



If you only do one thing before coming on tour with us – please make sure that it involves sitting down, putting your feet up and reading through this pre departure information, it will change your experience!

### **10 Most Important Touring Tips:**

- Your tour **dossier is a guide only**, this is Africa, the distances we cover are huge, things change frequently, for a number of reasons. Every change that is made will be done in the best interest of the group in mind.
- **Respect your fellow travellers** and get to know them. There will be a mix of different ages, nationalities and cultures and everyone has their own story – use this opportunity to get to know each other, unless on a private tour.
- Space inside our vehicles is limited. **Only one suitcase per guest, or one suitcase per two guests!**
- **Tours** by nature are not only about destinations, they're **about journeys**. Prepare yourself for long hours in the vehicle on the road getting from A to B. Bring along some board games, cards or books to entertain each other.
- **Don't ever compare Southern Africa to East Africa**, they are two completely different destinations!
- **Our tours are high value safari tours**, they're not European coach tours – don't get confused between the two! Continue reading if you're not sure what that means.
- Our tours are offered in a north or south direction, or as a round trip. There are camping tours, accommodated tours and private group tours. On our camping & accommodated tours, guests travel together on the same vehicle and meals are served from the vehicle.
- We offer **two set rates, one rate for 2 Adults and the other for small group rates**, throughout the year and our tours operate throughout all seasons, prepare to be hot and prepare to be cold, in fact, prepare yourself for any eventuality!
- **Switch off from the outside world**. We stay in remote locations and the idea is that you enjoy your natural surroundings away from cities.
- **Enjoy, have fun on our guided tours**



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## Introduction

We're confident that you have chosen one of the best tour companies in Africa and we will go out of our way to prove it. ZASENDLE Adventures have been enjoyed by thousands of people from all over the world. A great attitude, an open mind and being well-prepared ensures that your holiday is a trip of a lifetime.

We will provide you with as much information about our tours as possible but please feel free to contact us directly if there is anything specific at all that you'd like more information on. For specific route information refer to your tour dossier which you will find on our website on the individual tour page in a block called "detailed itinerary" ([www.info@zasendle.co.za](mailto:www.info@zasendle.co.za)) - please be sure to read through your dossier carefully before joining us on tour. Please also ensure that you download your tour dossier one week prior to your tour departure date so that you are guaranteed to have the most up to date version of the dossier as we do frequently update our dossiers. Tour dossiers should be seen as a guide only and are subject to change.

Keep in mind that you are in Africa. Standards and services should not be compared with first world countries. You came here to get away from all that – to experience Africa as it really is. The unexpected is included in your tour - free of charge! Leave your computer, iPad and phone at home and enjoy the surroundings of nature and your fellow travellers.

We make every effort to ensure that this document is up to date, but it should be noted that sudden changes in the operational conditions might result in changes to this information. To the best of our knowledge all of the information is as accurate as possible, however it must be accepted that various details are subject to change according to local conditions of which you will be informed as soon as possible after ZASENDLE Adventures have been informed thereof.

## NEW WAY OF TRAVELLING

ZASENDLE Adventures has undertaken to conform with the World Travel & Tourism Council's "Safe Travels" Global Protocols. We are proud to have received our stamp of recognition which will allow our travellers to recognise us in having adopted the health and hygiene global protocols. It is important to look after your health and wellbeing whilst travelling and to follow the local public health; our guides have been trained on the necessary steps and will be there to support you each day while on tour with us.

## TRAVEL DURING COVID-19

ZASENDLE Adventures has put the necessary measures in place to ensure that all health & safety protocols are being followed to reduce the risk of spreading the Covid-19 virus. To this extent, we have implemented a number of regulations that will be carried out during the course of your tour. While we are following all necessary guidelines, the responsibility of safety and hygiene remains the clients.

- All clients will be responsible to ensure that they fully comply with the requirements of each of the countries that will be visited and entered for the duration of the tour.
- All documentation remains the responsibility of the client and ZASENDLE Adventures will not be held accountable or responsible for any client not in possession of their own paperwork.
- ZASENDLE Adventures will not be liable for any claims arising from a client being denied access into a country due to non-compliance with covid-19 regulations
- Should a client contract the covid-19 virus while on tour, the cost of all additional expenses (including but not limited to testing, medical related expenses, hospitalisation, quarantine accommodation) will be for the client's own account.
- No refunds will be granted for unused tour nights and services in the event a client contracts covid-19 while on tour.
- Any guest not adhering to protocols on tour may be expelled from the tour.
- It remains the responsibility of the client to ensure that adequate travel and medical insurance cover is purchased prior to arrival.

## ZASENDLE Adventures and Head Office

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## What are ZASENDLE Adventures tours and safaris?

A ZASENDLE Adventures tour is a journey along a suggested route in comfortable air-conditioned vehicles, which is aimed at the budget-conscious traveller. It is an off-the-beaten-track safari and many of the areas that we visit will not have the infrastructure that the "package holiday tourist" may require. The route and accommodation made use of on the route taken may also change from time to time due to unforeseen circumstances as conditions change on the road very quickly. ZASENDLE Adventures will always do what is in the best interest of the tour in these instances. A ZASENDLE Adventures tour is different from a package holiday (on a bus / coach liner for example). Instead of limiting the experience by providing transport and accommodation only, our tours aim to provide a more inclusive experience. We include cultural, safari's social interaction and the opportunity to book more adrenaline-based experiences such as white water rafting and skydiving. Our belief is that it's not about the arrival at a destination, but the total experience of the journey that is important. We travel together, eat together, learn from each other's cultures and form a strong, supportive team – so put all your electronics away, get off the internet, leave home behind you, and take advantage of your chance to meet new people. Although our guides are professionals, they are not "heroes" and won't pamper you. Our guides are passionate about Africa, enthusiastic and will always do their best to get you through any challenges with a smile. For a successful expedition, all we need is space under the stars and your willingness to join in and expect the unexpected! A typical day on tour starts when the sun comes up - we live by nature's timetable and use as many daylight hours as possible. If you are camping, tents are set up by nightfall in most cases, kettles are boiled, the smell of cooking is in the air and we sit around the camp, enjoying one another's company and chatting about Africa. For those on the accommodated and private small group tours, the only difference is that you sleep in a bed. Every single trip is different - we like it that way!

## Who is suited to go on a ZASENDLE Adventures tour?

As Africa has become a progressively more mainstream destination and is far more accessible than it was years ago, our guests have also changed. 25 years ago, the average age of our travellers was around 23-27 years old and now we have anyone from 6 - 80 years of age. Use this opportunity to slip out of your comfort zone and learn about the people on your tour with you - there are so few opportunities in life that we have to do this, take advantage of it! The average age of our campers is approximately 20 – 45 and our private tour guests are more variable between 35 - 75 years of age. However, these indications are very general as each and every tour is different and campers and accommodated guests travel together. When the University semesters end, we do get younger travellers making up the majority of certain tours. Outside of traditional holiday periods the age groups can be very diverse. Part of experiencing the tour is about meeting new people and what we can confirm is that 99% of our travellers find that they get along very well. This is because the people that book a ZASENDLE Adventures holiday in Africa have similar values and interests. All of our tours have a maximum of 6 guests on our 8-seater vehicles. We have a large range of nationalities on our tours and are often couples and groups of friends who have booked together.

We do however accept people older than 65 years on trips because we believe it's about being willing and able to join in. Suitability for our trips is not just about fitness, it's about being able to take the rough with the smooth - whether you're up to your elbows in mud rescuing your sinking truck, climbing the nearest tree in an attempt to escape from charging buffaloes or searching for the only bush in the desert to squat behind – keep an open mind and remember that this is all part of being on holiday in Africa!

We do accept children on our tours and the following age policies will apply:

Any traveller between the ages of 0 – 17 must be accompanied by a parent or guardian.

## Glamping, Small group or Private Tour?

Our small group and private tours are here to fill the gap from a glamping experience to an expensive lodge-tour while our glamping tours allow you to have a truly African experience. Our Small Group tours only offer an accommodated option. Other than the tent that you pitch or the bed that you sleep in, everything else about these tours is exactly the same. On our glamping tours, all meals are prepared at the vehicles, you have the same guides, and the travel times are all the same so that literally is the only decision that you have to make – a bed or a tent. On our small group tours and private tours, instead of having all the meals prepared at the vehicles, your breakfast, lunch and dinner will be served in lodges. Glamping gives you the freedom to build your own little home every evening. We provide you with heavy-duty canvas dome tents which are standing height (unless you're over 6 foot) and approximately 2.5 x 2.5m across the base. On a glamping tour, we provide all the bedding for you, single bed stretchers, mattresses, pillows, duvets and blankets. The tents are easy to put up and have flexible self-supporting poles and there are no unnecessary pegs to fight with. There is a flysheet

provided for rainy weather and a built-in mosquito net which should be kept closed at all times. Please make sure that you pay attention when the guides explain the correct way of putting up and taking down your tent as the incorrect use can cause problems with the tent. Glamping is more affordable, and you don't have to rely on anyone for anything – only on the heavens when you ask them very kindly not to open up on your tent! At most places we visit, there is the opportunity to upgrade to accommodation if you'd like, but it is subject to availability. Please be sure to check the seasonal weather conditions when booking your glamping tour as we can't be responsible for mother nature (tents that get put up and taken down in the rain have a bad habit of being wet). The tents handle a fair amount of rain but if there is a consistent downpour, the likelihood is that you will get wet. Most of the camp sites we visit have good toilet and shower facilities, but hot water is sometimes a luxury. Fortunately, most places we visit on tour are warm! Some places that we visit are bush camps where there are no facilities.

On our small group and private tours, we have done all that we can to keep our fantastic low prices on these tours so the accommodation you can expect 2 – 4-star twin / double accommodation and the majority of it is en-suite. In some places, we also make use of permanent safari tents which are considered "accommodation". We have selected accommodation that is in line with the areas we visit so there is a good variety. It is important to note that general accommodation standards are higher in Southern Africa than they are in East Africa. Please bring along your own towel as these are not always provided. The vehicle will remain in the area where the campers are and one of the guides will take you over to your accommodation – so please remember to pack light!

