

Thomas Cook
— T O U R S —

THE ORIGINAL TOUR EXPERT SINCE 1841

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TOURS

WORLDWIDE JOURNEYS,
EXPERIENCED TOUR MANAGERS
AND CHAUFFEUR CAR SERVICE

The Best of South Africa



welcome to the world of **Thomas Cook Tours**
we look forward to **sharing** some
wonderful experiences with you



the best of south africa

This booklet contains your itinerary and a range of other important information. Please read it through carefully and bring it with you on your holiday.

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1. Essential information

Passport and visa requirements

South Africa

British citizens visiting South Africa for less than three months don't need a visa. Please make sure you have one clear blank page in your passport for the South African entry stamp. We recommend you leave two blank pages as some South African immigration officials insist on this. British visitors without a free blank page in their passports will be denied entry.

Zambia (Victoria Falls extensions)

British citizens visiting Zambia must have a visa. It is possible to obtain a visa when you arrive in Zambia, which can be paid for in US dollar cash, but we recommend you obtain your visa before you leave the UK. For full details on visa application procedures, please contact the Zambia High Commission (please see page 24).

All visitors must hold a full 10-year passport, the validity must extend six months beyond the date you intend to leave South Africa (or Zambia if you're extending your stay) and have at least 2 blank pages. You must also be in possession of a return or onward flight ticket.

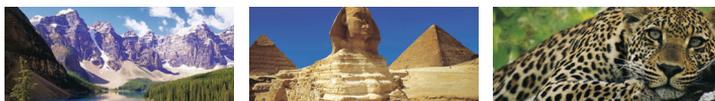
Make a note of your passport numbers here and keep this booklet safe, in case your passport is stolen or mislaid.

Passport numbers:

Insurance

Medical care in Africa is expensive, so it's essential you take out comprehensive travel insurance for the whole of your stay. Please be aware that if you extend your stay in Kruger Park, other national parks and some rural areas, medical facilities are basic and air evacuation might be the only option for medical emergencies. It is vitally important that you read and understand your insurance cover, ensuring it includes cover for the African continent, and you should check that it's valid for all activities you'll be involved in.





Health requirements

Precautions/vaccinations are recommended against hepatitis A, hepatitis B, typhoid, polio, tetanus and tuberculosis.

Food and water-borne diseases are the number one cause of illness in Africa, so always make sure your food and drinking water are safe. All visitors should carry a good first-aid kit, which includes adhesive dressings, insect repellent, antiseptic cream and water sterilisation tablets.

For up-to-date information, full details can be found on the Department of Health website at www.doh.gov.uk/travel/countryadvice or alternatively, on the Medical Advisory Services for Travellers Abroad website at www.masta.org.

Yellow fever

A yellow fever vaccination certificate is required by all persons over 1 year of age arriving from an endemic zone. South Africa has never been classified as an endemic zone. Please be aware that if you are leaving Zambia via South Africa, you must be able to show an up to date yellow fever vaccination certificate.

Cholera

It's not necessary to take special precautions against cholera in South Africa, but if you continue on to any other African country, consult your doctor prior to departure for specific country advice.

Malaria

Malaria is transmitted to humans by the bite of an infected female mosquito. Symptoms can include fever and flu-like illness, muscle aches and fatigue. Any symptoms developed up to one year after returning home should receive immediate medical attention. Malaria is endemic in lowland areas below 800 metres (2,600ft). In South Africa, all rural areas (including game parks in northern and western low altitude areas of the Transvaal and Natal coastal areas) are affected. Take the necessary precautions against malaria; consult your doctor for up-to-date advice and the correct course of tablets for the areas you plan to visit. To be on the safe side, we also recommend you apply insect repellent to exposed skin, use mosquito nets to sleep under at night and wear long sleeves and long trousers, particularly between dusk and dawn. The malaria transmitting mosquito usually only bites at night. The peak transmission of malaria occurs between October and June, with the period of highest risk being from February until early May. If you decide to extend your holiday into Kenya, you must inform your doctor or pharmacist because the Kenyan authorities have banned the use of Choloroquine combinations of prophylaxis.

HIV/AIDS

There is a high prevalence of HIV/AIDS throughout the continent and extreme care should be taken at all times.

There are a number of over the counter drugs that are available in the UK that are not legal in Zambia. If medication is essential we advise you contact the Government of Zambia's Pharmaceutical Authority to request advance permission to bring drugs into the country; you can email the Director General at pharmacy@pra.gov.zm. Customs may ask to see prescriptions for any medication brought into the country.

Luggage

Your tour includes portorage for only one suitcase, so we recommend you stick to that. Please note that a charge will be added for any additional bags, subject to availability of space. There's a weight limit of 20 kilograms for your checked luggage and South African Airways will levy an excess luggage charge if it exceeds this.

