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## Best of Hwange Fly-In

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## Best of Hwange Fly-In 2024

Victoria Falls, Zimbabwe - Hwange National Park

7 Days / 6 Nights

Date of Issue: 02 May 2024



[Click here to access your digital itinerary](#)

## Introduction

Hwange National Park is one of Southern Africa's 'Best Kept Secrets' – where true life happens. This 7-day safari begins in Victoria Falls, and whisks guests into the heart of the savannah to experience the untamed wild of Zimbabwe – the remote wilderness and grassy plains of the wildlife rich area of northern Hwange, and the varied scrublands and rumbling herds of the eastern region. Returning to Victoria Falls, visitors will discover the true origins of its local name "The Smoke That Thunders", and in the evening, relax on a unique sunset cruise, taking in the beauty of the mighty Zambezi River.

Accommodation	Destination	Basis	Duration
<a href="#">Victoria Falls Hotel</a>	Victoria Falls, Zimbabwe	B&B	<b>1 Night</b>
<a href="#">Elephant's Eye, Hwange</a>	Hwange National Park	FI	<b>2 Nights</b>
<a href="#">Nantwich Lodge</a>	Hwange National Park	FI	<b>3 Nights</b>

## Key

B&B: Bed and Breakfast

FI: Fully Inclusive

## Included

- 6 x Breakfast
- 4 x Lunches
- 5 x Dinner
- Accommodation and meals as mentioned in the itinerary or of similar standard:
- Charter flight from Victoria Falls to Hwange Main Airport
- Return airport transfers as specified in the itinerary
- Services of an English-speaking driver guide on the excursions specified
- Activities and excursions as mentioned
- Park entrance and river usage fees unless otherwise stipulated

## Excluded

- Pre and post tour accommodation
- Optional activities
- Drinks not mentioned
- Personal expenses such as gratuities, telephone calls, curios, travel insurance etc.

## Jenman Safaris Unique Experiences

- You will be able to explore two different regions of Zimbabwe's biggest national park, experience the remote wilderness and grassy plains of wildlife rich area of northern Hwange National Park as well as the Mopane forest of the eastern region, with excellent game viewing all round.
- Stay in Luxurious chalets on stilts in a private concession and explore the fantastic and still untouched national park.
- A unique Community Upliftment Experience with local villagers will enlighten you about their daily life.

- Discover why it's known as "The Smoke That Thunders" on a guided tour of the majestic Victoria Falls. In the evening, relax on a luxurious dhow sunset cruise while taking in the beauty of the Zambezi River.
- Engage with the anti-poaching unit. Guests will learn what motivates these conservation warriors and can ask them any burning questions.

## Day 1: **Victoria Falls Hotel, Victoria Falls, Zimbabwe**

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### **Victoria Falls, Zimbabwe**

Resting on the southern banks of the Zambezi river at the western end of the eponymous falls, this popular tourist town is compact enough to walk around and makes an ideal base for travellers exploring the seventh wonder of the world, the unfathomably vast Victoria Falls. About two thirds of the falls can be viewed from the Zimbabwean side and, while the falls are undoubtedly the star attraction, the area provides both adventure seekers and sightseers with plenty of opportunities to warrant a longer stay. Popular activities include scenic flights over the falls in helicopters or micro lights, bungee jumping off the Victoria Falls Bridge, white-water rafting (seasonal), and day trips to Chobe National Park. The town itself offers some excellent accommodation and restaurant options as well as an eclectic variety of African curios and authentic art sold by friendly Zimbabwean locals who are wonderfully welcoming and eager to help you enjoy your stay.

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### **Day Itinerary**

You will be met by your private guide on arrival at Victoria Falls Airport. Discover the charms of this iconic town by visiting the vibrant markets whilst engaging with the friendly locals and end off the day with a romantic sunset voyage on the magnificent Zambezi River. With the rumble of the mighty Victoria Falls in the background, dinner is served.

### **Overnight: Victoria Falls Hotel**      [View iBrochure](#)

The Victoria Falls Hotel, popularly known as "the grand old lady of the Falls", is situated in the Victoria Falls National Park, and is a member of the exclusive Leading Hotels of the World group. It is one of only three ISO-accredited hotels in Zimbabwe. The Edwardian-style five-star hotel combines the charm of the old with the convenience of the new. Set in lush tropical gardens with lily ponds, palm trees and semi-tropical shrubs, it provides the tranquillity and seclusion that many guests seek. The famous Victoria Falls are just a ten-minute walk away using the hotel's private pathway, and "the smoke that thunders" or "Mosi-O-Tunya" in the local dialect, is clearly audible and visible from this luxurious landmark.





