

## GENERAL INFO & FAQs

**BOOKING:** To book as an agent or a guest, please contact [reservations@shongololo.com](mailto:reservations@shongololo.com) or call +27 (0) 12 315 8242.

Upon written request via email/fax and subject to availability, we will **PROVISIONALLY** book your place on the chosen tour. Space is allocated and held BUT if another client requires definite cabins, the holding agent/guest will be asked to confirm with a deposit payment or release the cabin. Upon written confirmation via email/fax and a completed Reservation Form, final confirmation details and an invoice will be sent. Upon receipt of the relevant payment the booking will be **CONFIRMED**. On confirmation of a reservation, our Terms & Conditions will be deemed to have been accepted and will be strictly adhered to. See T&C on [shongololo.com](http://shongololo.com)

**CANCELLATION:** Cancellation of a confirmed booking received prior to departure is subject to a fee of the per person tour price. See T&C on [shongololo.com](http://shongololo.com). **Cancellation insurance is compulsory** as these fees will not be waived. We offer insurance to South African residents. For international guests we suggest you contact your local insurance agent for assistance. Please bring a copy of your travel insurance policy stating clearly the company, policy number and 24-hour medical emergency telephone number.

**PAYMENTS:** Payment can be made via bank transfer to our ZAR (South African Rand) account. Please reference the payment with your invoice/reservation number and send us proof of payment via email/fax. Due to the high cost of credit card charges in South Africa, we prefer that all clients pay via bank transfer although credit card payments are available for guests booking directly only. We are a South African company and reserve the right to charge/refund in ZAR. As legally required, refunds are processed into the same account from which the initial payment was received. **Journeys invoiced in ZAR:** All bank transfers are processed/refunded in ZAR. **Journeys invoiced in USD:** USD bank transfers are processed/refunded in USD. **All credit card payments for all journeys** are processed/refunded in ZAR. Shongololo Express is not liable for any loss in currency due to rate of exchange fluctuations. Please request our bank details from [reservations@shongololo.com](mailto:reservations@shongololo.com). Shongololo Express will never change our banking details via email. Should you receive an email whether on the company's letterhead or in any other form advising you to use alternative banking details, ignore same and please notify Shongololo Express immediately.

**PASSPORTS & VISAS:** The onus is upon the client to ensure that passports and visas, as may be required, are valid prior to departure for Africa. On the various journeys we travel: South Africa, eSwatini, Namibia, Botswana, Zimbabwe, Mozambique and Malawi. Some nationalities are eligible to purchase port-of-entry visas. Immigration forms are available on board. Please ensure you have a minimum of US\$200 in cash with you. Passports must have at least **five blank VISA pages** and must be valid for at least **six months** from your return-home date. **Please enquire with us or check with the relevant embassies in good time.** Visas available through visa/booking agents.

**SCHEDULING TIMES, ROUTES & EXCURSIONS:** We wish to bring to your attention that Shongololo Express is solely reliant on the traction and railway services provided by the countries through which we travel. Our hands are regrettably tied when these services fail, be they due to locomotives, signals, overhead power-cable damage and/or theft, vandalism, electricity outages, railway tracks or issues with drivers etc. Delays can occur due to our reliance on these national organisations. Shongololo Express is not responsible and cannot be held liable for any delays or changes in tour arrangements that may be caused by natural or other factors beyond our control. Shongololo Express reserves the right to cancel or amend our routing, any excursions and the tour departure dates provided we can offer clients alternative excursions or departure dates. Shongololo Express cannot guarantee excursions or departure and arrival times. Our obligation to transport guests from departure to arrival points on schedule will override any commitment to excursions although we will endeavour to carry out all of the off-train experiences. **We strongly caution against same-day air travel on departure/arrival days due to possible delays with flights or the train.** Should you be delayed, kindly contact +27 (0) 12 315 8242.

**JOURNEYS & PRIVATE HIRE:** We offer a variety of journeys from 12 to 15 days that cover the sub-continent of Africa. The trains run year-round. We prefer you enjoy the full journey experience although you are permitted to disembark earlier at a convenient stop – keeping in mind the rate will remain the same. The scheduled journeys are available for full charter. You can also combine our 42- or 72-bed train with other entertaining products for bespoke charters including incentive groups, historical expeditions, cycling tours and private gatherings. The Events Train, suitable for day trips only, caters for up to 250 guests and is the perfect venue for weddings, incentives, conferences and product launches. See [shongololo.com](http://shongololo.com).

**ROVOS RAIL STATION TOUR & MUSEUM:** A highlight for guests is a visit to Rovos Rail and Shongololo Express' private station headquarters in Capital Park, Pretoria, where over 400 employees work assiduously to ensure the locomotives and trains are maintained to the highest standard. This is the busy hub of a provisioning operation that is world-class in terms of efficiency and attention to detail. The tour will show you the nuts and bolts of the company. We also have a museum showing a historical collection of train paraphernalia.