In addition, South African Airways allows strictly only one piece of cabin luggage per person, so please arrange your packing accordingly – although women enjoy the extra privilege of being able to take a handbag as well as a carry-on bag. Your cabin luggage must be able to fit under your seat or in the overhead compartment and can't be more than a total of 45 inches or 115 centimetres (when you add up width, length and height) or more than 8 kilograms in weight.

Flight details and airport fees

Full flight details can be found in your voucher booklet.

As flight times and numbers can change without notice, it's important that you always reconfirm your flights in advance. Wherever possible your tour manager will do this for you, but if not, please make sure that it is done, as failing to reconfirm your flights may result in the airline cancelling the remainder of your reservation. You can telephone South African Airways on:

South African Airways in Cape Town:	021 936 2524 (international) 021 936 2308 (domestic)
South African Airways in Johannesburg:	011 978 2888 / 0860 003146

The price of your airline ticket includes most airport taxes, but you should be aware that these are subject to change without notice.

Seat rotation

The seating on our coaches is rotated daily so that everyone gets the chance to experience the spectacular views in different ways throughout the tour.





Optional tours and sightseeing

It's impossible to pack everything into a single tour, so for additional variety and excitement you have a range of extra excursions to choose from throughout your holiday.

If you want to take any of the optional excursions offered on your tour, let your tour manager know as soon as possible. Although the excursions aren't organised by Thomas Cook Tours, your tour manager will take care of bookings and payment.

You can pay for the excursions detailed in your brochure with sterling, in cash, or by cheque supported by a bank guarantee card.

Though they're not listed in your brochure, other excursions are offered locally along the way. You can pay for these with South African rand cash or South African rand traveller's cheques. Please note we cannot accept the Thomas Cook Cash Passport.

Sometimes unexpected local conditions mean we have to substitute alternative sightseeing trips for advertised excursions. You should also know that some excursions are dependent on local availability; similarly, some will only take place if enough people choose to take them.

Important

Please be aware of the following important information, which has been taken from the booking conditions detailed in the Thomas Cook Tours 2011-2013 brochure:

Excursion Conditions

Excursions include, but are not restricted to, any sightseeing trips, gigs, events or other tours attended in resort for which additional payment is required. Excursions can either be booked and/or paid for in resort ("Resort Booked Excursions") or pre-booked and paid for when you book your Holiday ("Pre-booked Excursions"). All excursions are supplied by third party suppliers and are subject to our supplier conditions. Subject to our Booking Conditions we accept responsibility for Pre-booked Excursions. However, Resort Booked Excursions do not form part of your Package and are not governed by the Package Travel, Package Holiday and Package Tours Regulations 1992. We do not have any responsibility or liability whatsoever for anything which may go wrong on a Resort Booked Excursion. We, our servants, employees or agents are acting, depending on the actual Resort Booked Excursion, either as agents for the relevant Resort Booked Excursion or as agent for you. In any event the contract for any Resort Booked Excursion is between you and the Resort Booked Excursion provider. It is your responsibility to note carefully any conditions of contract contained in any Resort Booked Excursion, literature, ticket or receipt you are given. For Resort Booked Excursions you may also be subject to the laws of the country in which you take your excursions and may be required to bring any disputes or claims before the Courts of that country also.

You'll also find a full copy of the booking conditions at the back of the Thomas Cook Tours brochure.

2. The Best of South Africa itinerary

Soak up the diversity of South Africa – the sunny, stylish streets of Cape Town, the colour and customs of Zululand, the lions, elephants, ostriches and leopards of the parks, and the coast's empty beaches and rolling surf. From the city to the bush, this is the very best of South Africa.

Day 1 – London / Cape Town

You'll find details of your flight to Cape Town in your voucher booklet.

Your tour manager will meet you at the South African Airways check-in desk at London Heathrow Airport, Terminal 1. Then once you've checked in, make your way to the Servisair Executive Lounge. If your tour manager gets held up at the check-in desk, the Servisair Executive Lounge monitors will tell you which departure gate you need to go to and your tour manager will meet you at the gate or on the plane.

If you've got a connecting flight from a domestic airport, your tour manager will meet you at the South African Airways check-in desk at Heathrow Airport, in the Servisair Executive Lounge at Heathrow Airport or on the plane.

Overnight in the air.

Day 2 – Cape Town

On arrival in Cape Town, enjoy a brief sightseeing tour of South Africa's oldest city en route to your hotel, as it's possible the rooms might not be ready until 2pm. Take a cable car ride to the summit of Table Mountain (weather permitting), before transferring to the hotel. The rest of the afternoon is free for you to relax and settle in for your four-night stay.

Cape Town's spectacular setting of stunning coastlines and majestic mountains is combined with a sunny warmth, not only in the weather, but in the hospitality of its people. Although lunch and dinner aren't included today, the diverse restaurants, bars and excellent shopping on the Victoria and Alfred Waterfront will leave you spoilt for choice.