### Sunset Cruise

Enjoy a brief history of the river with a cocktail in hand as you set out on the Sunset Cruise. Snack on delicacies from the high tea selection, as well as other delectable snacks, and be treated to any of the thirst-quenching beverages from the fully-stocked bar, while you take in the wild Zambezi.



### Basis

Bed & Breakfast

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## Day 2-3: Elephant's Eye, Hwange, Hwange National Park

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### Hwange National Park

Hwange National Park is the largest reserve in Zimbabwe and is home to a variety of wildlife, including giraffes, lions, zebras and about 40 000 elephants. It is also a protected region for endangered species. The area stretches from sandy dunes and savannahs through to rocky terrain and forests. Visitors can choose between game drives, guided tours and horseback safaris to explore the park and its wildlife.

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### Day Itinerary

Enjoy an early morning tour of the Falls after a delicious breakfast. You will then board your scenic charter flight to Hwange Main Camp. Making your way through this expansive park, you will arrive at Elephant's Eye, to a lovely welcome drink and escorted to your tree-house styled chalet which overlooks the waterhole. The lodge is situated on a private concession in the east of the park. Over the next two days you will explore the concession on foot with your experienced guides or enjoying afternoon and evening drives in and around the Park. Savour the peaceful serenity next to a crackling bonfire while watching the African sunset. Dinner will be served in the boma area.

During your stay, you can engage with the anti-poaching unit. Guests will learn what motivates these conservation warriors and can ask them any burning questions.

### Overnight: Elephant's Eye, Hwange [View iBrochure](#)

The best Zimbabwe has to offer: Elephant's Eye, Hwange offers an unforgettable experience with the African wilderness - in an intimate and welcoming setting. Elephant's Eye, Hwange is located on a private concession (about 6000 ac), which is only 13 km from the entrance to Hwange National Park. Attention to detail and friendly service in the heart of the African bush will put you at ease, as you escape the noise and bustle of the modern world. Enjoy the quiet, beautiful views overlooking a waterhole, that is frequented by elephants and other game, allowing you to feel at one with nature. The camp comprises of 8 tented

chalets. Every chalet has a double or twin beds surrounded by mosquito netting and with an en-suite bathroom with a bath and basin, glam outside shower and wrap-around veranda. The Elephant's Eye Hwange lodge can host a maximum of 16 people at any given time and all meals and most drinks are included. This authentic, modern African lodge is designed to meet your needs with style and excellent service, setting a high standard for the discerning traveler.




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### Optional

Game Drive

Traditional Village Tour

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### Game Drive

The diversity of the vegetation at Matobo National Park supports a wide range of wildlife such as giraffe, zebra, sable, impala and predators such as leopard, cheetah, wildcat and others. One of the many highlights for many visitors is the sighting of one or more of the endangered rhino.

### Traditional Village Tour

Visitors should prepare to be amazed as they enter a different world, where a way of life continues as it has done for centuries, enabling them to go back in time. Guests are taken to an authentic African village approximately 20km from Victoria Falls town where they are given the opportunity to watch local villagers going about their daily tasks. The tour enables visitors to see tribal life first hand, visiting rural homes, watching their fields being tended and possibly getting the chance to help in some of the day-to-day chores.

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### Basis

Fully Inclusive

Drinks (Local Brands) Included

### Day 4-6: Nantwich Lodge, Hwange National Park

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### Hwange National Park

As previously described

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### Day Itinerary

This morning after breakfast you will be transferred to the Northern region of Hwange National Park where you will spend the next three nights, traversing this vast area with guided game walks or simply viewing the animals as they come down to the Nantwich dam.

### Overnight: Nantwich Lodge [View iBrochure](#)

A unique, small and intimate eco-lodge reclaimed from a bygone era, for true safari lovers who want to get off the beaten track and discover the pristine wilderness and abundant wildlife of Northern Hwange National Park in Zimbabwe. Perched up on a bluff overlooking a large dam with resident crocodile and hippo, the lodge boasts one of the best views in the park. Built from the foundations of an old lodge, and using as many eco principles as possible, the refurbished lodge embodies the very essence of conservation and responsible tourism by re-purposing, preserving and celebrating the natural heritage of the site.