### **Southern vs East Africa**

Southern Africa (South Africa, Botswana, Namibia, Eswatini, Lesotho, Zimbabwe, Mozambique) has adapted to its visitors needs and most who are involved in the tourism industry put a lot of effort into ensuring that guests have an incredible all-round experience while visiting. You will find most of your home comforts here and be very surprised at how easy it is to find your way around, – especially with English being widely spoken throughout all Southern African countries. The infrastructure is sound and travelling in these areas is “comfortable”. Accommodation is of a high standard and service levels are excellent.

East Africa (Zambia, Malawi, Tanzania, Kenya, Uganda) is more “rustic” and “basic” and relies heavily on the popularity of their National Parks and the abundance of wildlife. It would not be uncommon to go without a hot shower, share a bathroom, spend many hours on the roads, buy your own drinking water...etc, but once you've discovered the magic of the people and witnessed the spectacular natural beauty of the herds of animals moving across the plains, everything else will become irrelevant.

If you have travelled with us in Southern Africa, please don't expect your East African tour to be of the same standard, particularly where accommodation is concerned. Accommodation standards vary dramatically between East and Southern Africa. Driving time and distance is generally a lot more in East Africa than it is in Southern Africa due to the conditions of the road and the distance between highlights. The two destinations are completely different, and standards of service and products are not similar at all.

### **Medical Insurance**

Medical insurance is compulsory, and you will be asked for your policy number before embarking on tour. Please make sure that your travel and medical insurance covers cancellation as well as being airlifted in case of a serious illness or injury as our tours often travel a long way from good hospital facilities. If credit card insurance is taken out, this often does not provide sufficient cover therefore a separate travel insurance policy is recommended.

### **Outstanding Payments**

Please settle any outstanding payments at least 30 days before your tour departs. We reserve the right to cancel a booking if payment is not received in full and you will not be allowed to depart on tour unless payment is received.

### **Pre and Post tour Accommodation and Transfers, and Onward Travel**

We are more than happy to assist with booking accommodation and transfers for you before and after your tour. remember to add your request to book these services along with your tour booking. As these services are provided by 3rd party operators, all bookings are subject to availability at the time of your request. The properties that we use are generally at the tour departure point and we offer this service to make life easier for you. If your transfer is not where they're supposed to be, please contact ZASENDLE Adventures on our emergency contact number (+27 (0)84 491 0605) so that we can resolve this immediately – it does sometimes happen as communications are always difficult when arriving in a new



country. Please don't let something like this affect the rest of your time on tour. Put it behind you and give the tour the opportunity to show you the best of Africa.

Please ensure that your onward travel arrangements are made before you depart on tour as it is difficult to make these arrangements while on tour. Please ask our reservations department about the options of onward travel. Do not book your onward travel or flights on the day your tour is scheduled to end (unless the last day of tour does not involve any travelling and ends after breakfast). We could be running late for a number of reasons. This also puts a lot of unnecessary pressure on your fellow travellers and guides and turns the last day of tour into a rush. ZASENDLE Adventures will not be held accountable if you have booked flights out on the last day of tour and you are not able to get to the airport on time. We will also not rush to get to there as we can't jeopardize the safety and enjoyment of everyone else on the tour. Remember, expect the unexpected.

### **Flexible Itineraries**

Although we intend to stick to the published itineraries it is critical to understand that the routing can and does change from time to time. Africa is unpredictable and many variables may require changes to the itinerary, this cannot be stressed enough. If we are forced to make a change to a tour, we will ensure that we still provide what we specified in our brochure. If we can no longer provide what is published in the brochure we will provide a comparable experience of the same value.

### **Your Passport**

Your passport must have enough pages for all visas, at least 2 pages free for every country that you'll be visiting. Please ensure that you take your passport out from your hotel / backpackers safe the night before departure. We recommend that you also leave a copy at home or with some friends. Another good idea would be to take a photo of your passport, and the contents, and email it to yourself. Please note that South Africa insists having 2 clear pages available when you enter the country. Keep this in mind if you are going to fly home from South Africa after completing a tour to multiple African countries.

Please ensure that your passport is valid for at least **six months** after your date of departure from Africa. You are personally responsible for ensuring that passports, visas, vaccination certificates and other travel documents are in order and for all costs relating thereto. Please note that it is not advisable to use more than one passport (to avoid visa payments) when travelling. When entering (for example) Namibia, the immigration official needs to see the exit stamp for South Africa and it must be in the same passport in order to allow entry.

### **Visas - very important!**

As visa requirements vary considerably depending on your nationality, please contact the various embassies or visa service agencies to re-check visa requirements at least four weeks prior to departing for your tour. Please note that visas are the responsibility of the traveller, and that ZASENDLE Adventures will not be held responsible for clients being denied entry should they not be in the possession of the relevant visas.

All travellers must be in possession of a valid onward/return air ticket or proof of other means of transport enabling the traveller to leave the country in which your adventure tour terminates. Alternatively, you must have proof of sufficient funds (e.g. credit card) enabling you to purchase an air ticket to leave the country. Should the adventure tour you are joining be re-entering a country, be sure to have a multiple entry visa that enables you to re-enter the country.

Visa regulations in Africa change from time to time. Please contact the embassies of the countries you plan to visit on your ZASENDLE Adventures Tour. Arranging VISAS is not our specialty and due to this we do not always have the most updated information as these regulations change regularly. We suggest that you contact Relocation Online who will be able to provide accurate information or alternatively check with the local embassy. [www.relocation-online.com](http://www.relocation-online.com)

If your itinerary includes Mozambique and you require a visa, please ensure that you apply for this before coming on tour with us as this visa in particular takes a long time to process at the border.

### **Packing for your tour**

All Tours: Your luggage is limited to one suitcase weighing no more than 23kg. As a general rule, if you cannot lift your own luggage, you've packed too much! Most people make the mistake of bringing too many clothes on tour, less is more in this instance. We cannot always guarantee that we will be able to accommodate large (or excess) baggage. Please keep in mind that this is a safari tour in a specially designed vehicle.



Glamping: We provide all sleeping material as, tents, stretchers, mattresses, duvets, pillows and blankets.

Small Group and private tours: Your luggage is limited to one suitcase and one day pack weighing no more than 23kg, per person.

You should pack the following (this list is based on suggestions only):

Kit for all weather conditions including:

- 2/3 shorts/skirts
- 1 jacket/anorak
- Tracksuit/pullover
- 2 pairs of long pants/jeans
- 2 pairs of walking shoes/boots/trainers
- 1 pair of sandals
- 3 or 4 T-shirts/short sleeve shirts or sundresses
- 2/3 Long Sleeve Shirts
- Smart casual change of clothes
- Swimwear
- Underwear & socks
- Sun Hat – preferably that covers the back of your neck.
- Raincoat
- Kikoi/sarong
- Beanie and gloves if you're travelling in Winter

Your clothing should be easy to wash and dry and should preferably not need ironing. Avoid synthetics, which can be very uncomfortable in hot weather. Many people underestimate how cold Africa can be – remember your jersey/jacket! There are also nights that are warm, but you must still wear clothes that cover arms and legs from mosquitoes, or there are days that are warm but nights that are freezing so plan carefully. Take a set of casual but smart clothes for the occasional evening out in a restaurant or a night club. If you wear glasses or contact lenses it is advisable to bring a spare pair along.

Additional Items (suggested packing list only):

- Towel & facecloth
- Baby wipes/ wet wipes
- Personal toiletries
- Torch & enough spare batteries
- Camera & spare batteries and memory cards
- Water bottle.
- Insect and mosquito repellent
- Suntan lotion, sun block & after sun lotion
- Sunglasses
- Watch
- Biodegradable laundry detergent
- Vaccination certificates (if applicable)
- Money
- Small scrubbing brush
- Small basic First Aid kit (painkillers, band aids, after-sun lotion, eye drops, anti-diarrhoea tablets.)

### **Day Packs**

Please check the itinerary for your specific tour as generally you will need to take along a smaller day pack for day excursions.



## **Life on tour**

### **What you need to know to manage your expectations**

It is very important to separate situations that you control from situations which ZASENDLE Adventures controls. It is unreasonable to hold ZASENDLE Adventures responsible for things beyond our control. Understanding this will help you get some perspective and to have realistic expectations. This is an adventure tour, and we do our best to take you into remote areas and by definition we are attempting to remove ourselves from the world as you know it.

### **The Guides**

Both crew members have extensive experience in what they do, but only one may be tour leader (either the driver or the courier/cook). Although our guides are equipped for the work they do, please remember they are human too. Adventure tours place enormous demands on our guides due to the nature and duration of the tours. If you are unhappy or have any concerns, we ask that you have a quiet conversation with your guide to address these matters. Guides do this job because they love Africa and want to share it with our guests, we request that they are treated with respect as this is how they treat their guests. It should also be noted that guests should not hold guides responsible for things that are out of their control. On occasion the tour leader and driver will need to make a decision with regards to health, safety, security and circumstances beyond their control. This may not always be a popular decision but as far as possible, your guide will take into account the wishes of the group as a whole, you're understanding and patience at these times will be much appreciated. Sometimes both crew members will need to discuss the matter together, this means that you'll not always have someone in the back of the vehicle to answer questions and remark on certain locations. For anything that you would like to know or have explained, please ask the guides so they may assist. In terms of the information that is provided on tour, some guests prefer more information, others prefer less, if you feel that you're not receiving enough information, or that you're receiving too much, please let the guides know so that they can do something about it. It is always easier to sort this out on tour than to complain about it afterwards. The Tour Leader has complete authority on tour and his/her decision is final however you are free to contact the ZASENDLE Adventures office on the emergency contact number if you feel that you'd like to speak to one of our representatives.

### **Tipping**

In general tipping in restaurants is expected and is around 10% for good service, more if you have received exceptional service, and, feel free not to tip at all if you received poor service. Tipping taxi drivers etc is really at your own discretion and not always expected. If in doubt, please ask your guides. It is expected to tip porters and car guards. Ask your guides how much is appropriate in local currency.