Your tour manager will let you know your wake-up time each day as well as the times of all tours and departures.

Overnight in Cape Town.





Day 3 – Cape Peninsula

Breakfast (included)

Your first full day of sightseeing on the Cape Peninsula begins with a drive along the Atlantic Seaboard. Visit Cape Point Nature Reserve, where the Atlantic and Indian oceans meet, before heading along the Indian Ocean coast to see the penguins native to Boulders Beach.

This afternoon, journey through the historic naval base of Simon's Town, and complete the afternoon with a leisurely walk in the Kirstenbosch Botanical Gardens before we return to our hotel in Cape Town.

Overnight in Cape Town.

Day 4 – Cape Town

Breakfast (included)

Today is free for you to relax in Cape Town and perhaps get to know the area a little more. It's easy to explore on foot, particularly the oceanfront, with several tranquil gardens, open-air markets and museums to explore, and the temperate, sunny climate means that there's something to entertain you whatever the time of year. If you're ready for more activity though, you're welcome to join the optional Winelands Tour to Paarl and Stellenbosch.

Winelands Tour

The Winelands region is characterised by dramatic mountains and beautiful vine-covered valleys. Today, visit Paarl and Stellenbosch, South Africa's second oldest European settlement, to learn the wine-making process and taste a sample of the principal wine production at two well-known estates. Continue to the Huguenot Memorial and the Afrikaans Language Monument, perched on Paarl Rock, before heading back to Cape Town.

A full-day trip, this excursion costs approximately Rand 520 per person and leaves at 8.30am (subject to change). Your tour manager will book your place and organise payment.

Overnight in Cape Town.

Day 5 – Cape Town

Breakfast (included)

Relax with a day at leisure in the ‘Mother City’ of Africa, famous for its Table Mountain backdrop and panoramic views from Signal Hill’s summit. Cultural Cape Town has much to offer, including Robben Island prison – where Nelson Mandela was incarcerated, the Two Oceans Aquarium, the Victoria and Alfred Waterfront and elegant shopping malls selling a vast array of local crafts and luxury items. Alternatively, see more of the city on an optional tour.

Walk to Freedom Tour

Tour the District Six Museum. From there, tour Langa, the oldest apartheid housing scheme in the Western Cape townships. Gain a valuable insight into the cultures and history of each township with a visit to Guguletu. Visit an informal spaza shop, shebeen (pub) and hostels, and then enjoy lunch at the Victoria and Alfred Waterfront (not included). The half-day tour will end here, but those who opt for the full-day tour will continue on a three and a half hour cruise and a tour of Robben Island to walk in the footsteps of Nelson Mandela.

A half-day or full-day trip, this excursion costs approximately Rand 375 per person for the half-day tour or Rand 670 per person for the full-day tour, and leaves at 8.30am (subject to change). Please note that this is a locally booked tour and should be paid for in Rand cash or traveller’s cheques. Your tour manager will book your place and organise payment.

Overnight in Cape Town.

Day 6 – Cape Town / Oudtshoorn

Breakfast (included)

Journey by road today, on to the seaside village of Hermanus, famous as the favourite breeding ground of the Southern Right Whale (whale sightings are seasonal). Continue along the highway, with soaring mountain peaks on one side and a sparkling ocean on the other, heading through Swellendam and the Tradouw Pass to join Route 62. Journey through the beautiful Klein Karoo desert, passing the character-filled towns of Barrydale and Calitzdorp, before arriving in Oudtshoorn, known as the ‘feather capital of the world’ because of its large ostrich industry. Here we visit the Cango Wildlife Ranch.

Overnight in Oudtshoorn.





Day 7 – Oudtshoorn / Knysna

Breakfast and lunch (included)

This morning visit the Cango Caves, a vast limestone labyrinth of stalagmites and stalactites. Discovered in 1780 by a farmer named Van Zyl, the first cave he found was also one of the most impressive: a 98-metre long chamber now called Van Zyl's Hall. Stone implements and Bushman wall paintings discovered here suggest the site was occupied by man as early as the Middle Stone Age (8000-2700 BC). The caves are remarkable for their variety of calcified formations, producing a fantastic array of colours and weirdly sculpted shapes.

Our next stop is the Ostrich Show Farm where we have lunch (included). These strange birds thrive in the semi-desert climate of Oudtshoorn, the only place in the world where feathers are still sold at regular auctions, and are a big feature of the area. Apart from the feathers (mainly used to manufacture fashion accessories and household dusters), the bird is valuable for its meat, which is low in fat and almost cholesterol free; its egg, equal to 24 hens' eggs; and its skin, which is used for handbags and shoes.

After lunch we'll continue along the Outeniqua Mountain Pass, through the seaside town of George and on to the coastal town of Knysna, set beside a shallow lagoon and famous for its oysters.