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### Basis

Fully Inclusive

Drinks (Local Brands) Included

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### Day 7: End of Itinerary

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### Day Itinerary

Enjoy your final breakfast before being transferred to Victoria Falls Airport for your onward flight.

### Basis

Bed & Breakfast

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## Transport

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### Flight Information

Date	Flight	Airline	Departure Airport	Time	Arrival Airport	Time	Class	Ref
	Charter Flight		Victoria Falls Hotel		Hwange National Park Airport [HWN]			

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### Transfers

Date	Company	Pick Up	Drop Off	Time	Vehicle
		Victoria Falls International Airport [VFA]	Victoria Falls Hotel		Transfer
		Hwange National Park Airport [HWN]	Elephant's Eye, Hwange		Transfer
		Elephant's Eye, Hwange	Nantwich Lodge		Transfer
		Nantwich Lodge	Victoria Falls International Airport [VFA]		Transfer

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## Travel Information

### Safari Do's and Don'ts:

Jenman Safaris has extensive knowledge and experience in most African Countries. Throughout the many years we have learnt about a few "Do's and Don'ts" while travelling in and around Africa. We have therefore developed this list for you to read at your leisure. All tips are not always relevant to all the areas that you travel to – depending on your tour.

Due to a lack of transparent and credible regulation relating to ethically acceptable practices where captive wildlife is concerned, Jenman African Safaris has taken the decision not to support any activities that include physical contact with captive wildlife. We urge you to consider the ethical implications of taking part in any such activity that may be offered at your lodge.

#### Arriving for Safari

Get some rest on the first day of your arrival – you may need some time to adjust to a different time zone. Rather arrive a day early to rest and start off your tour refreshed and ready for adventure!

#### Currency

When you need to exchange your currency, avoid any exchanges on the street or in other areas that may seem suspect. Always note that even when people approach you with an, e.g., 50% premium exchange rate offer, this exchange is considered part of the black market and is illegal! Hotels, Camps and Lodges can change money, but sometimes the rate is slightly lower. We recommend that you visit an accredited Bureau de Change.

#### Credit Cards

Credit cards such as Visa and MasterCard are widely accepted in most areas as well as at bigger hotels and lodges.

#### Hospitals and Pharmacies

The larger towns in Southern Africa have pharmacies and hospitals, but you should always make sure you have enough of your medicine in case the pharmacies/hospitals don't stock them.

#### Telephone

In most areas you can call internationally – however please note that some of the smaller areas may not have these facilities and international phone calls are costly. Also, built up areas and towns do have cell-phone reception!

#### Passports, Documents and Valuables

Please make sure that you keep your passport, documents and any other valuables with you at all times! We recommend that a copy of these documents should be made and kept in another safe place in case something happens to the originals. Never leave valuables alone and remember you are on safari, so expensive and valuable jewellery is not necessary.

#### Safety

Every area (any where in the world) can be unsafe at times. Please take common precautions at all times and never walk alone, especially at night or in run-down areas!

#### Packing

Remember to always check the amount of luggage you are allowed to take on the plane as well as on the Safari Vehicle – they may differ. We recommend that a soft bag is used instead of a hard suitcase as it's preferable on safari. Most air flights allow for 20kgs and our scheduled safaris are limited to 15kgs per person. Don't forget to put luggage tags on your suitcases (for the airplane and the safari).

#### Luggage and Medication

Please be advised that you should put any medication that you need (e.g.: diabetes medication) into your hand luggage, even with the strict regulations, airlines will allow that as long as you have a letter from your doctor.

#### What to wear:

You are on safari and out in the bush so make sure that you are comfortably dressed with comfortable shoes. Always have a mix of clothing including; summer clothes, light raincoat, warm top and a hat.

#### Punctuality

Please be on time when you meet your vehicles for the game drives. If you run late you may delay the rest of the trip or miss something wonderful!

#### Climate

Always remember that the African Sun may look gentle but it is strong and can be harsh. Too much sun can lead to headaches, dehydration, nausea and dizziness. Rather look after yourself by using sun screen and a hat versus trying to get a nice African Tan.

#### Drinking Water

In built-up areas the water is safe to drink (mostly in South Africa) however, some areas it is not safe to drink the tap water at all! So we rather recommend that you drink bottled water at all times to prevent any illness. You may use the tap water to rinse your mouth when brushing your teeth! Ice is generally fine to consume, but sometimes it is better to be cautious. We advise you to rather drink bottled water at all times in Africa!