**CHECK-IN:** Please check-in a minimum of one hour before departure. Should you wish to visit our museum or do a site tour at Rovos Rail Station in Pretoria, we suggest arriving two hours prior to departure. If Pretoria is your arrival point, we suggest delaying your pick-up so you can enjoy the site tour. Passports are required at check-in. No vouchers are required. Luggage will be tagged and placed in your cabin on board the train where you will find a full itinerary pack.

ADDRESSES	JOURNEY	CHECK-IN	DEPART	ARRIVE
<b>PRETORIA:</b> Rovos Rail Station, 1 Transnet Ave, Capital Park, Pretoria, South Africa	<b>Malawi Meander</b> Pretoria-Lilongwe	09:00	10:00	17:00
	<b>Malawi Meander</b> Lilongwe-Pretoria	11:00	12:00	12:00
<b>CAPE TOWN:</b> Rovos Rail Lounge, 1 Adderley St, Paul Sauer Building, Cape Town, South Africa	<b>African Trilogy</b> Pretoria-Walvis Bay	09:00	10:00	12:00
	<b>Good Hope</b> Pretoria-Cape Town	08:00 (Tour)	16:00	16:00
<b>VICTORIA FALLS:</b> Victoria Falls Hotel/Station, Mallet Drive, Victoria Falls, Zimbabwe	<b>Good Hope</b> Cape Town-Pretoria	08:00 (Tour)	16:00	18:00
	<b>Southern Cross</b> Pretoria-Victoria Falls	08:00 (Tour)	16:00	18:30 (Hotel)
<b>WALVIS BAY:</b> Walvis Bay Station, Corner 6 <sup>th</sup> Street and 11 <sup>th</sup> Road, Walvis Bay, Namibia	<b>Southern Cross</b> Victoria Falls-Pretoria	10:30 (Hotel)	17:00	16:00
	<b>Dune Express</b> Pretoria-Walvis Bay	10:00	11:00	12:00
<b>LILONGWE:</b> Lilongwe Station, Area 29, Lilongwe 4, Malawi	<b>Dune Express</b> Walvis Bay-Pretoria	10:00	11:00	17:00

**AMENITIES:** We provide a complete amenity bag – available in your en-suite bathroom cupboard – with the following South African products: soap (25g), tissues, shampoo (50ml), conditioner (50ml), bath and shower gel (50ml), hand and body lotion (50ml), hand sanitiser (30ml), vanity kit, small sewing kit, ear plugs and a shower cap. Plug-in hairdryers – in addition to your bathroom unit (if applicable) – are available on board.

**CHILDREN:** We do accommodate children but we kindly ask parents to be sensitive to the adult nature and atmosphere of the train by keeping them respectful and quiet. There are no child-minding facilities or activities available for children on board. Long journeys are not recommended for under 13s. Children between 0-2 years old are not permitted to travel. Children under five are not permitted in the dining and lounge cars. Room service is available. The chefs will endeavour to prepare suitable meals with the ingredients available on board. See Child Policy on shongololo.com.

## CURRENCY

- South Africa – Rands only. We accept all major credit cards on the train.
- Outside of South Africa – Rands are accepted in Namibia and eSwatini. US Dollars are accepted in Zimbabwe, Mozambique and Malawi. Cash is highly recommended. Hotels and major dealers accept credit cards.
- US Dollars printed before year 2013 or that look worn will not be accepted. Low denominations recommended for shopping/gratuities. Larger denominations recommended for exchanging money to local currency as you get a better rate.

**DIETARY REQUIREMENTS:** We cater for food allergies provided a detailed request has been made at that time of your reservation. If a special request has not been made, the chefs will endeavour to prepare suitable meals with the ingredients available on board. We regret we are unable to prepare meals requiring strict religious observance in the preparation.

**DINING:** Meals on board are served in one sitting only in the dining cars. Breakfast: 07:00-10:00 • Lunch: 13:00 • Tea: 16:30 • Dinner: 19:30 • Bar service 07:00-01:00. All meals are served at these times unless otherwise stated in the timetable. A gong heralds lunch and dinner.

## DRESS

- **Days on board are casual. Evening attire is strictly smart casual:** Neat, conventional yet relatively informal in style combining casual and formal clothing pieces. On some of our journeys we enjoy **theme evenings** – “AFRICA” or “1920s” – where guests can **dress up accordingly** or opt for **smart casual**. See *itineraries*.
- **Off-train excursions:** We recommend comfortable non-slip walking shoes, warm clothing, sun lotion and hats (season dependent). If required, blankets and rain capes are available.
- **Game drives** are on open vehicles so please dress accordingly: mornings can be cool then warm up considerably; afternoons can be warm then cool down considerably. Please see average temperatures as a guide.