Overnight in Knysna.

Day 8 – Knysna

Breakfast (included)

Enjoy a visit to the Knysna Elephant Park this morning.

Spend the afternoon at leisure or perhaps book an optional cruise on the Knysna Lagoon with a visit to the Featherbed Nature Reserve. Admire the view of The Heads, the two majestic rock cliffs at the lagoon's entrance to the Indian Ocean. There may also be an opportunity for oyster tasting if time permits (not included). This excursion costs from Rand 295 per person, and should be paid for in Rand cash or travellers cheques. Your tour manager will book your place and organise payment.

Please ask your tour manager for details.

Overnight in Knysna.

Day 9 – Knysna / Port Elizabeth / Durban

Breakfast (included)

Pass through a diverse landscape as you drive to Port Elizabeth today, taking in Plettenberg Bay, the spectacular Tsitsikamma forests and the bridge over Storm’s River. Arriving at Port Elizabeth, join your flight to Durban, your home for the next two nights.

You’ll find details of your flight to Durban in your voucher booklet.

Overnight in Durban.

Day 10 – Durban / Zululand / Durban

Breakfast and lunch (included)

Today your journey takes you through the rural area of Zululand, one of South Africa’s smallest provinces, which combines the former Zululand and Natal. Explore an ancient native African culture, the fascinating Zulu culture, as you journey into the heart of colourful Zululand. Enjoy the Zulu Kraal experience with dancing and a traditional lunch in the village before returning to the hotel late afternoon.

Overnight in Durban.

Day 11 – Durban / Johannesburg / Kruger

Breakfast and dinner (included)

After an early start to Durban Airport, fly to Johannesburg and travel by road (approximately five hours), with a lunch stop en route (not included), to Kruger National Park. This internationally renowned game park, roughly the size of Wales, was declared a national park in 1926 and is a haven for more varieties of wildlife than any other game sanctuary in Africa, particularly the ‘Big Five’: lion, leopard, rhino, elephant and buffalo. It’s also home to a variety of African plant, bird, fish and insect life. After a drive through the park, settle in and relax in a basic but comfortable chalet in one of Kruger’s well equipped rest camps. We recommend you bring a torch as some areas of the camp are not well lit at night.

Overnight in Kruger National Park.





Day 12 – Kruger / Shiduli Private Game Reserve

Breakfast, lunch and dinner (included)

An early morning drive by coach through Kruger gives you the opportunity to see wildlife such as impala, zebra, hippos, elephants, giraffes, antelopes, cheetahs and lions in their natural habitats.

After breakfast, head for your private game reserve for lunch, after which there will be an afternoon game drive. Your ranger will be your guide for your stay and will brief you on what to expect. The tracker has an intimate knowledge of the terrain and an exceptionally keen eye. By observing animal spore and other signs of the bush, he can often spot game that would be overlooked by the untrained eye. Your ranger and tracker will be happy to share their knowledge so feel free to ask questions.

Your tour manager will let you know your departure times.

Overnight in Shiduli Game Lodge.

On safari

Important information

To make sure there is minimum disturbance to the wildlife and environment, please read and follow the code of conduct guidelines:

- Unnecessary noise can startle and disturb wildlife, therefore cassettes and radios are not allowed.
- Wild animals have right of way.
- Don't leave your vehicle at any time unless instructed to do so by your ranger/guide.
- Don't follow the animals and always keep a distance of 20 metres away.
- Don't damage the vegetation.
- Litter can seriously injure or kill the animals and should be disposed of properly.
- A lit cigarette carelessly disposed of can cause huge and uncontrollable fires.
- Don't collect bones, skins, feathers, horns, teeth, hair, eggs or shells.
- Don't feed the animals.

Sightseeing

It is never guaranteed that you'll see particular animals. Beasts, by their vary nature, wander, and while safari drivers will try to find and show you the widest variety of local wildlife possible, they might not be able to track some species on some days. In the summer months (November-March) some tracks might not be accessible and the long grass can prevent some wildlife from being seen. While on safari, it is a good idea to bring your own binoculars, but keep them in a good dust-proof case when not in use.

Dress code

While on safari you are asked to wear neutral colours such as brown, beige and khaki, as bright colours and white can disturb the animals. We recommend you wear a jumper or several layers as it can get very cold in the early morning and after dusk, and a hat during the day to help avoid sunstroke – a person can sunburn in 20 minutes. Remember to bring a swimsuit for sitting around the pool at the game reserves during the day, and sturdy, broken-in walking shoes or boots are indispensable.

Day 13 – Shiduli Private Game Reserve

Breakfast, lunch and dinner (included)

Spend today exploring your private game reserve, accompanied by your ranger and tracker, whose knowledge and training bring out the best in a day like this. Start early this morning for a drive around the reserve in an open-top 4x4 vehicle, wildlife watching and viewing species indigenous to the area. This afternoon, head out for a bush walk.