#### Food and drink

Africa is famous for its fruit and fresh vegetables – which can be enjoyed all around Africa. Fruit and Vegetables should be peeled before eating. Drinks (including spirits) and cigarettes can be bought in most areas but are normally quite expensive. On our Safaris we do provide most/all meals which are prepared by our guide or at a lodge.

#### Anti-malaria medication

A lot of areas in Africa are affected by Malaria – we strongly recommend that you take your anti-malaria medication. Take your medication exactly as its prescribed and directed, don't skip any medication! At the end of your safari, if at any time you develop influenza symptoms please consult your doctor immediately.

#### Power and Electricity

Most places (hotels, lodges) have electricity. But we always recommend that you should take a flash light with you on safari. Always remember if you plug something in (e.g.: One of your appliances) there may be a different voltage! The usual voltage is 220-240 AC. If your appliance does not match this voltage you need to bring a converter with as some lodges may not have a converter for you to use...

#### Photos

There will be many amazing photo's that you will want to capture along the way on your safari. But, you need to make sure you don't take any photos of any people without their permission. Also, never take pictures of anyone/anything in the military, police force, armed forces, government, presidents or airports.

### Animals

The animals in the bush and the ones that you may see on safari are wild and should not be approached! Animals may roam freely around so be observant and cautious when walking from place to place.

### Tipping

Tipping is not included in meals unless there is a service charge included in the bill – then you don't need to tip. Normal tipping is 10% of the bill for drinks and food. Tipping for guides and drivers are always appreciated and range from US\$5 and US\$10 per day...

### Driver-Guide/Safari Guide

Your driver and guide is complete with experience, information and knowledge of all the areas that you will travel to. Be sure to ask them lots of questions and feel free to chat to them about anything.

We hope that our list of 'Do's and Don'ts' have been useful and helpful. Please don't hesitate to contact us if you have any more questions that we haven't covered in the above list...

info(at)jenmansafaris.com



A nation of spectacular natural beauty, friendly people and rich culture, Zimbabwe's status as one of Africa's leading safari destinations was dampened for years by its political instability. But now that the country is transcending its strife and returning to a state of equilibrium, it is once again emerging as a vacation highlight of the continent. Victoria Falls – known to locals as 'The Smoke That Thunders' – is one of the seven natural wonders of the world and the sheer power of this massive body of water plunging into the Zambezi Gorge is awe-inspiring and unforgettable. Lake Kariba, with its game-rich shores and islands, is an idyllic safari spot featuring mind-blowing sunsets; Hwange National Park is known for its huge herds of elephants; and a kayak trip down the Zambezi through the Mana Pools National Park will appeal to the intrepid traveller, providing close encounters with crocodiles, hippos and a host of other wildlife.

## Banking and Currency

### Currency

Zimbabwe uses US\$ as well as its own unit of currency, the Zimbabwe Bond Dollar. It is advised to carry small denominations of change with you, however it is best to pay for as much as possible outside of the country. US\$ work best and are widely accepted in supermarkets, and for curios, accommodation, activities and gratuities. South African Rand and Euros are only accepted in some places in Victoria Falls. Do not plan on being able to use cash machines in Zimbabwe to draw money. Before leaving home please exchange all the money that you will need for your trip, plus extra, into US\$. Most of this should be in 1, 5, 10 and 20 denominations because change is not always available. In an emergency you can try Barclays Bank,

Stanbic Bank or Standard Chartered Bank as they will infrequently accept foreign debit cards for withdrawing cash.

## Banking

Banks in Zimbabwe are open for business Monday, Tuesday, Thursday and Friday from 08h00 to 15h00, on Wednesdays from 08h00 to 13h00 and Saturdays from 08h00 to 11h30. They are closed on Sundays and Public Holidays.

Only VISA and MasterCard are accepted in Zimbabwe, however it should be noted that very limited facilities will have credit card machines, and the connection is not always reliable so it is advisable to carry cash as back up.

## Travel, Transport and Getting Around

Taxis are safe and reliable, and can be booked through your hotel front desk. Taxis in cities travel within a 40km radius of the city. Always take a taxi at night.

Major airlines fly into Victoria Falls, Harare and Bulawayo. Charter flights are available to most attractions and camps.

