducted in the National Parks and Conservancies and the roads can be bumpy and one spends several hours on game drives each day.

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➔ **My mother is in a wheelchair, can she come with me on SkySafari?**

Yes, we would love to welcome her. Please bear in mind that there are few facilities for handicapped/less-abled people in Tanzania and Kenya, but if your mother doesn't mind being carried into the game drive vehicle and to her room, then she will take home memories to last a lifetime.

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➔ **What is the best time to come on a SkySafari?**

There is no best time, each season has its own special features. Travel in the rainy season (April-May and October-November) and the landscape is beautifully green, the dust has settled and there are fewer visitors on safari. The rain will mainly fall during the night.

The remainder of the year is called the dry season, when there is less water available so animals tend to congregate around the water sources, making game spotting easier. This season also attracts more visitors on safari.

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➔ **Is there Wi-Fi on the SkySafari?**

The main areas of all the lodges and camps offer free Wi-Fi. Please bear in mind that the Wi-Fi in East Africa is not lightning fast.

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➔ **I am lactose intolerant/require gluten-free meals/allergic to peanuts/vegan. Can you cater for this?**

Yes, our chefs have been specially trained to deal with many different types of dietary requirements. The chefs will personally discuss your upcoming meals with you. Please also be sure to notify us of dietary requirements when making your booking.

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➔ **I have Sleep Apnea and use a CPAP machine which requires electricity throughout the night. Do all the lodges have 24-hour electricity?**

Yes they do. Bringing a CPAP machine is not a problem, and we will ensure that your machine is plugged in.

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➔ **Are there any restrictions for any activities?**

Yes, children under 16 years are restricted from walking safaris.  
Horse riding has a weight limit of 90kg (198.4lbs).

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➔ **Can I book a balloon safari?**

Yes balloon safaris can be booked in Masai Mara, Serengeti and Tarangire. We recommend the balloon safari be booked for day 8 of the SkySafari Itinerary for the season that starts from June to December.

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➔ **Can I book a balloon safari?**

Yes balloon safaris can be booked in Masai Mara, Serengeti and Tarangire. We recommend the balloon safari be booked for day 9 of the SkySafari Itinerary for the season that starts from June to December.

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➔ **Can I add to my SkySafari?**

Yes you can book extensions / add ons. Please contact us for suggestions.

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➔ **What if I book a safari and I can't travel due to COVID-19? What will happen?**

We are very flexible. We will allow you to rebook your safari but if there is a change in season or any increases in fees we will add these to your invoice. We do not request a deposit and you can cancel your booking without any cancellation charges (except for third party properties) up to 60 days prior to arrival date.

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