Overnight in Shiduli Game Lodge.

Day 14 – Shiduli Private Game Reserve

Breakfast, lunch and dinner (included)

Spend a day indulging in the luxuries of the lodge: You have the option of either a day at leisure at the pool in the tranquil surrounds, or booking an optional game drive (own account) for this afternoon (approximate cost Rand 280).

Overnight in Shiduli Game Lodge.

Day 15 – Shiduli Private Game Reserve / Johannesburg

Breakfast (included)

Travel back up the escarpment stopping for lunch at Dullstrom, the Trout Capital of South Africa after which head to Johannesburg, and settle in for a one-night stay at your hotel.

Your tour manager will let you know your departure times.

Overnight in Johannesburg.





Day 16 – Johannesburg / London

Breakfast (included)

Spend the morning at leisure or enjoy an optional tour of Soweto Township. Soweto is a symbol of the New South Africa, caught between old squatter misery, new prosperity and an upbeat lifestyle. It is a vibrant city which still openly bears the scars of the Apartheid past and yet shows what is possible in the New South Africa. Enjoy a light lunch at one of the local Shebeen's, where you can try a local African dish, before returning to your hotel. This excursion costs approximately Rand 300 per person. Please note this is a locally booked tour and should be paid for in Rand cash or travellers cheques. Your tour manager will book your place and organise payment.

In the afternoon head to Johannesburg International Airport to join your South African Airways flight back to London Heathrow.

Your tour manager will let you know what time you need to check out of your hotel. Make sure any outstanding bills are paid and check that your passport and air tickets are secure in your hand luggage.

You'll find details of your overnight flight from Johannesburg to London in your voucher booklet and on your air tickets.

Dinner will be served on board the flight.

Overnight in the air.

Day 17 – London

A light breakfast will be served before we arrive at London Heathrow.

If you've pre-booked our door-to-door pick-up service, your tour manager will show you where to go for your journey home.

If you've booked an extension to your Thomas Cook Tour, please refer to page 15 for details.

Tipping your tour manager

It's customary to express happiness with any personal service you receive on your holiday with some kind of gratuity, and tour managers are no exception. Naturally this is entirely at your discretion, but as a simple guideline we recommend £1-2 per person per day – depending, of course, on your level of satisfaction.

As tips are a personal matter, we suggest they're given on an individual basis rather than as a group collection.

Last-minute changes

Tours involve services from many different airlines, hotels and ground transportation companies. Due to the demand for these services, it's not always possible to guarantee particular airlines, flights, aircraft type, ferries, trains and/or hotels featured on a specific itinerary or departure date.

Bearing this in mind, we reserve the right to change any of the listed services and, if necessary, even make last-minute changes to the itinerary itself without prior notice. Of course, if this happens, we will always make every effort to give you as much advance notice as possible.





3. Tour extensions

If you've booked an extension to your Thomas Cook Tour, please read the following information carefully. If you have any queries, please discuss them with your tour manager before you start your holiday extension.

Victoria Falls extension by air

This extension includes two nights' accommodation at the Zambezi Sun or The Royal Livingstone, depending on which package you've booked, and includes return flights from Johannesburg to Livingstone (Victoria Falls) and transfers.

Your tour manager will discuss this option with you before the end of the main tour and will reconfirm your onward flights to Livingstone (Victoria Falls). Your tour manager will also arrange your transfer to Johannesburg International Airport in time to connect with your onward flight to Livingstone.

Please arrive at Johannesburg International Airport 90 minutes prior to departure.

On your return you will be transferred back to Livingstone Airport by our local representatives for your South African Airways flight back to Johannesburg, arriving in time for your onward flight to London Heathrow.

4. Destination highlights

More than just big game and lush landscapes, South Africa is a heady mix of sophisticated, cosmopolitan cities, fertile Winelands, magnificent mountain ranges and unspoilt coastlines. Experience the splendour of the Garden Route and view the wonderful animal and bird life that the private game reserves have to offer.

Cape Province

Said to be South Africa's most beautiful province, the Cape is home to the scenic Garden Route and offers a stunning coastline of lakes, mountains, rivers and forests. The fertile Winelands is home to the towns of Paarl and Stellenbosch which, along with being a great attraction, produce some of the world's most popular wines. Yet the most obvious draw for the province is South Africa's oldest city – Cape Town, which enjoys a spectacular setting against the backdrop of Table Mountain and encircled by Lions Head and Signal Hill. As if the incredible location wasn't enough, the city itself is lively with sunny sophistication and excellent shopping and dining opportunities.

KwaZulu Natal

This small province has an amazing scenic and cultural diversity, which includes the mighty Drakensberg Mountains, a spectacular coastline, Zululand and Northern Natal, and culminates in cosmopolitan Durban.