Zimbabwe has a good road infrastructure, by African standards, although potholed. Between major towns, there are frequent road blocks. Traffic drives on the left side of the road.

If you are driving yourself around Zimbabwe, be sure to check on fuel availability in advance. If you are covering long distances within the country, ensure you carry extra fuel in 5 or 10lt metal containers in case of emergency. Fuel is generally available, but supply can fluctuate. Fuel is only available for cash.

## Food, Drink and Cuisine Advice

Zimbabwe's native cuisine is based on sadza, a cooked porridge made from ground maize which is normally be accompanied by some tasty relish, perhaps made of meat and tomatoes, or dried fish. Safari camps will often prepare sadza if requested, and it is almost always available in small restaurants in the towns.

Camps, hotels and lodges that cater to overseas typically serve a variety international fare, and the quality of food prepared in the most remote bush camps is usually excellent.

If you are driving yourself around and plan to cook, then get most of your supplies in main towns. There are a number of South African shopping chains operating in Zimbabwe which will generally have all that you will need.

Water in the main towns is usually purified.. The locals drink it, and are used to the relatively innocuous bugs that it may harbour. If you are in the country for a long time, then it may be worth acclimatising yourself to it. However, if you are in Zimbabwe for just a short period of time, then try to drink only bottled, boiled, or treated water available in towns and from all camps, lodges and hotels.

## Climate and Weather

In Zimbabwe, the rains come principally in **December, January, February** and **March**; the further north you are, the earlier the precipitation arrives and the later it leaves. Zimbabwe's higher eastern areas usually receive more rainfall than the lower-lying western ones.

By **April** and **May** most of the rain is gone, leaving a verdant setting, which is starting to dry out. Especially in more southerly and higher locations, the night-time temperatures start to drop.

The nights in **June, July** and **August** become much cooler, so don't forget to bring some warmer clothes, in case you want to spend an evening outside; the days are still clear and warm. For Zimbabwe, this is the start



of the 'peak season'– days are often cloudless and game sightings continually increase.

Into **September** and **October** the temperatures rise once again: Zimbabwe's lower-lying rift valley – Mana Pools – can get very hot in October. During this time, you'll see some fantastic game, as the Zimbabwe's wildlife concentrates around the limited water sources.

**November** is unpredictable; it can be hot and dry, it can also see the season's first rainfalls – and in this respect it's a very interesting month, as on successive days, you can see both weather patterns.

#### ***Clothing and Dress Recommendations***

When in Zimbabwe the cardinal rule is to wear casual, comfortable clothes during the day as temperatures can get very hot. It is advisable to wear light loose fitting clothing, such as cotton or linen, as they are cool and easy to wash. Warmer clothes are advised for the evenings and rainwear for the wet season.

A brimmed hat and sunglasses are a good idea year round. Long sleeved shirts and long trousers will also guard against the scorching sun rays. It is recommended you wear light shoes, especially if your itinerary entails a lot of walking.

For safaris, please remember to wear appropriate clothing and shoes. Earth colour clothes, such as browns, greens and tans are advisable.

#### ***Electricity and Plug Standards***

Current is 220/240 volts at 50 cycles per second. Both square and round plugs are used.

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## Terms and Conditions

### Jenman Select Terms and Conditions

#### General Information and Booking Conditions

In these Terms & Conditions, the 'Company' shall mean Jenman African Safaris cc; a company registered according to the company laws of the Republic of South Africa. The 'Client' shall mean the person who has signed a booking form as the Lead Booking Name and each person named in the booking form. The 'Agent' shall mean the company, who has signed an Agent's Contract and is booking a Client to travel with Jenman African Safaris.

#### 1. Contract

There shall be no binding contract between the Company and the Client until the following three conditions are met:

1.1. The Company Booking Form has been signed

1.2. The 30% deposit has been paid

1.3. The booking terms and conditions have been confirmed by the Client

There shall be no binding contract between the Company and the Agent until the following two conditions have been met:

1.4. The Agent Contract has been signed

1.5. The booking terms and conditions have been confirmed by the Agent

1.6. the 30% deposit has been paid. (unless otherwise specified in the Agent's Contract)

#### 2. Payments

2.1. A deposit of 30% from each Client is required when submitting the application form to confirm a booking, unless otherwise agreed in the Agent Contract.