Our crew can be tipped if you feel that they have done a good job and/or gone above and beyond the call of duty. The best way to arrange tips is to elect one person in the group to collect the money. We recommend USD 10-20 per day per person, per guide as a fair tip. So, if you have 3-crew on a tour, we recommend that 3 envelopes are used, and each crew member's name written on one. Place what you feel is fair into each envelope and the elected person can give these to the crew at the end of the tour. If you do not feel that the crew deserves a tip, please, do not tip them. Please remember that tipping is only for exceptional service and is not at all compulsory or expected.

### **The Small Group Tour**

Travelling in a group offers many advantages and allows you to share the experience with like-minded fun-seekers! It's also a more affordable and more secure way to explore an unfamiliar continent. Making friends with your fellow travellers will certainly help you make the most of your tour and an open mind may sometimes be necessary as we have a range of cultures and nationalities on our vehicles.

The guides are there to ensure that the tour runs smoothly, and this includes the group dynamic. If you feel that someone is behaving in an unsociable way the right thing to do would be to mention this in a non-confrontational way to the individual. If you do not feel comfortable with this, please speak to our crew. You are travelling in a vehicle together and the best way to avoid petty conflict is to follow the Guide's schedule with regards to keeping the truck and environment clean and tidy at all times, the fastest way to lose friends on tour is to leave your smelly hiking boots all over the place.

In all honesty, it is very rare that we have passenger conflict on tour, and we feel very lucky that the ZASENDLE Adventures guests have always been like-minded and considerate people and we hear far more stories about people making friends for life (as well as meeting future husbands and wives) than we do about the very rare unsociable passenger problem.





### **An average day on tour**

The days usually start early and end late, although a lot of time is spent travelling, we do include a lot into every day. Expect some frustrations, you are in Africa and things don't work that well sometimes. Coming on tour with an open mind, flexible attitude and realistic expectations will ensure you have a great time.

An average day on tour begins around 6am and departure is after breakfast at around 7 - 9am. There are some mornings that need a very early start to reach our next destination, or to photograph a spectacular African sunrise - it's all part of the adventure. Prepare yourself for the worst, especially in winter when days are shorter. We lose approximately 5 hours of daylight in winter so it may happen that you're setting up your tent in the dark or that some optional activities are not available then.

Travellers will often request that a guide stops during the day for a bathroom break, shopping stop or photo stop. This means that every couple of hours the guides will stop somewhere for the guests to do this. Often, they will choose a shopping mall or a fuel station to do this as these have a good selection of items for people to purchase and they also usually have the best ablution facilities. We usually take a lunchbreak en route and depending on the distance to be covered, afternoons are often spent relaxing or exploring the lay of the land. Usually every few days, we will spend a couple of nights at one venue to break the travel routine.

### **Meals on tour**

Included in your tour are three meals a day (unless otherwise specified on your tour dossier). If you have any special requirements, please inform us at the time of your booking. We unfortunately cannot cater for requests at the start of the tour.

### **Special Requirements**

Please confirm to us in writing if you are a vegetarian or if you suffer from any allergies (i.e. nuts, milk, fish). Where possible our guides do try and accommodate clients with intolerances (i.e. gluten, lactose), however we cannot guarantee the availability of specialty foods en-route and we therefore recommend you bring these items with you or purchase them prior to departing on your tour. Likes and dislikes in food preferences cannot be accommodated; only allergies and life-threatening situations will be regarded. The below is a guideline on what we are and are not able to accommodate on our tours. It is important that you discuss your dietary requirements with us during your booking phase so that we are aware of your requirements and can provide clarity on any topic.

- **Vegetarian** – accepted on tour
- **Pescatarian & vegan** – accepted on tour, however as this is a dietary preference, it is treated like vegetarians. Any special preferences should be taken care of by the guest as we are not able to fully purchase or make all items available on tour.
- **Lactose intolerant** – accepted on tour and will receive the same meal as other guests, with the exception that products that may contain lactose will be excluded from the guests' meals. Special cheese/milk etc must be purchased by the client and brought along, should certain products be preferred (Glamping Tours).

### **Glamping Tours:**

We are able to cater for specific dietary requirements to a degree, however, please keep in mind that you are travelling with a group and the guides generally prepare meals on two gas burners or on open fires so it is not possible for them to prepare regular meals, gluten intolerant, lactose intolerant and vegetarian meals all at the same time. Where possible, our guides will accommodate clients who have indicated their dietary requirements prior to the tour departing.

If you are vegan, the guides will provide you with salads, vegetables, fruits, rice, beans, pasta, cereals and breads however their budget and time does not allow them to shop for quinoa, seeds, nuts, tofu, soya milk and other protein substitutes. Please keep this in mind when going to the supermarket so that you can supplement these foods for yourself, it will be at your own expense, the guides will however store it for you in their fridge. Some glamping tours is in very remote areas where there is no shops and we have limited space in our fridges and must run off solar and battery power.

When travelling through Africa, the guides are briefed to shop at supermarkets as far as possible, as shopping at street vendors could be a health risk to the guests as there is no indication as to where or how the vendors grow, harvest and transport their produce. Guides have to be responsible and ensure that their produce comes from reliable sources, and this can generally only be done by shopping at the supermarkets. The prevalence of street vendors also means that there is thieving from local farms who support the local industry, and this in turn means that the farms become unsustainable, leaving the community in a worse off position.

**Breakfast:** As breakfast is served very early in the morning (if there is driving or activities to be done) it is a simple but filling

breakfast: Tea and coffee, breads and spreads, cereals, yoghurts, fruits and on occasion, when there is time for a later breakfast, guides will serve a hot breakfast of scrambled eggs, porridge, bacon or beans.

**Lunch:** Lunch is generally served at a picnic spot next to the road en route to a destination. As the guides only have approximately 45 minutes to get everyone off the vehicle, prepare lunch and then get everyone back on the vehicle again, lunches consist of sandwiches and salads (rice salad, pasta salad, tuna salad and green salad) which are quick and easy to prepare but which are quite filling.

**Dinner:** This is when the guides get time to prepare a delicious meal and they focus on a substantial protein, vegetable and carbohydrate dinner. We serve traditional campfire cuisine consisting of braais (BBQ), potjie (stew), bobotie (mince), spaghetti and fish and chicken dishes. All meals (on both glamping and small group tours, unless otherwise stated) that are included as per the dossier are prepared at the full-service adventure vehicle. This is a unique adventure in itself where you get to dine under the stars with your newfound friends and experience the real sights and sounds of Africa!

Most evenings are spent at camp talking about Africa. Your tour dossier will have details of where you will be each night. After or during dinner, guides will do briefings, please use this opportunity to discuss things with them. Standards of food in East Africa are not as high as they are in Southern Africa as there is much less time for preparation (the days on the road are longer in East Africa), food is a lot more expensive and there is not as much variety available.

**Small Group and Private Tours:**

All meals on our small group and private tours are served in lodges where we stay and will consist of a pre-packed picnic style lunch. We are able to cater for specific dietary requirements to a degree, however these requests need to be made well in advance of the tour departing.

**Travelling in our ZASENDLE Adventures comfortable air-conditioned 4x4 vehicles**

The transportation on tour is a major component of all our tours. These tours are road trips and incorporate long drives, bumpy roads and possible mechanical problems, also, digging your vehicle out of mud is sometimes a considered a highlight. These setbacks are what you make of them so please be prepared and note that we have **comfortable air-conditioned vehicles** and not buses or coaches.

We run a strict maintenance program, and all of the vehicles are on a permanent rotation schedule. Unfortunately breakdowns are not uncommon so if a problem occurs, please be patient as it can take time to resolve mechanical problems in Africa so make the best of the situation.





### **Distances and road conditions**

All of our tours cover long distances on the roads of Africa as our passion is to show you the magnificent sights of this continent. This means that there will be many hours spent driving which cannot be rushed for the following reasons: You are in a comfortable vehicle and not a sports car so expect average speeds of approximately 100kph, however there are roads where we are forced to reduce to speeds of 30kph due to bad roads conditions or safety concerns. In some areas, such as Namibia for example, we will spend many hours driving on unpaved/gravel roads.

The roads are maintained by local authorities who grade the roads for a smoother driving experience, however grading takes place sporadically and at times not at all. This means that your drive could be bumpier than usual, and your vehicle will rattle. Please keep in mind that this is approximate only and could change drastically based on current road conditions as they do change frequently from day to day. The guides will always have your safety as their first concern.

Distances between highlights are often on a bigger scale than those at home, particularly in East Africa. Often there is absolutely nothing between focal points except vast open deserts. Most tours average approximately 350 km per day however there can be stretches of up to 650km in a single day and that's a long way in a vehicle so be prepared. We will be travelling along winding dirt roads and your safety is of paramount importance, please keep this in mind when you are tired, hot and irritable.

Our drivers are highly skilled and spend a lot of hours on the roads in Southern and East Africa. Their days are long however they do rest their legs at least every two hours on driving days.

### **Participation and Interaction, what's expected of you**

Although we do most of the work, the nature of these tours is not that of a beach holiday. A little assistance from the group can make a real difference as it means that the guides have more time for you and more time to make the tour amazing so getting involved definitely enhances the tour experience.

All ZASENDLE Adventures glamping tours are limited participation tours and what we would like your assistance with is:

Assist with washing up duties

- Offer your help with the food preparation if time is pressing
- Loading and unloading the vehicle
- Loading and unloading your own bag
- Help keeping the vehicle and cooler box clean (it is your home after all for the next days and weeks)
- Help setting up camp
- Putting up and taking down your tent. The first time is a challenge, thereafter it's a breeze!

Your tent and camping equipment and kitchen utensils are provided on your tour so please take care of our equipment, as anything broken or lost on tour cannot be easily replaced. Our guides do all the cooking; however, you are welcome to ask the guides if you are keen to share your culinary skills with the group. The more you get involved, the better the group experience and not doing your dishes is not a great way to make friends.

