



MOBILITY

MOBILITY on board ROVOS RAIL and SHONGOLOLO EXPRESS

We are able to accommodate passengers with walking difficulties although we recommend that an able-bodied passenger accompany them. We regret that the train is not suitable for wheelchair-bound passengers. Should you have mobility impairments, walking restrictions or any special requirements, we urge you to please inform your travel agent or Rovos Rail/Shongololo Express at the time of booking.

MAKE-UP OF THE TRAIN

From the front engine there are service cars, sleeper cars, then in the middle of the train the lounge (if required and sometimes not in the middle), kitchen and dining cars, then more sleeper cars and finally, at the rear of the train, the observation car. The amount of coaches is dependent on the number of travelling passengers; the maximum is 21 coaches.

Guests are required to walk short distances between their suites and the public cars. The track over which we travel can in some cases be inconsistently maintained. We restrict the train to 60km/h (37mph) and over the bad sections reduce speed to as little as 20km/h (12mph). The carriages date back to the 1920s and 1930s, and therefore do add to the clickety-clack, rocking motion. Most able guests find it a little tricky to walk while the train is moving, but given some time they all become experts.

FACILITIES ON BOARD

Rovos Rail and Shongololo Express have big suites therefore the passages are inevitably narrower. There are handrails along the passages and within the suites there are surfaces that can offer some support. In the bathrooms there are handrails in the shower and non-slip mats as well as a freestanding shower seat (available on request).

Unfortunately no wheelchair – even a collapsible one – can manoeuvre in the train or between some carriages where there are 90-degree turns and crossing can be uneven and difficult. The suites are not tailored for wheelchair access. If needed, we have a wheelchair on board for off-train excursions.

GETTING ON AND OFF THE TRAIN

At Rovos Rail's private station in Pretoria, there is a ramp to help disabled or elderly guests onto the train. However, when guests need to disembark while on their journey, they are required to use the affixed handrails and train steps, which are vertical against the train. On certain journeys, where there is no platform to disembark onto, we take our freestanding platform steps.

OFF-TRAIN EXCURSIONS

We have a wheelchair on board for excursions, if needed. Not all of the places visited will have wheelchair access. Coaches/buses and game-drive vehicles are used for some of the excursions; they have steps to climb up or down.

WHEELCHAIR ACCESS at ST JAMES GUESTHOUSES

The Manor has wheelchair access for the entire ground floor as well as the Deluxe Suite, Boyes. Unfortunately, Seaforth and Homestead are not designed for wheelchair-bound guests.

Thank you for your understanding.