2.2. The full amount due by the Client to the Company, shall be payable not less than 30 days prior to the date of departure/start of services (unless otherwise specified in the Agent's Contract). No Client will be permitted to commence any itinerary without payment in full being received by the Company. If the full amount is not received, the Company shall be entitled in its discretion to treat the reservation as cancelled, and consequently to forfeit such part of the advance payment as determined solely by the Company. Late applicants may join the tour based on accommodation availability.

2.3. Invoices in foreign currencies shall be paid by no later than the date specified on the footer of the original invoice. If payment is not made within this stipulated time period, the Client is obligated to request a new invoice as the due amount is subject to currency fluctuations. If a new invoice is not requested and the currency exchange rate has changed to Jenman African Safaris' disadvantage, a new invoice will be issued charging the difference to the Client/Agent.

2.4. If the company accepts payment by Credit Card from an Agent or Client, a 4% surcharge will be added for Visa and Master Cards.

#### 3. Cancellations

3.1. Any cancellation of a booking by a Client or Agent, must be in writing and shall only be effective upon its acknowledged receipt by the Company. The date on which the Company receives the correspondence

or a company recognized Agent, will determine the cancellation charge, if any.

3.2. Cancellation charges will be incurred as follows:

3.2.1. 46 days or more prior to departure: 10% of the total rate

3.2.2. 21 days to 45 days prior to departure: 30% of the total rate

3.2.3. 14 days to 20 days prior to departure: 50% of the total rate

3.2.4. 8 days to 13 days prior to departure 80% of the total rate

3.2.5. less than 8 days prior to departure: 100% of the total rate

3.3. Special cancellation fees may apply for 3rd party bookings

#### 4. Changes and Alterations

4.1. "Force Majeure" means, in relation to the Company, any circumstances beyond the reasonable control of the Company (including, but not limited to, acts of God, explosion, flood, fire, war or threat of war, sabotage, civil disturbance, quarantine, government intervention, weather conditions or other unexpected occurrences).

4.2. The Company shall not be deemed to be in breach of these terms and conditions or otherwise be liable to the Client, by reason of delay in performance, or by non-performance, of any of its obligations hereunder to the extent that any such delay or non-performance is due to any Force Majeure.

4.3. If the Company is affected by Force Majeure it shall be entitled to, and may in its sole and absolute discretion, vary or cancel any itinerary or arrangement in relation to the tour or safari.

4.4. No refunds are given for circumstances arising beyond the Company's control, necessitating alternative arrangements being made to ensure the safety and/or further participation and enjoyment of the tour or safari.

4.5. In the unlikely event of a vehicle breakdown that is beyond the Company's control and immediate repair, the Company will arrange to have the spare part sent to the current location in the fastest possible time. The Company reserves the right to alter the itinerary accordingly in order to make up any time lost due to any unforeseen circumstances.

4.6. The company reserves the right to cancel the tour without prior notification and in such an event only agrees to refund all monies already paid and received from the Client.

#### 5. Insurance

5.1. Travel and cancellation insurance is mandatory for every Client. All insurance is solely the responsibility of the Client. Before a Client commences a tour, he/she should arrange his/her own insurance with protection for the full duration of the travel, to cover including but not limited to, personal injury, damage and loss of personal items including but not limited to camera equipment and other electronic equipment, medical expenses, repatriation expenses and loss of luggage. If a Client falls ill, all hospital expenses, medical expenses, doctor's fees and repatriation costs are the Client's responsibility and the Company shall not be liable for any refund of the tour rate whatsoever.

5.2. The carriage and storage of all baggage and personal effects are at all times the Client's risk and the Company will not accept any liability for any loss or damage of baggage or personal effects. It is the clients' responsibility to ensure all personal items are covered by travel insurance for the correct value.

#### 6. Liability

The Client hereby acknowledges, confirms and records that he/she understands the risk inherent in adventure travel in African destinations and associated activities. The Client is accepted onto the tour and undertakes to do the tour, travel or activity at his/her own risk. The client agrees and concedes that the Company, its representatives and employees shall not be responsible for loss or damage to possessions, or injury or illness to the client or loss of life or consequential damages which might occur from any cause whatsoever, unless directly caused by the Company's negligence.

## 7. Health and Age Restrictions

The client shall acknowledge an awareness of the proposed itinerary and shall confirm that he or she is medically fit, in good physical and mental health and is able to embark on the tour. Any client with a pre-existing medical condition or illness must declare the true nature of such a condition to the Company before the commencement of the tour. Any failure to declare may result in the cancellation of his/her booking. Every client above the age of 65 is required to submit a medical certificate or self-declaration of medical fitness prior to the beginning of the tour (please request this form be sent to you from your travel consultant) . For all Adventure Safaris, there is an age limit of 70 years. For all Lodge Safaris, there is an age limit of 80 years.