On our Small Group and Private Tours, loading and unloading will be done by your guide.

### **Communication**

An enjoyable trip depends heavily on open and honest communication between yourself, the guides and your fellow passengers. Many problems have their root in a lack of communication, misjudgements and assumptions. Essentially, you have people from all over the world, taken out of their comfort zone, put in a box in the middle of Africa, shaken around and then expected to all get along. Not easy, so it does require a positive attitude because essentially, you are all there for the same reason!

### **On Tour**

When on tour be sure to keep the communication channels open with your fellow passengers and the guides. This is the key to a successful trip. If you are unhappy, please discuss it because problems cannot be resolved if no one knows that there is a problem. Feel free to approach your guides at any time because the smallest problems can turn into big ones very quickly!

## Wifi

Our vehicles are fitted with wifi, availability and signal strength cannot be guaranteed, depending on terrain and remote areas we are in. There will at times be stops that do offer wifi, whether it be complimentary or paid, however, we cannot guarantee the availability of wifi, the signal strength nor the reliability on the various routes that we travel.

## How others can reach you

The easiest option to keep in touch with your loved ones at home is to buy a SIM card of the respective country you are travelling in. Usually, you can get sim cards rather easily in major cities and in some instances vendors might even sell them at border posts. Please keep in mind though that there might not be reception in a lot of the areas we travel through.

Although you may not be able to contact the outside world easily while you're on tour, we track you constantly and are always able to find you. Feel free to provide your family with our contact details and should there be an emergency of any kind at home we will be able to contact you almost anywhere. Please bear in mind that in certain instances there may be a charge for this (in some areas there are not even radio facilities) should we have to physically send someone by boat, road or air to your camp site, the person we send will expect to be compensated. Please inform your families that although we can find you – it must be a real emergency - as we will not be sending one of our local contacts 500km over terrible roads to remind you to change your underwear regularly!

In an emergency your family can contact us on [info@zasendle.co.za](mailto:info@zasendle.co.za) or by calling our offices on +27 84 491 0605.

We advise that you should also contact family and friends before leaving and tell them that you are on an adventure tour and that you will probably be out of contact for that time. There are telephones in some places but do not count on these being all that reliable! In East Africa you can expect to pay up to USD 3 per minute for a phone call. E-mail facilities can be found in major towns and city centres, but it is often very slow and expensive.

## Electricity Supply

If you are travelling through South Africa, you may experience “load shedding”. Load shedding is an energy utility’s (Eskom) method of reducing demand on the energy generation system by temporarily switching off the distribution of energy to certain geographical areas and is only applied when the system has insufficient capacity to fulfil all energy demands. Load shedding is implemented in stages and depends on the extent of the shortage of electricity generation, with each stage requiring more energy to be shed. In the Western Cape, the scheduled electricity outages generally last for about 2.5 hours, while in other parts of the country outages can last up to 4.5 hours. As load shedding can be implemented at very short notice, you may experience this on your tour through South Africa at any point. Some activities are not able to open or operate during load shedding and while we will try our best to avoid missed activities, load shedding is beyond our control.

## Climate and weather conditions

Please ensure that you are familiar with the exact weather conditions to be expected on your particular tour and be prepared because the weather in Africa can be extreme. In the rainy season, prepare to get wet and in the dry season, prepare to get hot. The weather is part of an African adventure but it can be a tough taskmaster.

## SOUTH AFRICA

### Kruger and Safari in Kwa-Zulu Natal and Eastern Cape

The best time to experience a safari in South Africa is from June to October when it is dry and the animals move to the waterholes. This is the best time to see game as the grass is low, the weather is temperate and the animals concentrate in areas where they are visible.

### Cape Town

Our secret seasons are from September to November and January to March. For those wanting to stay away from the crowds, this is your time to travel! If you’re keen to join in on the holiday festivities and be part of South Africa’s mass migration to the Cape, December is for you! From April to September Cape Town goes crazy with winter specials and you can pick up accommodation and an outstanding meal for almost half the price of what you would have paid in Summer.

## MOZAMBIQUE AND MALAWI

The dry, Winter months of May to November are the most comfortable times to visit these tropical countries. In December to February there are tropical downpours that may lead to a very hot and steamy holiday. Don’t miss out on these destinations, they are some of the most magical and underrated places in Africa!



## **BOTSWANA**

The Delta is fed by rains which fall in faraway countries and the area that the water will cover will expand from approximately 9 000 square kilometres to 16 000 square kilometres. The arrival of the water will take place between December and July. The rains in the Delta are generally between November and April, this is a good time for the area if you are a bird enthusiast or are interested in the vegetation. When the vegetation in the Delta dries out, the animals start concentrating in areas where there is still water available for them, they are much easier to view and the best time of year for game viewing is **May to October**.

## **NAMIBIA**

Namibia is just always amazing! No matter what time of year you visit, the wide-open spaces and spectacular big skies and scenery are otherworldly. The cold Benguela Current cools down the coastal areas and the desert bakes inland, this is Mother Nature's masterpiece! October to April is summertime and extremely hot during the day. June to August nights tend to get chilly while the days are warm to very hot.

## **SWAZILAND**

The dry winter months of May to October are the best times to visit Swaziland in terms of the weather but there are also two festivals that are held in Swaziland which offer a great display of traditional African culture. The Reed Dance which is usually held in August or September and the First Fruits festival which is normally in January, are two events that should be on the top of your bucket list.

## **Laundry**

Most camps have hand-washing facilities and in Swakopmund, Vic Falls and certain camps in East Africa there are laundry facilities. Please remember to bring some environmentally friendly washing-powder for your laundry. For a small fee you can often have your laundry washed by someone else. Ask your guide for assistance en route.

## **Security**

Passports, money, credit cards should be kept in your day pack and your day pack should be kept with you at all times.

The camps that we use are generally safe but please be aware all the time as tourists are easy to spot targets in Africa, as well as in the rest of the world! Make copies of travel documents and keep separate from the originals. Also photograph all documents and serial numbers of your items and email a copy to yourself. Your possessions are your responsibility at all times and ZASENDLE Adventures will not take responsibility for damaged, lost or stolen personal items. It is advised that you take out comprehensive travel insurance if you are planning on bringing expensive items like digital cameras, iPad, iPods and laptops on tour. We strongly suggest that you leave computers at home.

Although all care and attention will be exercised, neither ZASENDLE Adventures PTY (LTD), it's agents, employees or operators will be liable for any damage or loss caused due to the storage of valuable items inside the vehicle. Although our vehicles do have USB ports for the charging of devices – please make sure that your device is compatible with USB charging before plugging in your device.

## **Photography / Drone Usage**

Please ask the guide to stop if you would like to take photos at any time as everyone's photo requirements are different. Please stock up on memory cards and spare camera batteries before departure as these can be difficult to find en route and there are not always charging facilities available. If you are going on a tour to the Serengeti National Park, Khwai Conservation Area or Kruger National Park you may find that you take a lot of pictures trying to get that perfect shot. Please take care of your photographic equipment in the dusty areas we pass through. At some camp sites power points to recharge batteries for video/digital cameras are available, but you will have to provide the necessary connections and adaptors.

Each country we travel to has their own specific conditions and regulations when it comes to the flying of drones. These regulations are governed by Civil Aviation Authority and include (but not limited to) the acquisition of permission to fly over properties. Drones are banned in National Parks and game reserves and in most cases, permits are required. We therefore recommend that drones are not brought along on tour unless you have all your paperwork and permits authorized upfront by the relevant parties/authorities.

Please refrain from taking pictures at border crossings, government buildings, and military installations and avoid photographing army, police or anywhere else if your guide advises against it.



Please remember we are guests in the countries we visit and respect local customs and feelings. Certain tribes in Southern and Central Africa do not allow their picture taken so please ask your guides before photographing whether it is permissible or not. You may also have to pay a nominal fee to take photos of some local people (especially Masai).

### Responsible Touring

ZASENDLE Adventures is committed to the principles of responsible environmental tourism and it would be appreciated if you would respect the customs, laws and environment of the countries and areas we visit. Please be 'green-minded' and dispose of rubbish in the appropriate manner. We do have a dustbin on board, and we ensure that we have cleaned up everything before leaving our camp sites.

### What's included and what's excluded

While we do include all meals (as outlined in your tour dossier), access to bottled water in the vehicle and a wide variety of activities and included highlights - there are other expenses such as, tips, souvenir shopping, snacks, drinks, optional activities and extra bottled water you have to budget for yourself.

Optional Activities: We provide you with a great tour however there are always additional optional activities that you can do en route, below you will find a selection of Optional Activities that can be booked on the tour you have chosen. Please keep in mind that in the winter months, we lose five daylight hours, so it may happen that not all optional activities are available during these months. Also, if there are circumstances that mean we arrive later at camp than expected, an optional activity may not be available. The reason that these activities are optional is because they cannot be guaranteed. There are of course more Optional Activities than are mentioned, feel free to participate in whichever you prefer.