Mpumalanga

The North Cape is characterised by the vast desolation of the Kalahari Desert, majestic mountains, the breathtaking Augrabies Falls and the tranquillity of towns such as Kimberley, famous for its diamonds, and Mpumalanga, one of the country's most popular destinations, not least because it is home to South Africa's finest game reserve: the Kruger National Park. Home to the 'Big Five', this is a nature lovers' delight.

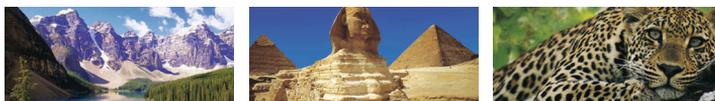
Gauteng

This region still retains many areas untouched by development and offers dozens of retreats and leisure resorts to relax in. It was recently renamed with the Sotho word 'Gauteng', meaning 'Place of Gold', as it is one of the largest industrial regions in the southern hemisphere and home to the gateway city Johannesburg, a cosmopolitan kaleidoscope of culture and creed.

Recommended reading

South Africa – Thomas Cook Publishing
Traveller's Guide to South Africa – Peter Joyce





5. Useful information

Climate

South Africa's seasons are the reverse of those in the UK. There are three climatic zones:

Cape Town/Western Cape	Mediterranean-type climate
Natal Coast	Subtropical climate
The Interior	Winter – dry and warm, cold at night
	Summer – hot with warm evening showers

Clothing

In summer, we recommend cool casuals for the daytime and a light jacket or jumper for when the evenings turn cool. In winter, a coat may also be necessary.

Dress code

Smart/casual comfort, such as a collared shirt/blouse with smart trousers/skirt, is the norm. Should you wish to visit some of the more exclusive restaurants (particularly in the cities), it is wise to pack more formal wear (i.e. a jacket and tie or cocktail dress).

Duty free

Duty-free allowances for people entering the UK are:

Tobacco Goods	Alcoholic Drinks	Other Goods
<ul style="list-style-type: none"> • 200 cigarettes OR • 100 cigarillos OR • 250 grams of tobacco OR • 50 cigars 	<ul style="list-style-type: none"> • 1 litre of spirits or strong liqueurs over 25% volume OR • 2 litres of fortified/sparkling wine PLUS • 2 litres of still wine 	<ul style="list-style-type: none"> • 60cc/ml of perfume • 250cc/ml of eau de toilette • Souvenirs/gifts up to the value of £145

Duty-free allowances for people entering South Africa are:

Tobacco Goods	Alcoholic Drinks	Other Goods
<ul style="list-style-type: none"> • 400 cigarettes AND • 250 grams of cigarette or pipe tobacco AND • 50 cigars 	<ul style="list-style-type: none"> • 2 litres of wine AND • 1 litre of spirits or other alcoholic beverages 	<ul style="list-style-type: none"> • 50cc/ml of perfume • 250cc/ml of eau de toilette • Souvenirs/gifts up to the value of Rand 500

These allowances are only for people aged 18 years or over.

Electricity

The electricity supply is mainly 220AC (250AC in Pretoria and Port Elizabeth). A continental-type two-pin adaptor can be used for electric shavers and similar appliances. South Africa also uses the old-style British three-pin, 15 amp plugs, which require a special adaptor. These can be obtained from:

TELEADAPT

Telephone: (020) 8233 3000

Fax: (020) 8233 3132

Email: info@teleadapt.com

Website: www.teleadapt.com

Adaptors may also be purchased from electrical appliance shops in South Africa for approximately Rand 60-70. Alternatively, you could ask your hotel if they have a suitable adaptor available.

Language

Afrikaans and English are both spoken.

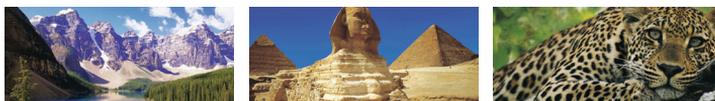
Photography and video cameras

Film is difficult to find in some areas, therefore we recommend you bring sufficient stocks with you to cover your stay. As most game drives are done in the early morning or late afternoon, a high-speed film (200/400 ASA) is recommended.

We advise you to place all undeveloped film in your hand luggage, as there is a small risk of damage from the CTX scanning carried out on hold luggage at UK airports.

There is no duty on imported cameras as long as they are re-exported. We recommend that you bring adequate supplies of films and video cassettes with you, but be aware that facilities for battery charging are rare, time-consuming and expensive. If you have your own charger and rechargeable batteries, the process is easier and most hotels and lodges with good generators or mains electricity will be able to recharge them. We also recommend that you have a good quality camera case, as damage can be caused when travelling on safari.