## 8. Claims and Complaints

In the unlikely event that the client has a complaint against the company, the Company must be informed immediately, in order that an opportunity is afforded to the company to investigate the situation and provide redress. If the client has any further complaints, these must be lodged in writing to the Company within 1 month of the tour end date. If these procedures are not followed, the Company will not start or continue any such investigation of said complaint.

## 9. Company Responsibility and Rights

The information in any brochure and printed itineraries is given in good faith by the Company, and is based on the latest information available to the Company. Printed itineraries serve as a guideline only. The company reserves the right to change the facilities or transport described in any publication without being liable for any compensation or refund.

## 10. The Company Authority

Any decision made by the tour guide, acting as a Company representative, shall be deemed final on all matters. The company shall not be responsible or liable for any client who commits an illegal or unlawful act in any country visited, or the consequences of such an illegal act. The client may in such circumstances be excluded from the tour without a refund, at the sole discretion of the Company or Company representative. If the Company considers a client unsuitable for a tour (due to mental or physical illness or implied danger to any other Client or Company representative) it may at its sole discretion decline to carry the Client further. If a Client causes severe inconvenience or annoyance to other Clients, the Company may decline to carry the client further, without any refund whatsoever. This will only occur after extensive intervention by the tour guide or Company representative.

## 11. Client Responsibility

11.1. It is the Client's sole responsibility to ensure that passports, visas, travel permits and inoculations required for the tour, are obtained well in advance and are in order in terms of all the countries to be visited. It is the Client's responsibility to meet any additional costs incurred either by the Client (or by the Company on the Client's behalf) as a result of any failure by the Client to comply with such requirements. The Company may not be held liable for any failure on the part of a client to be in possession of the correct travel documentation.



11.2. The onus is on the Client concerned to fully acquaint themselves with the Terms and Conditions set herein and all matters such as visas, required documentation, payment schedules and cancellation policies.

11.3 It is the Client's responsibility to check the latest FCO advice (foreign & commonwealth office) for the countries they will be travelling to.

## 12. Luggage Allowance

Baggage is strictly limited to one large bag, weighing a maximum of 15 kg. Also allowed will be a smaller hand-luggage bag or camera bag per Client. These restrictions are essential because of the nature of the tour. Because overloaded vehicles are inherently dangerous and cause unnecessary transport problems, potentially endangering Clients and Company representatives, the Company insists that every Client adhere to these luggage restrictions.

## 13. Booking on scheduled departures

### 13.1. Group Size

Our group size usually varies between 2 and 14 maximum. By traveling in small groups, the advantages are that campsites and/or lodges are not invaded and time is not wasted in trying to assemble and control large groups of people. It also enables the Company to offer a far more personal service. Our safaris are usually made up of individuals, couples and sometimes groups of friends aged between 18 and 65 years. With the mere physical and youthful mentality which prevails on these tours, they are generally not suited to anybody over the age of 65 years. There is no upper age limit on any tour or safari, but for any Client over the age of 66, the Company requires a medical certificate to confirm physical ability for the chosen tour. Indemnity forms must be completed by a parent or guardian of 21 years or older, for children wishing to participate who are between the ages of 12 and 18.

### 13.2. Transport

Jenman African Safaris cc vehicle fleet comprises fully equipped Toyota Buses (12-seaters), Toyota Land cruiser 4x4 (10-seaters) and Toyota overland trucks (24-seaters for customized tours) with comfortable seating, large windows for game viewing and music systems. Additionally, we make use of Toyota Quantum (14-seaters with comfortable seating and music system.) An off-road trailer is fitted to all 10-seater vehicles and is equipped with a field kitchen. All luggage are carried on the roof or in the trailer to ensure maximum comfort inside the vehicle.

### 13.3. Participation

The degree of satisfaction and enjoyment you feel at the end of each day and at the end of the trip will depend on you and your capacity to enjoy yourself. This capacity, combined with an active and enquiring mind and a willingness to participate, is essential for all tours. The Company offers two types of participation safaris: Non participation, where clients do not need to participate in safari duties; Semi-Participation where the clients have to put their own tents up, help with food preparation, dish-washing and help with the packing and unpacking of the vehicle. A degree of flexibility is essential because of the mere nature of the parameters in which we have to operate.

