

Tour Dossier Introduction

Tour Documents



PDF Document



Web Page



Swahili Language Survival Guide

What's Included

What's not Included

- Sleeping bag & sleeping mat
- International flights to/from the start/end of your tour and departure taxes
- Tips on included excursions, visas, travel insurance, personal items and single rooms.
- Airport transfers and pre and post tour accommodation
- Spending money – budget for meals, snacks, drinks, limited souvenirs, laundry, tips and any extras
- Optional excursions - Please see the optional excursions on the dossier page for a comprehensive list of optional activities and excursions available on this tour.

Detailed Itinerary

Day by Day Itinerary

Travel Style

This is an Overland Tour, travelling by custom built vehicle, staying in mainly locally owned hotels with some camping in certain destinations. There is a maximum of 34 travellers with an average group size of 15-24. Please read the Overland Tour travel style dossier to ensure you understand the style of travel you are undertaking: <http://www.tucantravel.com/travel-styles/dossier/overland-tours>

Local Payment

The tour price is divided into a set amount paid in advance and a compulsory local payment which is due to your tour leader in US\$ cash at the group meeting on the first day of your tour. The local payment amount is found on the tour price page and will be printed on your invoice and tour voucher. Our brochures are updated in September/October each year and the local payment you will pay will be the cost published at the time of your departure. It can be very difficult to obtain US\$ in some South American countries and virtually impossible in others, so we recommend organising your local payment before you arrive for your tour.

In general your local payment will cover:

- Meals while camping and some lunches on travel days on the expedition vehicle
- Hotels and hostels
- National park entrance fees when visited in the expedition vehicle

Please note: The local payment must be paid in high denomination notes only (100s, 50s, 20s)

Joining your tour

Your joining location is:

Twana Lodge
Plot 42
Boschkop Rd.
Zwavelpoort
Pretoria East

Tel: (+27) 12 817 2009

Please leave all of your important documents, money and travellers cheques here when you go out especially in the evening. It is advisable not to wear chains or expensive looking watches or jewellery while in major African cities. You should also keep your camera concealed when not in use and carry daypacks on your front for extra safety. Crime in Africa is not as bad as its reputation but you must be sensible and alert.

Arriving in Pretoria/Johannesburg

When arriving at Johannesburg's Oliver Tambo International Airport there are ATMs and a Forex Bureaux at the airport and we would recommend that you change or withdraw enough cash to last you for a couple of days. Or buy rand before you arrive.

There are official porters at the airport that can be quite forceful in their approach and if you do take advantage of their services you will be expected to pay approximately US\$1 per bag.

Airport Transfers

Airport transfers are not included in the tour price and must be booked separately in advance through Tucan Travel. If you have booked an airport/hotel transfer with us, please look out for someone with a sign which has your name, Tucan Travel, or both after exiting the customs hall.

If you have booked an arrival transfer with us and you are going to be delayed by more than two hours, you must advise us of the delay at least six hours before arrival. If we are advised in time, we will make every effort to reschedule your transfer and your driver will be asked to wait for two hours after your new expected arrival time. However, if we are not made aware of any change, the driver will only wait for two hours after the original scheduled arrival time and after this point it will be up to you to arrange transport to your hotel at your own expense. Please contact us on the emergency contact details below if you are likely to be delayed.

Contact your arrival transfer

Phone: +27 83 302 1976 or +27 83 302 1976

E-mail: francois@footprintsinafrica.co.za

Contact: Francois

Making your own way

Our joining hotel is located in Pretoria, which is 60 kilometres from Oliver Tambo Airport in Johannesburg. The journey takes approximately one hour. There are no metered taxis at the airport so a price should be negotiated before travel. Taxis will normally charge ZAR 600-800.

Alternatively, arrival pickups can be organised directly with our joining hotel (recommended for solo travellers). They currently charge ZAR 450 per person. Their contact email is twanaadventure@gmail.com. Please advise them of your flight details and that you are travelling with Tucan Travel.

Pre-Departure Meeting

When you arrive on day one of your trip, you should find some local information at the hotel lobby. Your tour leader will be staying in the hotel and should have put up a welcome note to let you know what room they are in. A pre-departure meeting is usually held in the afternoon or early evening of day one. You will need to bring the following important items to the meeting with your tour leader:

- Your passport, including any necessary visas and at least one photocopy to give to your tour leader
- Vaccination certificates if relevant to any destinations on your tour
- Travel insurance policy and a photocopy to give to your tour leader
- Your travel voucher
- Your local payment in US\$ cash (Budget Expeditions only)

Missing the tour departure

If you miss the start of your tour, please ask at the reception of the hotel for a message from your tour leader which will give you instructions on how to catch up with the group. Any associated costs will be at your own expense (although, depending on the reason, you may be able to claim these from your travel insurance so ensure you keep all receipts).