Your guide will also help you choose what is best for you. If you want to go white water rafting or bungee jumping we will make sure you book this with the safest and most professional operator. Some optional activities operate concurrently so the group may have to decide as a team which optional activities they'd prefer to do.

| Country      | Area           | Supplier               | Activity   | Rate Guideline |
|--------------|----------------|------------------------|--|----------------|
| South Africa | Tsitsikamma    | Stormsriver Adventures | Canopy Tour / Woodcutters Journey                        | from R895      |
| South Africa | Tsitsikamma    | Face Adrenalin         | World Highest Bungee Jump with Zipline                   | R 1,690.00     |
| South Africa | Tsitsikamma    | Face Adrenalin         | Skywalk Tours  | R 400.00       |
| South Africa | Addo NP Area   | Adrenaline Addo        | Zipline  | R380- R480     |
| South Africa | Greater Kruger | Nkambeni               | Morning Bush Walk incl Conservations fees                | R1480 - R2740  |
| South Africa | Greater Kruger | Nkambeni               | Evening Game Drive incl Conservation fees                | R1420 - R2630  |
| South Africa | Orange River   | Bushwacked             | Half day canoe adventure                                 | R400 pp        |
| Mozambique   | Barra          | Barra Reef Divers      | Ocean safari & snorkeling (Min 6 clients) or Snorkelling | MTS3150        |
| Botswana     | Chobe NP       | Thebe River Safaris    | Game Drive (Excluding Park Fees)                         | BWP580         |
| Botswana     | Maun           | Mack Air               | 1 Hour scenic flight                                     | From 170USD    |
| Namibia      | Swakopmund     | Desert Explorers       | Quadbiking or Sandboarding                               | R650 - R900    |
| Namibia      | Swakopmund     | Desert Explorers       | Skydiving  | R4675 - R6050  |
| Namibia      | Swakopmund     | Desert Explorers       | Dolphin Cruise (incl transfer & light lunch)             | R 1,200.00     |
| Zimbabwe     | Victoria Falls | Shearwater             | Full Day white water rafting or Bungee Jump              | from US\$168   |
| Zimbabwe     | Victoria Falls | Shearwater             | Helicopter Flights (Min 3 clients)                       | from 150USD    |
| Zimbabwe     | Victoria Falls | Shearwater             | Zambezi Sunset Cruise (incl transfers)                   | from US\$57    |

Please keep in mind that the prices that we display for these optional activities, can change from time to time as we do not control the pricing of the operators who run these activities. We do our best to ensure that we give you accurate figures so that you can budget accordingly.

### Do What You Can Afford To

Unfortunately, not everyone can afford to do all of the activities on offer. We keep our tour price as low as possible without compromising the quality of the tour so that you have choices as to what you'd like to do. The optional experiences and activities are there to give you a break from the routine of travelling adventure tour style. They enhance your holiday and give you an adrenaline rush when you need one! These are selected for their value for money, enjoyment factor and feedback from our guests, however, they are not endorsed by ZASENDLE Adventures and ZASENDLE Adventures carries no responsibility for the activities. It is completely up to the guest and their own discretion as to whether they'd like to participate in an optional activity or not.



Optional activities are not included in the price of the tour for a few reasons:

- Not everyone can afford to do them all
- Not everyone wants to do them all! (No point in throwing you out of a plane if you can't bear heights!)
- Optional Activities are not always available and are time, season and weather dependent

We leave the running and safety of these specialised activities to the people who do them best. We take you there and then let the professionals take care of you in pursuit of your thrills and spills!

### **Your Money**

Money can make or break a tour so make sure you have enough and tailor your trip to fit your pocket. Africa is not cheap so spend wisely and note the prices of the optional activities in your tour dossier when planning for your tour.

In Southern and East Africa, both local currencies and US Dollars are accepted. The conversion rates for local currencies do however fluctuate quite regularly so if you plan on using local currencies in the countries you visit, please check the exchange rate before you depart on tour. An example of a website that you can use to check a currency against your own is [www.xe.com](http://www.xe.com).

### **Cash**

If you are carrying US Dollars, always make sure that they have been printed after 2008 and if possible, request that your bank provides you with notes that are not torn or severely creased as you may find that the bills will not be accepted if they are not in a good condition. Request that your bank provides you with a range of bills so that you can use the smaller ones for tipping and the larger ones for settling bills if required. Carry your cash in a flat money belt on your body however always keep a small amount in a more easily accessible place so that you can access it easily if required.

### **Credit cards**

Most of the major Southern and East African cities do have credit card facilities available, however they may charge you a surcharge to use the facility. Visa and MasterCard are the two most widely accepted credit cards in Africa, while Diners and American Express may not always be accepted. Cards should have a chip and pin if you plan to use them to withdraw money from ATMs. Please be sure to advise your bank before you travel that you will be using your card in a different country as they may block access to your card if they do not know that you are travelling.

### **ATM / Debit Cards**

ATM cards are a good way to withdraw local currency on arrival in a new country. This may not always be possible, but it is an option in most cases. Cards should have a chip and pin. The amount that you withdraw depends on how long you will be in the country for and what you plan to spend your money on while you're there.

### **Street Vendors**

You may encounter black market traders on arrival in countries who will offer to exchange your USD's for a more favourable rate than the banks. Please don't be tempted to do this, it is not worth the risk or the hassle and it is not good practice to display your foreign currency.

### **Departure Tax**

Various countries may require that you pay an Airport Departure Tax when departing on an international flight. Please note that all departure taxes must be paid in hard cash currency and US\$ are normally the best currency to use for this. Departure taxes can vary from US\$10 - US\$60 depending on the departure point.

### **Health and Safety**

#### **Carrying Medication on Tour**

On each vehicle we have an insulated cooler box which guests are welcome to use to keep their drinks cool throughout the day. As this box is situated in the vehicle with the guests, it is up to them to keep the box clean and purchase ice if they would like the box kept cool. If guests have medication that needs to be refrigerated, this is the best place for them to store the medication. It should be stored in a hard plastic, watertight container to ensure that it doesn't get wet or damaged as it will be in the box with the ice, water and drinks. We do have a freezer on board the vehicles if the medication needs to be stored at a cooler temperature.



### Continuous positive airway pressure (CPAP) machines

A constant, reliable electricity supply cannot always be guaranteed when travelling in Africa. Some remote places rely on generating units that often switch off at certain hours of the day/night and do not supply a constant flow of power. We also make use of remote areas such as Khwai conservation area (Botswana) where there is no access to electricity or any power source. Certain countries such as South Africa practice a method of “load shedding” to curb the usage of high electricity demand. This could result in power cuts of up to 2 hours per day, sometimes more.

### General Safety

The guide has authority on tour at all times and this includes decisions regarding the safety of our guests on tour. It is important that you inform us of any medical conditions or prescription drugs that you are taking such as diabetes or asthma etc. as we are sometimes 300km or more from the nearest medical assistance. **This is especially important if your medication has to be kept at a certain temperature, we must know about this beforehand.**

Please report to your tour leader immediately if you are feeling even slightly ill as they may need to make plans for you to get to medical assistance promptly. Many travellers can feel sick within the first two weeks of travelling and this is very common and due to your body reacting to germs and bacteria it is unfamiliar with. Keep this in mind, but do not take it lightly, keep your guides up to date with how you're feeling.

AIDS is an enormous problem in Africa. HIV estimates range between 20% and 50% of the population and in some areas, it is even higher than this. Please be careful and practical, condoms are cheap and freely available.

### First Aid

There is a First Aid Kit on the vehicle which is available in case of an emergency. The guides will not use the kit as a dispensary, and we strongly recommend that you take a personal medical kit. All of our guides are qualified in First Aid. Suggested contents of a personal First Aid Kit include:

- Lip balm
- Antihistamine cream or tablets
- Sunscreen and after sun balm
- Pain killers
- Anti diarrhoea remedy
- Moisturiser
- Dehydration salts
- Elastoplast's/band-aids
- Insect repellent
- Sterile dressings
- Antiseptic cream

Personal hygiene is very important on tour as you are travelling together in the vehicle in warm to hot climates. Please be considerate and attentive to your personal cleanliness. Being ill on tour is not fun and the enjoyment of the group as a whole depends largely on everyone being healthy. It is quite normal for some people in the group to have traveller's diarrhoea at some stage of the tour. This is generally not serious, usually being the reaction to the food, water and the anti-malarial tablets. If you suffer from this at any stage, please inform your guide immediately.

Please take extra care when washing dishes and cutlery, as this is the quickest way for the whole group to fall ill. Make sure that your plates are thoroughly cleaned. We provide anti-bacterial washing up liquid so please use it liberally. We also supply an antibacterial soap for the washing of hands. Please ensure that you use it regularly, especially before meals.

### Medical Insurance

Please note that it is a condition of booking on any ZASENDLE Adventures tour that you have adequate medical insurance. We require the details of your **insurance policy** for our records before you will be permitted to depart on tour, so please keep these with you at departure. The medical insurance is so important in the case of an emergency in a remote area (which is most areas we travel to) you will have to be airlifted. If you do not have medical insurance, you will need cash (which means thousands of USD) or you will not be helped during this critical period where every minute counts.

Please double check the small print of any 'free' credit-card insurance. Your insurance must cover you in the instance that you need to be airlifted to a hospital. As many public hospitals in Africa are below western standards you might have to be



airlifted to South Africa for a simple problem. Many insurance policies do not cover adrenaline sports i.e. bungee jumping and skydiving – please check this before you book the activity.

Medical insurance is usually relatively inexpensive, and we recommend that you buy a separate policy in your country of origin. If you purchase insurance in Africa, please note that it will not cover you to be returned to your own country in the event of an emergency, it will only return you to the country in which you purchased the policy.

### **Water**

One of the most common ailments on tour is dehydration. You should be drinking a minimum of 2 litres of water per day, and even more during the hot summer months. The tap water in the destinations we visit is not always fit for human consumption so your guides will advise you when not to drink the local water. All our vehicles have bottled water throughout your tour. However, you can buy extra bottled mineral water at most camp sites, keep in mind that this can be expensive. Your guides will point out where drinking water can be purchased if you prefer bottled water. (i.e at local shops / supermarkets).

### **Malaria**

Malaria is a serious problem in Africa however it does not have to be a problem for you as long as you are vigilant about using your **mosquito repellent** and you take your malaria tablets. Malaria is transmitted by mosquitoes and is more prevalent where there are high concentrations of people and water. The main points to keep in mind about malaria:

- Prevent getting bitten by wearing clothes that cover your bare skin. Long shirts, socks, shoes and long pants after dark -
- most mosquito bites occur below the knee.
- Keep your mosquito net closed and be vigilant at sunset as this is when the mosquitoes are most prolific.
- Use an effective prophylactic and speak to your doctor about options for antimalarial tablets.
- Insect repellent is the single most important line of defense. Make sure you bring enough of an effective (preferably stick or lotion) repellent and that you use it liberally and frequently! You need to look for the active ingredient (DEET) on the bottle.

Malaria prophylactics do not prevent Malaria but do treat it if you come down with the disease. They also prevent you from getting seriously ill. It is not true that Malaria cannot be cured.