Public Holidays in 2012

New Year's Day	1 January
Human Rights Day	21 March
Good Friday	6 April
Easter Monday/Family Day	9 April
Freedom Day	27 April
Workers Day	1-2 May
Youth Day	16 June
Womens' Day	9 August
Heritage Day	24 September
Reconciliation Day	16 December
Christmas Day	25 December
Day of Goodwill	26 December

Safety tips

The central business districts of major cities in South Africa are no different from any other major city in the world. Here are some common sense tips to ensure you have a safe holiday:

- Be vigilant at all times.
- Lock all valuables in the hotel safety deposit box.
- Try not to attract attention by carrying cameras and/or wearing expensive jewellery.
- Don't carry cash or credit cards around with you unless it is necessary.
- Avoid walking in the streets alone after shopping hours or over weekends.
- Use taxis at night, booked through a reputable taxi company.
- Keep your car doors locked at all times.
- It is not advisable to resist if confronted.

Shopping

In South Africa, gold, diamonds, semiprecious stones, leather, wood carvings and ceramics are all good buys. Please remember that even though you may see souvenirs made from the skin, horns etc. of wild animals, the import of these items is banned and such souvenirs will be confiscated at UK Customs.

Shop opening hours:

Weekdays	8am-4 .30pm
Saturdays	8.30am-12 noon
Sundays	9am-1pm (only in metropolitan areas)

Please note that these times are only guidelines. There is an increasing trend for shops to stay open later and all weekend in major tourist locations, although this cannot be guaranteed.

Sightseeing

Your tour is designed to be as colourful and comprehensive as time and distance allow. However, it can't possibly cover all of the country's many attractions. Your tour manager will be happy to suggest extra sightseeing, which you can enjoy during your free time. You don't have to participate in every organised tour; feel free to explore on your own, or simply to relax by the pool. All we ask is that you let your tour manager know your plans.

Please note that there are no refunds on any unused services.

Smoking

An anti-smoking law exists in South Africa, forbidding smoking in public places (including restaurants, pubs, hotels and casinos), unless there is a partitioned-off area with separate ventilation and extractor fans.

Taxes

VAT is levied at 14% on most items and services, including meals, accommodation and locally produced goods, although it's not always included in the prices shown. VAT can be claimed back on goods purchased exceeding Rand 250 at your international departure point, but allow time for possible queues. Please also be aware that there's a small administrative fee imposed by Customs and a further fee when the cheque issued is cashed.

Time zone

South Africa GMT plus 2 hours

Tipping

Tipping is normally 10% where service is not added to the bill. It's also usual to tip tour guides, coach drivers and game rangers with an amount that would reflect the service given. Your tour manager will give you further details.





Travel the World without Costing the Earth

We're passionate about the places we visit and want to protect and preserve them for future generations to enjoy. We're sure it's a passion you share so here are some ideas:



Look after the natural environment:

Leave anywhere you visit even better than when you found it. Dispose of litter carefully (fire is a serious hazard in hot, dry countries so be careful with that cigarette butt!) and recycle where possible.

Respect local traditions and people:

Observe any dress codes and behave appropriately. It may be your holiday but it's their home. Try using a few words of the local language.

Always ask before taking someone's photograph:

Some people find this intrusive while others may ask for money for this small service.

Haggle with humour:

Do haggle – it's part of the fun. But remember that what may be a small sum to you may be significant to the seller, so try to be fair, too.

Resist giving money or gifts to begging children:

It may make give you that feel-good feeling but you may be adding to other problems behind the scenes. Give to a local charity or school to ensure the money goes where it is most needed.

Buy locally made products and use local services:

Eat at local bars and cafes. Ask about excursions using local guides and drivers – they have insider knowledge! Putting money into the local economy helps local people and gives your holiday an extra dimension.

Reduce the use of natural resources and energy:

Take a quick shower instead of a bath; re-use towels; switch off lights and air con when out; try the local bus service, hire a bike or walk – you'll see more that way!

Please don't take 'natural' souvenirs away:

Wild flowers and plants, pebbles and sea shells, should all be left where you found them for others to enjoy.

Don't buy products made from endangered plants or animals:

This includes hardwoods, corals, shells, starfish, ivory, fur, feathers, skins, horn, teeth, eggs, reptiles and turtles. For more information on endangered species visit the WWF-UK Souvenir Alert Campaign

Child Sex Tourism is a Criminal Offence in all Destinations:

If you would like to report an incident, contact Crimestoppers from the UK dial Freephone 0800 555 111. From Overseas dial +44 800 555 111. Or contact ECPAT UK (End Child Prostitution, Pornography and Trafficking) +44 207 233 9887

These are just some of the simple things that can be done – but there are many more. To find out more about how you can make your holiday more sustainable, visit www.makeholidaysgreener.org.uk.

Wake-up calls

While your tour manager will arrange daily wake-up calls, it's always a good idea to bring a travel alarm clock with you on your tour.