### 13.4. Accommodation

For Camping safaris, the Company makes use of one 3-person dome tent per 2 people. Thick (5cm) foam sleeping mattresses are provided for these camping safaris. Other accommodation utilized includes bungalows, rondavels, log cabins, lodges, hotels and tented safari camps, for days where accommodation is specified in the itinerary.

### 13.5. Prices and Local Payment

We endeavour to ensure that every Client is fully aware of all costs involved on each trip. The costs on some tours are divided into two payments. The first amount is the tour price and the second amount is the local payment, which are paid directly to Jenman Safaris or the Agent before the tour commences. Therefore, the local payment fee will be payable prior to travel together with the main tour fee. The local payment is then handed over to the guide to pay for some of the day-to-day operational costs that are incurred while groups are on the road. Examples include fees at most of the national parks, entrance fees to some attractions, local guides and any food markets we visit to stock up on fresh produce during the tour. Our price, in conjunction with the local payment, includes accommodation, transport on the tour, meals, and activities as per itinerary, camping equipment (except sleeping bags), permits, entry fees and a trained and qualified tour guide.

#### 14. Discounts

14.1. Only one discount may be used at any time. Discounts cannot be combined or used in combination with any other specials.

14.2. Book & pay refers to full payment being received.

14.3. All discounts apply to the per person tour price. Please note that flights, airport taxes, single supplements, local payments and special permits are excluded.

14.4. Combine your trips – the 5% discount applies to the more expensive of the chosen tour packages.

14.5. All discounts are subject to tour availability.

14.6. Frequent Traveller – your previous trip has to have been a separate booking on a different date/occasion. Your previous booking had to be a minimum of 5 night stay.

14.7. Jenman African Safaris' general Terms & Conditions still apply.

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## PRE-DEPARTURE INFORMATION

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**DEPARTURE:**

The Best of Hwange Fly-in Package departs from Victoria Falls. Whilst it is our every intention to adhere to the above-mentioned itinerary, there may on occasion be a necessity to make alterations in order to make the tour more enjoyable or practical. Therefore, please treat the itinerary as a guide only.

**TRANSPORT:**

You will be picked up at Victoria Falls International Airport. For transfers between Victoria Falls and Hwange (or vice versa), 2x4 vehicles may be utilised. All luggage, besides hand luggage and photo equipment, is carried on the vehicle or trailer roof racks to ensure maximum comfort in the vehicle. Some game drives may be conducted in open-sided safari vehicles.

**Please reconfirm flight details at the time of booking.**

Airport transfers are usually conducted in sedan vehicles or minibuses. The game drives take place in open 4x4 vehicles.

**MEALS:**

Meals included in your safari will be taken in the restaurants at the various accommodation establishments. Please advise us of any special dietary requirements in advance.

**VISAS:**

The onus is on the client to organize all visas required to visit the countries stated on the itinerary.

**TRAVEL INSURANCE:**

Please note that travel and cancellation insurance is mandatory for every guest travelling with Jenman African Safaris. All insurance is solely the responsibility of our guests. Please ensure you arrange your own insurance with protection for the full duration of your journey to cover personal injury, damage and loss of personal items including but not limited to camera equipment and other electronic items, medical expenses, repatriation expenses and loss of luggage, etc. Please speak to your travel agent if you require assistance.

**MAKING YOUR TRAVELS MEANINGFUL:**

The Grow Africa Foundation (163-738 NPO) is the responsible tourism initiative started by Jenman African Safaris and Hideaways. The focus of Grow Africa is to make a positive impact on the environment, society and economy in the places we travel to. We do this by instigating and supporting local social and environmental projects.

**Your booking makes a difference:** With every booking to the value of R10,000 / US\$1,000 / EUR1,000 or more a donation of R50 / US\$5 / EUR5 will go to the Grow Africa Foundation. Click here to see the projects your booking is supporting: <http://www.jenmansafaris.com/about-us/grow-africa/>

**For more information regarding the attractions, accommodations and areas visited on this tour, we invite you to click through to the tour listing on our website [www.jenmansafaris.com](http://www.jenmansafaris.com). You will also find information regarding availability and possible extensions to our scheduled tours. Our reservations office is at your service and we look forward to welcoming you to Jenman online!**