### **Vaccinations**

We recommend that you have the following vaccinations for Africa: Hepatitis A (Havrax), Cholera, Yellow Fever, Tetanus Booster Shot, Rabies. Please note this guide is for information only - you should consult your doctor or travel clinic for the latest requirements. If you have entered a Yellow Fever infected area, you will be required to have a vaccination before entering into other countries. If travelling further north of Vic Falls, then you will definitely require proof of a Yellow Fever vaccination. Travel Clinics provide vaccinations and Malaria tablets.

### **Alcohol and drugs**

At ZASENDLE Adventures we do not run booze-cruise tours. We want you to enjoy yourselves and it is great to sit around the fire exchanging stories enjoying your favourite tippie, but the attitude of drinking from early morning until late at night makes for unpleasantness and you dehydrate even quicker when you are consuming alcohol. Most camp sites have bar facilities, we simply ask that drinking is kept to a reasonable level for your enjoyment.

We have a firm policy about drugs on tour. We do not tolerate them! Police regularly inspect our vehicles and camp sites, and we make numerous border crossings. If you are caught in possession of illegal substances, we cannot help you. You do not want to add a stay in a local jail to your on-tour experiences!

### **Local Laws and Customs**

Passengers are required to obey all laws of the countries through which we pass. This particularly applies to the smuggling of contraband and possession of narcotic drugs and firearms. Any passenger found contravening such laws or putting other passengers at risk may be required to leave the tour immediately with no refund. Please remember that we are guests in each of the countries we visit, and it is good manners to comply with their customs.



## Security

Travelling in any country has its potential dangers and in African countries you will find that it is no different. Due to massive levels of poverty, petty theft is rampant.

Basic rules apply:

- Do not bring unnecessary valuables along with you such as jewellery, expensive watches and electronic goods.
- Do not leave your personal possessions unattended
- Do not be reckless in your behaviour. Be careful
- Always walk together as a group, especially at night
- It is also suggested that you photocopy and photograph all your travel documents and belongings and store them separately to the originals. Security of the vehicle is part of the reality of tour life, and you will be expected to assist when necessary.

Although all care and attention will be exercised, ZASENDLE Adventures Tours nor its agents and employees can accept responsibility for anything left on the vehicle.

Travel insurance for personal belongings is also advisable, as you are not covered by ZASENDLE Adventures for personal items such as clothes, cameras etc. You are responsible for your possessions at all times. It does happen from time to time that airlines lose luggage, and this can be very frustrating for all parties concerned as the airlines then need to chase down the tour to reach the traveller, the traveller never really knows when they're going to get their belongings and ZASENDLE Adventures is expected to handle all of the ground operations for this. The process is immensely time consuming for everyone so please be assured that ZASENDLE Adventures will do our absolute best to ensure that the airlines are able to get your lost luggage to you. Your guides and ZASENDLE Adventures cannot be held responsible for any loss, damage or delay with luggage that has been lost or left behind by the airline.

## When on a Safari Drive

When you are on a safari drive, no matter if it is our ZASENDLE Adventures vehicles or an open 4x4 vehicle, please be as quiet as possible at all times and don't make sudden movements - this will ensure the biggest success on your game drive. Also, bring along some binoculars if you can. It's very important to keep in mind when you go on a game drive or walk that you are not in a zoo and no one can ever guarantee which animals we will see and how many animals we will see. All our ZASENDLE Adventures guides and all our local partners know where to best spot animals and do have an extensive knowledge about where and when to see wildlife however there is simply no way anyone can ever guarantee to see animals.

## Country Information

### South Africa

South Africa is one of the most popular tourist destinations in Africa, as it offers truly magnificent views and has an abundance of activities to enjoy. This Southern African country is rich with culture and traditions; with every citizen having a unique heritage, culture and story to tell. Here, guests will find themselves enchanted with a unique vibrancy and absorbed in the freedom of every citizen. The combination of the beauty of the landscape and friendly nature of the locals makes South Africa a truly inspiring and exciting country to explore. Since the 17th century and the arrival of its very first settlers, South Africa has been claimed, to be one of the most beautiful destinations in the world. Not only is the weather warm and mild throughout the year, but locals and visitors enjoying an endlessly beautiful scenery and diversity in landscapes. Undoubtedly, South Africa's main attractions are its beautiful mountain and coastal views, however its cities also attract more than enough tourist attention. In 2010, South Africa hosted the FIFA Soccer World Cup, putting on an incredible show and proving themselves as one of the world's leaders in the hospitality industry. Guests were made to feel welcome and encouraged to participate in local celebrations and enjoy the sights of each region; a factor which surely contributed to the Mother City of South Africa, Cape Town, being voted by TripAdvisor to be the most desired tourist destination in the world. Among South Africa's other top attractions are Johannesburg (The City of Gold), Durban (a surfer's paradise), Port Elizabeth (the friendly city), the Garden Route and the Kruger National Park.

### Namibia

Namibia is Southern Africa's most westerly nation and is home to some of the most beautiful desert plains and sand dunes. This country has a truly unique landscape, completely unlike its neighbours Angola, South Africa and Botswana. Namibia is also one of the largest countries in African, covering 824 000 square kilometres. While it covers a seemingly endless amount of space, at every turn you'll find yourself facing a truly magnificent sight and rugged beauty. Although Namibia's deserts may look lifeless, they're in fact buzzing with life and activity. Home to the African wildlife that tourists travel miles to observe, as well as their very own wild horses and snakes, Namibia has several game reserves for their visitors to visit. The most popular and established being the Etosha National Park where guests can either choose to camp

or stay in luxurious accommodation. If you're planning an adventure into this beautiful and inspiring country, make sure you land up in Swakopmund, visit the Fish River Canyon, Damaraland and the Kaokoveld. The capital city of Namibia is Windhoek, a city which is heavily influenced by Namibia's previous colonial ruler, Germany. Today, however the country has close ties to South Africa; its currency linked to that of the rainbow nation. Nomad tours will take you on an adventure like no other through the beautiful Namibian terrain, showing you the beautiful deserts, game reserves and cities while enlightening you to the lifestyle of the locals and the history of the country. For an exciting, unforgettable Namibian tour, travel with Nomad Tours.

### **Botswana**

Botswana is a Southern African landlocked nation, surrounded by Zimbabwe, Zambia, South Africa and Namibia it is one of Africa's most popular inland tourist destinations. Despite being quite a large country, Botswana remains to be one of the world's smallest communities with just over two million people calling themselves citizens. Most of the locals can be found working in the nation's capital city, Gaborone, however many others work on game reserves and with the country's tourism industry. Botswana's Okavango Delta is the world's largest inland delta and is alive with vibrant bird species and wildlife. In comparison to the vast Kalahari Dessert, the delta is lush and green; a true magical world where life is simple and relaxation is unavoidable. Botswana is truly a unique country with a landscape and beauty unlike any other; from deserts to delta, bushveld to grasslands, savannas to salt pans, Botswana is a true joy to explore and offers a world of adventure to all tourists. Contact Nomad Tours for unforgettable Botswana safaris. Not only will you see it all, but you'll make new friends and feel closer to nature than ever before.

### **Zimbabwe**

Zimbabwe is an incredibly beautiful, land-locked nation in the centre of Southern Africa. Despite its political and economic struggles, it remains a country of breath-taking beauty and lush landscapes. Famously bordering on the magnificent Victoria Falls and stunning Zambezi River, this country is by no means short of attractions and activities. Zimbabwe, previously known as Rhodesia during its colonial days, has been the focus of many explorers during the last few centuries. It was Rhodes that orchestrated the building of the first railway line through the country which stretches across the entire African continent, and David Livingstone was the explorer to hear the thunderous sound and see the spray of the world's largest natural waterfall, the Victoria Falls; named after his sovereign Queen Victoria. Zimbabwe's Hwange National Park and Matopos rock formations are amongst the country's most famous attractions. Just an hour outside of the town of Bulawayo, the Great Zimbabwe Ruins can be found. Zimbabwe received its independence in 1980 and has struggled to maintain a democratic state ever since. However, despite its unstable economy and the fragile political state, thousands of tourists make their way to the country every year.

### **Eswatini**

From the moment you enter Eswatini, the landscape changes around you and there is no mistaking as to why the Swazi King fought so hard to gain independence of his pristine mountains, rainforest and valleys in this landlocked country. Originally inhabited by the hunter gatherer khoisan people, Eswatini became popular to the Bantu tribes of East Africa and the powerful Nguni (Xhosa, Zulu and Swazi) tribe occupied this area during the Bantu expansion (migration of tribes due to increased use of iron, agricultural development and the more prevalent use of ceramics). Interestingly, in September 1968, Eswatini proclaimed its independence after being ruled by the United Kingdom as a British High Commission Territory for almost seventy years which meant that it was one of the last colonies to be ruled by Britain on the African mainland. One of Eswatini's most popular and spectacular annual ceremonies is the Reed Dance, held in August or September each year. Thousands of young woman congregate at the Queen Mother's village to provide tribute labour for the Queen Mother and to preserve their virginity. They arrive with bundles of reeds for the Queen and some of them bring their bush knives as a symbol of their virginity. The woman dress in traditional clothing and perform dances for the royal family and other onlookers.

### **Lesotho**

Lesotho is a landlocked country that is surrounded by South Africa. Also known as the Kingdom of Lesotho, the Land of our Fathers, and the Kingdom in the Sky, this is a nation submersed in tradition and culture. It's famous for its beautiful mountain passes, small communities and wildlife. Due to its altitude, Lesotho remains cool throughout the year with snow covering many of its peaks and mountains passes. Undoubtedly, this nation is most popular with tourists wishing to lose themselves in the beauty and tranquillity of the outdoors. The Kingdom of Lesotho has hardly been affected by the hands of man; in fact it's probably the Southern African nation which lives closely to its traditional ways and values. The country's capital of Maseru is its largest city, providing jobs and a more modern lifestyle to a large portion of the 2 067 000 people who call this country their own. 75% of the population who lives outside of the capital can be found in small communities, many of them still living in their traditional mud huts and can only be reached by foot or horseback. Exploring Lesotho is an



experience some of the world's most avid hikers dream of experiencing. Not only will you met with truly beautiful sights, endless mountain ranges and come across historical villages and rock art, but as they'll have miles and miles to explore on their own, without a sign of human life or technology to turn their thoughts back to the "real world". Their mountain passes are also popular amongst ambitious and professional cyclists wishing to train.