Water

The water in major towns and cities is chlorinated and considered to be relatively safe, but there are frequent breakdowns so you're advised to use bottled/sterilised water for drinking and brushing your teeth. Always use bottled/sterilised water when in rural areas and check that the seals on any bottled water are intact before buying. We also recommend you avoid ice cubes and raw vegetables and peel all fruit.

Your money

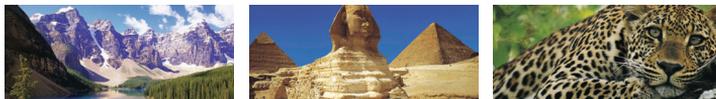
South Africa's currency is the South African rand (ZAR), which is divided into 100 cents. The import of local currency is restricted to Rand 5,000 in cash per person. The export of local currency is limited to Rand 500 in cash. The import and export of foreign currency is unlimited, providing it is declared upon arrival and departure.

Traveller's cheques and all major credit cards are widely accepted throughout South Africa. To avoid incurring extra charges, we recommend you carry sterling traveller's cheques, however most major hotels will also exchange South African rand traveller's cheques free of charge.

In Zambia, the preferred form of currency is US dollar cash.

Generally banks in South Africa are open weekdays from 8am-3.30pm. In major cities some banks have extended opening hours and many open from 8.30am-11.30am on Saturdays.





6. Hotel details

Protea President 4 Alexander Road Bantry Bay Sea Point 8001 Cape Town	Telephone: 00 27 21 434 8111 Fax: 00 27 21 434 9991
Queens Hotel 5 Baron van Reede Street Oudtshoorn 6625	Telephone: 00 27 44 272 2101 Fax: 00 27 44 272 2104
Protea Knysna Quays Waterfront Drive Knysna 6570	Telephone: 00 27 44 382 5005 Fax: 00 27 44 382 5006
Garden Court Umhlanga Ridge CNR Aurora Drive and Centenary Boulevard Umhlanga Ridge 4319	Telephone: 00 27 31 514 5500 Fax: 00 27 31 514 5501
Kruger Rest Camp Postal Address Private Bag X402	Telephone: 00 27 13 735 5128/32 Fax: 00 27 31 735 5339
Shiduli Private Game Lodge Karongwe Private Game Reserve Hoedspruit Greater Kruger Park	Telephone: 00 27 11 817 5560 Fax: 00 27 11 817 5566
Protea Hotel Wanderers CNR Corlett Drive and Rudd Road Illovo, Gauteng Johannesburg 2116	Telephone: 00 27 11 770 5500 Fax: 00 27 11 770 5555
Thompson's Tours & Travel P O Box 2758 Westway Office Park 3635 SOUTH AFRICA	Telephone: 00 27 31 275 3500 Fax: 00 27 31 275 3487

7. Contacts

UK 24-hour Duty Office

In case of problems or emergencies, please contact your tour manager.

Important

If you are on an extension from your Thomas Cook Tour and you need assistance, please call our UK-based Duty Manager: Telephone: + 44 1274 731119

Tourist information

For up-to-date information on special events, sightseeing opportunities and any alterations to health and/or visa requirements, please contact:

South African Tourism Board
6 Alt Grove
Private Bag X402
Wimbledon
London
SW19 4DZ

Telephone: (020) 8971 9351
Fax: (020) 8944 6705

British Consulate
256 Glynn Street
Hatfield, Pretoria
SOUTH AFRICA

Telephone: (012) 421 7800/01/02
Fax: (012) 421 7888

The international access code from South Africa is 00.

The international dialling code from the UK to South Africa is 00 27.

Zambia High Commission
2 Palace Gate
Kensington
London
W8 5NG

Telephone: 020 7589 6655
Fax: 020 7581 0546

If you need assistance, advice or contact telephone numbers regarding transfers, tours, safaris etc., please refer to your Holiday Voucher booklet.





Foreign Office advice

The Travel Advice Unit of the Foreign and Commonwealth Office has issued a document on travel advice for South Africa. It advises, amongst other things, that tourists should take reasonable care and be vigilant at all times. Money, jewellery and cameras should be kept out of sight, passport theft is common and visitors should carry photocopies of their passports. The crime rate in and around railway stations and on trains is high, so please remain alert. Petty theft is prevalent in Cape Town, Zululand and Durban. Please avoid isolated areas at all times and keep to the main streets.

To check the most up-to-date information you should contact the Foreign Office Travel Advice Unit on **0845 850 2829**.

In addition, the latest information is published on www.fco.gov.uk/knowbeforeyougo, which is filled with essential travel advice.

Have a great holiday.



Your notes

A series of horizontal dotted lines for writing notes, spanning the width of the page.



We have taken every care to ensure that all details included in this booklet were correct at the time of printing.
However changes can occur without notice.
If you find any information in this booklet inaccurate, please do tell us.
Your help is appreciated and will enable us to ensure that our customers receive the most up-to-date information possible.

Thank you
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