**DRESSING GOWNS:** We provide a comfortable one-size-fits-all gown plus slippers for each guest for use on board the train. If you wish to take one home, they are available to purchase from the Gift Shop.

**ELECTRICITY:** 220V AC 50Hz 3-point round-pronged wall plugs and 110V/220V 2-pin plugs for shavers and chargers. USB ports are in each cabin. International adaptors available. A generator supplies power. Please be aware that certain breaks in power are necessary when servicing is required.

**GIFT SHOP/ADMINISTRATION:** There is a small gift shop on the train and at Rovos Rail Station in Pretoria. Due to the varying exchange rates, credit cards are preferred. The Administration Deputy on duty has a basic First Aid Kit and personal essentials (toothbrushes, razors, earplugs etc.). He/she will also fulfil any administrative requirements and check your onward arrangements.

**GRATUITIES:** Gratuities for the staff are at your discretion. If you wish to show your appreciation in this manner, there will be a suitably marked envelope in your cabin that you can hand directly to the Train Manager who will distribute any amounts on a pro-rata basis (share) among the staff on board. An amount between ZAR100-300 (± US\$10-20) per person per night is suggested, depending on the length of your journey. At the game lodges, it is customary to tip guides and lodge staff an estimated ZAR150 (± US\$10) per guest per day.

**LANGUAGES:** The staff on board mainly speak English and local languages. For most of the journeys and dependent on the language, translated itineraries and on-board information will be provided.

**LAUNDRY:** There is a LIMITED laundry service (10 items/day) on board comprising household washers, dryers and steam irons. The turnaround is 48 hours so we are not able to handle a week's worth of laundry. There are no dry-cleaning facilities en route or on board. Please note that while this a complimentary service we cannot be held responsible for items that may be damaged or lost in the process.

**LOCOMOTION:** Use of steam has become increasingly difficult over the years as more and more water and coaling facilities have been scrapped. Diesel or electric locomotives are used while steam is used in and around the area of Rovos Rail Station in Pretoria only.

**LUGGAGE:** It is possible to store luggage in your cabin under the bed or above the door on a luggage rack, which provides ample space for storage. There are no luggage restrictions on board although we do not recommend more than two large suitcases. On selected long journeys, guests are provided with a Shongololo Express tog bag that can be used for overnight trips or hand luggage on aircraft. A soft bag is preferable on plane transfers with a luggage weight restriction of 15kg.

**MAGAZINES, MAPS & GAMES:** There are board games, playing cards, a card table (dependent), books and magazines available for your use in the lounge and observation cars while on board. In your cabin is a map, itinerary and the *Journeys* magazine featuring articles of interest related to the route. If the map supplied is not comprehensive enough you may purchase a more detailed map from the Gift Shop.

## MEDICAL

- **All guests are solely responsible for ensuring they are capable of undertaking the tours and activities.**
- Please inform us at the time of your reservation if you have any medical conditions, physical disabilities or allergies.
- We have a doctor on board on the 15-day Malawi Meader.
- Anti-malarial precautions are recommended. Malaria areas: eSwatini, Kruger Park, Northern Botswana, Zimbabwe and Etosha.
- Recommended immunisations (*not required*): Hepatitis A + B, Polio, Tetanus, Cholera (low risk).
- A Yellow Fever/Medical Exemption Certificate is **essential** if travelling to/from **DRC and Angola**. Although all countries travelled through don't require this, countries guests return to **after** the trip often require them.
- Please consult your clinic or doctor. TRAVEL DOCTOR AFRICA *local* 0861 300 911 or *international* +27 (0) 11 214 9030.

**MEDICAL EMERGENCIES:** Each train is equipped with a standard medical kit, oxygen, automated external defibrillator and a wheelchair. For emergencies there are private healthcare hospitals available. Outside of South Africa, private hospitals are not guaranteed. We can organise evacuation either by road or air to a medical facility should this be required (own account). All our Train Managers have completed First Aid up to Level 3 and are trained in emergency situations. We do, however, strongly recommend that you explain your concerns to your travel insurance company so they can provide you with the necessary cover to meet and exceed such an eventuality.

**MOBILE DEVICES & INTERNET:** In maintaining the spirit of train travel there are no radios or television sets on board. The use of mobile phones, laptops and essentially anything that has the ability to disturb other passengers is confined to the privacy of your cabins only. The reception is poor while the train is moving. It is advised to contact your service provider to ensure the correct settings for network services are activated. WiFi is available at our lounges in Cape Town and Pretoria and at most off-train accommodation (although not always guaranteed).