### **Mozambique**

Mozambique is a true paradise with endless idyllic beaches and a vibrant relaxed atmosphere, not only the perfect getaway for a family and honeymooning couple, but a country rich in economic and commercial properties. Surrounded by Tanzania, Malawi, Zambia, Zimbabwe, Swaziland and South Africa, and with the Indian Ocean meeting its entire eastern border, Mozambique is the 34th largest country in the world. Mozambique was liberated from its colonizers, Portugal, in 1975 and became the People's Republic of Mozambique. Two years later however, it was submersed in a civil war which lasted then until 1992, when it reached a democratic turning point. Today, Mozambique has a stable political climate and a growing economy, aided by its constantly budding tourism industry. With its tropical climate, vibrant atmosphere, serene beaches and unique culture, Mozambique is a true paradise; the perfect getaway for anyone. Spend a day lounging on a pristine beach, go diving in its transparent waters, go fishing and explore the local food and craft markets. Combine the atmosphere with fresh cocktails and a beautiful location and you'll be on the way to having the time of your life. Nomad tours will show you the beautiful attractions of Mozambique, as well as taking you to it's beautiful islands such as Bazaruto. This tropical nation with a truly unique Portuguese and African blend of cultures will treat you to a holiday that you'll never forget.

### **SOCIAL MEDIA**

Please feel free to follow, poke, share and like our social spaces below. It would be great if you could load your pictures, videos and memories to the pages too so that you can share them with your friends and ours.

Facebook: <https://www.facebook.com/Zasendle>

Instagram: <https://www.instagram.com/zasendleadventures/>

TikTok: <https://www.tiktok.com/@zasendle.adventures>

### **THANK YOU FOR TRAVELLING WITH ZASENDLE Adventures**

At the end of your tour you will be asked to provide feedback on our booking sites. Accommodation providers are subject to change without notice, the accommodation listed in this dossier is our preferred supplier, but sometimes due to availability, we are unable to make use of the property listed in this dossier. If we cannot use the accommodation provider as listed we will substitute another property of similar standards, however, en-suite facilities are not always guaranteed.

Have a wonderful tour and see you on the road!



## ZASENDLE Adventures Terms & Conditions

### 1. Disclaimer and Indemnity

- 1.1 The Client warrants and Excepts the Company's Terms & Conditions when booking and paid for a Safari Tour or Day Excursion/Adventure Activity.
- 1.2 It is a condition of the booking that the Client accepts the possible risk inherent in a Day Excursion/Safari Tour. The Client hereby indemnifies the Company together with its directors, shareholders and employees against any loss, injury, sickness, death or damages to self, property or vehicles suffered in connection with the participation in a Safari Tour/Adventure Activity or Day Excursion. The Client also waives any rights which he/she may have entitled them to claim for damages for any loss or injury suffered in connection with the participation in a Safari Tour or any Day Excursion/Adventure Activities.
- 1.3 If a client suffers from a pre-existing medical condition, the Client should consult their physician before embarking on a Safari Tour or Day Excursion/Adventure Activities. Such a client must also inform the Company of such pre-existing medical condition when booking a Safari Tour or Day Excursion/Adventure Activity. Should these Clients still participate in the Safari Tour and/or Day Excursion/Adventure Activities, they indemnify the Company against any harm or adverse reactions suffered. Such Clients must also ensure that they take along the necessary medication to treat such pre-existing medical conditions.
- 1.4 The Client warrants that the vehicle the Client will be using during the Safari Tour or Day Excursion/Adventure Activity is in proper working condition. (Self-Drive Safari's/Tag-a-long Safari's)
- 1.5 The Company reserves the right to change the vehicle the Client will be using during the Safari Tour or Day Excursion/Adventure Activity and will not always be a luxury 4x4 vehicle as advertised without incurring any penalty or liability, the Company uses other transportation from hired companies to assist in Safari Tours or Day Excursions/Adventure Activities.
- 1.6 The Client warrants that he/she and the minor children under their care, are in medically fit to participate in the Safari Tour or Day Excursion/Adventure Activity.
- 1.7 While every precaution is taken during its development, the Company does not guarantee that the Website is free from malicious code such as viruses, worms, and Trojan horses.
- 1.8 The Company does not accept responsibility for any loss or damage due to the use or inability to use the Website.
- 1.9 The Company does not accept direct or indirect liability for damage that might arise out of the use of the Website, the content or services sold.
- 1.10 The Company disclaims liability for content in websites to which this Website links.
- 1.11 The Company has not customized the Website to suit individual requirements of the Client.
- 1.12 The Company does not accept liability for any submissions made by its employees in email communications that caused damage to the Client or Third Parties.
- 1.13 The Company provides the Website "as is" and the Company makes no warranty as to its use, availability, or performance. The Company does not guarantee that the Website is error-free.

### 2. Obligations of the Client while on Safari Tour or Day Excursion/Adventure Activity

- 2.1 The Client undertakes to behave considerately and respectfully while on Safari Tour or Day Excursion/Adventure Activity and undertakes to exercise proper authority over any minor children.

### 3. Booking Procedure and Payment

- 3.1 To book a Safari Tour or Day Excursion/Adventure Activity, the Client must complete the availability form and send it to the Company via email at info@zasendle.co.za.
- 3.2 Upon receipt of the availability form, the Company will confirm the Client's booking by sending the Client an email confirmation on availability. Since Safari Tours and Day Excursions/Adventures Activities tend to fill up quickly, the Client's booking is not secure until confirmed by the Company and the Client paid the required Deposit Payment.
- 3.3 If the Client complied with clause 3.1 above but the Safari Tour or Day Excursion/Adventure Activity is already fully booked, the Company undertakes to refund the Client. The Company may also suggest alternate Safari Tour or Day Excursion/Adventure Activity dates to the Client.
- 3.4 Approximately one month before the start of the Safari Tour or Multi-Day S, the Company will send the Client an Invoice for the final payment which the Client must pay upon receipt.
- 3.5 Upon receiving the final payment by the Client, the Company will send the final Safari Tour information to the Client.
- 3.6 Payment is confirmed when:
- 3.6.1 The electronic transfer or direct deposit into the Company's bank account, reflects on the Company's bank statement.

- 3.7 The Company reserves the right to accept or reject any reservations without giving reasons. If a reservation has been rejected, the Company will then refund any money paid by the Client.

### 4. Changes to Itinerary

- 4.1 If changing circumstances necessitate this, the Company reserves the right to change the routes and/or accommodation as advertised without incurring any penalty or liability.

### 5. Electronic Communication

- 5.1 The Client accepts that the Company may communicate with using email relating to the use of the Website.
- 5.2 When the Company sends an email to the Client, it is deemed to have been received when the Client is capable of downloading the email.
- 5.3 When the Client sends an email to the Company, it is deemed to have been received when the Company replies to the message.
- 5.4 The Client agrees that all electronic agreements, notices, disclosures and other communications between the Company and Client, satisfy any legal requirement that such communications be in writing.

### 6. Pricing

- 6.1 Although the Company makes all reasonable efforts to ensure that the prices on the Website and other marketing materials are correct, it cannot guarantee that the Website and/or marketing materials are free of pricing-errors.
- 6.2 It may happen that the price of a Safari Tour or Day Excursion/Adventure Activity or accommodation suddenly increases due to exchange rate fluctuations or increases by the supplier. In this case, the Company reserves the right to increase the Safari Tour and Day Excursion/Adventure Activity price.

### 7. Cancellation by the Company

- 7.1 Should there not be enough bookings to justify a certain Safari Tour or Day Excursion/Adventure Activity, the Company reserves the right to cancel the Safari Tour or Day Excursion/Adventure Activity and either refund the Client's deposit or to suggest alternate Safari Tour or Day Excursion/Adventure Activity dates.
- 7.2 If the Company cannot provide the Safari Tour or Day Excursion/Adventure Activity booked for any reason, the Company will return all money paid by the Client and this will constitute the full extent of the Company liability to the Client, this includes natural disasters and / or politically related unrest.
- 7.3 If the Company suspects fraudulent or other criminal activity on the part of the Client while on the Safari Tour or Day Excursion/Adventure Activity or in case of breach of these terms, it may in its sole discretion terminate the contract by demanding the Client to leave the Safari Tour or Day Excursion/Adventure Activity. In this case, the Company reserves the right to keep all money paid by the Client.
- 7.4 Force Majeure: The Company reserves the right to suspend, postpone or terminate a Safari Tour or Day Excursion/Adventure Activity if circumstances beyond our control arise, make the Safari Tour or Day Excursion/Adventure Activity inadvisable, impracticable, illegal, dangerous, or impossible. This includes but is not limited to forces of nature (extreme weather conditions) as well as national and global security or medical emergencies (e.g. epidemic or pandemic outbreak) and conduct of third parties for whom neither the Company nor the Client is responsible, such as mass cancellations of Safari Tours or Day Excursions/Adventure Activities due to a force majeure event occurring.

In the event of the above, the Company will do everything in its power to reschedule the Safari Tour or Day Excursion/Adventure Activity to an alternate and suitable date within a reasonable timeframe. The Company guarantees that all money received from the Client shall be safeguarded and may be reapplied towards a different Safari Tour or Day Excursion/Adventure Activity at the Client's discretion.

Please note there will be no refunds in terms of this clause and the Company shall not be liable for costs incurred by the Client outside of the actual cost of the Safari Tour or Day Excursion/Adventure Activity paid to the Company, i.e. the Company shall not be liable for flights, accommodation etc. that the Client had to cancel due to the force majeure event.

PLEASE NOTE that the "FORCE MAJEURE" clause, as in 7.4 above, supersedes ALL other rules in terms of cancellations or refund policies.