**MOBILITY:** We are able to accommodate guests with walking difficulties although we recommend an able-bodied passenger accompany them. We regret that the train is not suitable for wheelchair-bound passengers. Should you have mobility impairments/restrictions or special requirements, we urge you to inform your travel agent or Shongololo Express at the time of booking. See Mobility Info on shongololo.com.

**PETS:** We do not allow any pets or emotional-support animals on board.

**POSTAGE:** Stamps are available for sale from the Gift Shop. Postcards may be handed to the Administration Deputy for posting.

**SECURITY:** An electronic safe is provided in the cupboard in each cabin. When on board we encourage guests to close shutters or preferably shutters and windows when not in your cabins. Please be particularly mindful when passing through stations. The train doors in the passages are all locked from the inside. Your cabin door can also lock from the inside.

**SMOKING:** On board the train, smoking is allowed in the smoking Club Lounge only. Smoking of vapes and e-cigarettes is allowed in your cabin. **HOWEVER**, please be mindful of other guests who do not smoke, that the train is generally made up of wood and **DO NOT throw flammable items** such as cigarette or cigar butts off the train. Bush fires in Africa are a constant and dangerous hazard. Please note at the time of your reservation if you are smoking or non-smoking so that the appropriate room might be requested at the hotels/lodges.

**SPECIAL OCCASIONS:** Please note at the time of your booking if you are celebrating a special occasion as we'd like to share it with you.

## THE CABINS & COACHES *Measurements in centimetres (cm) = Length x Width*

Each train has accommodation carriages, dining cars, a lounge car and smoking lounge (±23 seats), small gift shop and observation car (±32 seats) with open-air balcony. The cabins are refined and spacious offering passengers privacy and comfort with double or twin beds and fittings and facilities that are of the highest standard. All have en-suite bathrooms with toilet, basin and shower, tea facilities, safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.

1. **Emerald Cabins** (±10m<sup>2</sup>/±108ft<sup>2</sup>) have a lounge area and en-suite bathroom with toilet, basin and shower. **BEDS:** Lengthways Double 189x189 • Crosswise Double 189x160 • Split Twin 189x75.
2. **Gold Cabins** (±7m<sup>2</sup>/±76ft<sup>2</sup>) have an en-suite bathroom with toilet, basin and shower. **BEDS:** Lengthways Double 189x189 • Crosswise Double 189x160 • Split Twin 189x75.

**TEMPERATURE & TIME ZONES:** All public cars are fitted with gas-filled air-conditioning systems. Each cabin has an individual air conditioner with temperature controls that can also be set to heat mode. Windows should be closed while operating the air-conditioning unit. Electric under-blankets are fitted on the bed.

AVERAGE TEMPS °C	JAN/FEB		MAR/APR		MAY/JUN		JUL/AUG		SEP/OCT		NOV/DEC		Rainfall Months	TIME ZONE
AREA	Min	Max												
Cape Town, South Africa	16	28	13	26	9	21	7	19	9	22	13	27	Apr-Aug	GMT+2
Pretoria, South Africa	18	30	15	27	7	23	4	22	13	28	16	30	Oct-Mar	GMT+2
Durban, South Africa	21	29	19	28	12	25	16	25	16	26	19	28	Oct-Mar	GMT+2
Mbabane, eSwatini	16	28	13	27	5	23	5	23	10	26	14	28	Nov-Feb	GMT+2
Vic Falls, Zimbabwe	15	29	14	29	8	23	7	27	16	28	16	26	Dec-Mar	GMT+2
Maputo, Mozambique	23	31	21	30	15	27	15	26	18	28	21	30	Nov-Mar	GMT+2
Beira, Mozambique	23	31	20	30	17	27	16	26	19	28	22	31	Dec-Mar	GMT+2
Lilongwe, Malawi	17	26	15	26	10	24	9	24	14	29	17	28	Dec-Mar	GMT+2
Lüderitz, Namibia	15	24	15	24	12	22	11	20	12	20	13	20	Jan-Mar	GMT+2
Walvis Bay, Namibia	16	22	15	22	11	22	10	22	11	18	13	20	March	GMT+2
Etosha Pan, Namibia	18	30	17	30	10	27	10	27	15	32	18	33	Jan-Mar	GMT+2

**THE TRACK:** The track over which we travel is inconsistently maintained. If you wake at night imagining the train is travelling at high speed, be assured it is the state of the track below creating that impression. We restrict the train to 60km/h (37mph) and over bad sections reduce speed to as little as 20km/h (12mph). If you find it noisy, earplugs are available.

**WATER:** The water used on the train is carried in tanks under each coach. These tanks are filled every day but they cannot be topped up while the train is travelling. Water inside the cabins has been filtered and chlorinated; it is safe for bathing and brushing teeth only. Please use the bottled water provided for drinking.