### 8. Cancellation by the Client

- 8.1 If the Client wishes to cancel a confirmed booking on a Safari Tour, the Client must notify the Company in writing.
- 8.2 The Company reserves the right to levy a cancellation fee to be determined as follows (Safari Tours):
- 8.2.1 If 60 plus days prior to departure: 0% of the deposit will be forfeited;
- 8.2.2 After 45 days prior to departure: 50% of the deposit will be forfeited;
- 8.2.3 After 30 days prior to departure: 100% of the full amount of the reservation.
- 8.3 The Company reserves the right to levy a cancellation fee to be determined as follows (Multi-Day Safari):
- 8.3.1 If 60 plus days prior to departure: 0% of the deposit will be forfeited.
- 8.3.2 After 45 days prior to departure: 50% of the deposit will be forfeited.
- 8.3.3 After 30 days prior to departure: 100% of the full amount of the reservation.
- 8.4 If the Client wishes to cancel a confirmed booking on Day Excursions/Adventure Activities, the Client must notify the Company in writing.
- 8.5 The Company reserves the right to levy a cancellation fee to be determined as follows (Day Excursions/Adventure Activity):
- 8.5.1 Non-Refundable Deposit
- 8.5.2 After 3 days prior to departure: 100% of the full amount of the reservation.



**9. Travel Documentation**

- 9.1 The Client is responsible to acquire a valid passport, visa, vaccinations (if applicable), Covid-19 Tests, local currency and all other travel documents necessary for the Safari Tour or Day Excursion/Adventure Activity.
- 9.2 Should the Client be refused entry to any country due to incorrect travel documentation; the Company does not accept liability for any cost incurred due to delays or repatriation. In this event, the Client also forfeits all money paid to the Company.

**10. Insurance**

- 10.1 The Client must obtain travel, medical and cancellation insurance before starting the Safari Tour or Day Excursion/Adventure Activity and it must be for the duration of the Safari Tour or Day Excursion/Adventure Activity.
- 10.2 The insurance must cover medical expenses, damage to the vehicle, lost luggage, repatriation expenses and expenses related to the cancellation of the Safari Tour or Day Excursion/Adventure Activity.
- 10.3 The Client shall be responsible for the additional costs if the Safari Tour or Day Excursion/Adventure Activity Guide has to deviate from the proposed route in the case of the Client's illness or injury. The insurance must also cover this eventuality.

**11. Prohibitions**

- 11.1 No one, including the Client may use non-malicious search technology, like "web spiders" or "web-crawlers" to gain information from this website if such technology will slow down this website's server, or if it will infringe the copyright of any data and information in this Website.
- 11.2 The Client may not deliver any malicious code such as viruses, worms or Trojan horses to this Website.

**12. Authority on Safari Tour or Day Excursion/Adventure Activity Nuisance**

- 12.1 The Safari Tour or Day Excursion/Adventure Activity guide has full and final authority for any decisions made relating to Clients' safety and comfort.
- 12.2 If the Client breaches any of these terms and conditions or behaves in an unruly, rude, dangerous, illegal or inconsiderate manner, the Safari Tour or Day Excursion/Adventure Activity Guide is authorized to exclude the Client from the Safari Tour or Day Excursion/Adventure Activity and the agreement between the Company and Client shall then terminate.
- 12.3 In the event of clause 12.2, the Client shall forfeit any money paid to the Company and must make his/her own traveling arrangements from the point of termination and at his/her own cost. The Company shall in no way be liable for such costs.

**13. Early Termination by the Client**

- 13.1 If the Client no longer wishes to continue with the Safari Tour or Day Excursion/Adventure Activity for any reason, including illness or injury, the Client must make his/her own traveling arrangements from the point of termination and at his/her own cost, and the Company is not liable for a refund.

**14. Photographs**

- 14.1 By participating in a Safari Tour or Day Excursion/Adventure Activity, the Client gives consent that the Company may take photos of the Clients while participating in the Safari Tour or an Day Excursion/Adventure Activity and use them in promotional material. If a client has an objection to this, the Client must inform the Company in writing and the Company undertakes to respect that request.

**15. Grant of Rights**

- 15.1 Clients agree to be bound by this Website's Terms and Conditions.
- 15.2 This website provides Clients with information regarding The Company Safari Tours and Day Excursions/Adventure Activities.
- 15.3 Clients may browse, view and download data. They may not distribute the content of this website even if it is used for non-commercial purposes.
- 15.4 The Client may not transfer his/her/its rights in terms of this agreement unless the Company has given written consent.

**16. Copyright**

- 16.1 The structure, organization, and content of the Website are protected by law, including without limitation the copyright laws of the Republic of South Africa and by international treaty provisions.
- 16.2 The Company either owns or has been licensed to use the copyrights and trademarks on this Website. This Agreement does not grant the Client any intellectual property rights in the Website and trademarks. The Company reserves all rights not expressly granted.
- 16.3 The Client may not intentionally use a device or software application to overcome the security measures that protect the Website. Doing this constitutes a criminal offense in terms of section 86 of the Electronic Communications and Transactions Act 25 of 2002.
- 16.4 The Client may not in any way frame any page of this Website without first getting the written approval of the Company. Framing amounts to copyright infringement.
- 16.5 The Client may not hotlink to this Website.
- 16.6 The Client may not copy the Website or any of its contents and may not use it for commercial purposes except with the express written consent of the Company.
- 16.7 Breach of this clause 16 is a criminal offense in terms of Section 27 of the Copyright Act 98 of 1978.

**17. Disclosures Required by Section 43 of the Electronic Communications and Transactions Act No 25 of 2002**

- 17.1 Full name and legal status of the Company: Zasendle Adventures (PTY)LTD.
- 17.2 Physical address and telephone number where services are rendered:  
10 Condor Place, Glencondor crescent, Springfield, Gqeberha, 6070, 0027 (0) 84 491 0605
- 17.3 Website address and email address: www.zasendle.co.za; info@zasendle.co.za
- 17.4 Membership of any self-regulatory or accreditation bodies to which the Company subscribes and its contact details: Southern African Tourism Association (SATSA) Southern African Tourism Insurance Brokers (SATIB)
- 17.5 Any code of conduct to which the Company subscribes and where the Client may access a copy of it online: N/A
- 17.6 Registration number, names directors and the place of registration of the Company: Zasendle Adventures: 2019/449686/07 Owner Riaan Audie
- 17.7 Physical address where Company will accept legal service of documents:  
10 Condor Place, Glencondor crescent, Springfield, Gqeberha, 6070.
- 17.8 Sufficient description of the main characteristics of the services offered by the supplier: The website provides information on Activities & Safari Tours operated by the Company.
- 17.9 The minimum duration of the agreement: The agreement is valid until the conclusion of the Safari Tour or Day Excursion/Adventure Activity.
- 17.10 Manner of payment: the Company accepts payment by Secure Online Payments, Electronic Fund Transfer, Card Facilities.
- 17.11 Time within which services will be rendered: This depends on when the Safari Tour or Day Excursion/Adventure Activity is scheduled.
- 17.12 Record of the Transaction: The Client will receive a full record of the transaction after the payment has been made.
- 17.13 Refund Policy: See clauses 7, 8, 12 and 13.
- 17.14 Dispute Resolution through Arbitration  
If a dispute cannot be resolved by the Customer Relations Department, such a dispute shall be resolved through expedited arbitration in terms of the rules of the Arbitration Foundation of South Africa. The proceedings shall be held in Port Elizabeth in English or Afrikaans. This clause shall be severable from the rest of this Agreement and therefore shall remain effective between the Parties after this Agreement has been terminated.

**18. Changes to Website**

- 18.1 The Company reserves the right to amend any information in this Website and these terms and conditions in its sole discretion, without notice.
- 18.2 The Client must acquaint themselves with any amendments.

**19. Privacy Policy**

- 19.1 The Company will use the Client's information only to communicate with the Client and to send special offers of upcoming Safari Tours and Day Excursions/Adventure Activities.
- 19.2 Under no circumstances will the Client's Personal Information be sold or made available to Third Parties without the Client's written consent or in terms of a court order.
- 19.3 When the Client completes the availability form, the Client consents to the Company collecting the following information on the Website:
- 19.3.1 Name
- 19.3.2 Email address;
- 19.4 When the Client completes the Booking Form, the Client consents to the Company collecting the following information:
- 19.4.1 Full names and Surname of all persons who will be going on Safari Tour or Day Excursion/Adventure Activity;
- 19.4.2 Residential and Postal address;
- 19.4.3 Telephonic contact numbers;
- 19.4.4 Email address;
- 19.4.5 Information about pre-existing medical conditions.
- 19.5 The Company also collects information that is automatically provided (e.g. cookies). This information is gathered to better your browsing and interaction with the Company. Cookies are harmless and do not carry viruses.
- 19.6 By using this Website, the Client consents to the following:



- 19.6.1 The Company may use the Clients' personal information to send non-commercial messages from time to time. Clients may indicate if they do not wish to receive such communications; and
- 19.6.2 The Company may use the Client's information for non-personal statistical purposes.
- 19.6.3 The Company retains the copyright in databases of Personal Information of Clients.

20. **Governing Law**  
The Laws of the Republic of South Africa governs the interpretation and validity of this Agreement.

21. **Interpretation and Definitions clause**  
In this agreement, unless inconsistent with or otherwise indicated to the contrary, the following terms shall have the following meanings:  
"Adventure Activities" refers to all activities included in a Safari Tour and may include safaris, river cruises, game drives, canoeing, walking safaris, fishing, off-road driving, and other expeditions.  
"Company" refers to "Zasendle Adventures".  
"Client" refers to either a private individual who accesses the Website. It also includes every person who goes on a Tour with the Company;  
"Party/Parties" refers to the Company and Client;  
"Third Parties" refer to people or entities that are not the Company or Client;  
"Tour" refers to the service that the Company provides to the Client;  
"Website" refers to the official website address: [www.zasendle.co.za](http://www.zasendle.co.za)