If you know in advance that you are unlikely to arrive on time, please contact Tucan Travel immediately so we can inform the tour leader. Tucan Travel cannot be held responsible should your airline/boat/coach be delayed and we are unable to refund any unused portion of your tour.

Time Keeping

Punctuality is very important and throughout the tour your tour leader will give you the time to meet in reception. Tour leaders will often post notes at reception with meeting times, so remember to always look out for these.

Although rare, delays can occur and we therefore advise you not to arrange your onward travel too close to the end of the tour. We take no responsibility for any missed flights or additional expenses if the group arrives late into the departure city at the end of the tour.

Documents

Passport

Your passport should be valid for at least 6 months after you have finished your tour with sufficient blank pages for visas and immigration stamps.

Photocopy your passport, leaving one copy at home and taking one with you on tour. If you lose your passport while on tour, you will be responsible for any expenses incurred such as extra accommodation and transport while replacing your passport and will not be entitled to a refund of any unused portion of your tour.

Tour Documents

Before you depart you will be issued with a voucher for your tour and separate vouchers for any extra services such as airport transfers and pre/post tour accommodation. Please print these out and bring them with you. This dossier is updated regularly, so we recommend checking our website for the latest version just prior to the start of your tour.

Final Balance

The balance for your tour is due no later than 60 days prior to the start of your tour and no tour vouchers will be issued until this is received. In addition please send the following details at least 60 days before you depart:

- Passport number, date of issue, date of expiry, nationality and place of issue
- Your full name and date of birth
- Flight arrival details in your starting city
- Special requirements, e.g. special dietary requirements or allergies

Please let us know if you are travelling with another person on the tour but have made separate bookings and we will endeavour to make suitable rooming arrangements.

Visas

All countries have visa requirements that are subject to change at short notice. A general guideline for visa requirements is available here: <http://www.tucantravel.com/before-you-go/visa-guide>, but you must check with your local embassy or consulate for the very latest visa requirement information based on your nationality. It is your responsibility to ensure that you have all necessary visas for your tour. If you would like help applying for visas, we have recommended visa agencies on our visa page that we work with regularly.

Important things to check when applying for visas:

- Does the validity of the visa cover the duration of your time spent in the country?
- Do you require a single or multiple entry visa(s) for your tour?
- Are you required to show additional documentation when you arrive in a country? (Examples include proof of onward travel and travel itinerary)

Some visas are only valid for entry within three months of the date of issue which means on some of our longer tours the visa would expire before you are scheduled to enter the country. In these cases you must obtain the relevant visa during your tour. If it is necessary for you to obtain any visas en-route, please contact Tucan Travel or your travel consultant and inform your tour leader at the start of the tour. If you do not have the appropriate visas, Tucan Travel will not reimburse any expenses incurred in acquiring visas or any unused portion of the tour.

It is best to apply for visas in your home country if possible. If applying for visas by post, please allow plenty of time before departure and send your application by registered mail. Postal applications tend to be given a lower priority than in person applications and can take longer to process.

Special Note: If you have dual nationality it is advised not to obtain different visas in different passports. Although this may sometimes be cheaper, you may encounter problems at border crossings if your exit stamps from one country are not the same as your visa for the next.

Travel Insurance Policy

Travel insurance is compulsory for all tours. You must be adequately insured for medical, hospital, baggage and personal expenses, any necessary extra travel (rejoining tour or repatriation) as well as curtailment and cancellation.

We strongly recommend that all clients carry a copy of their full policy document with them at all times, together with any certificate showing the policy number and emergency contact details. Your tour leader will also ask for a photocopy of your insurance document, so please take this to the pre-departure meeting at the start of your tour. You will not be able to commence your tour unless you can provide proof of insurance to your tour leader.

Document Checklist

- Tour Voucher & Vouchers for extra services
- Passport (with photocopies of information pages and visas)
- Tour Dossier
- Cash & credit/debit cards (best to take a mixture and more than one card in case one does not work)
- Travel Insurance Certificate and photocopy for tour leader
- Travel consultant's phone number and email address
- Proof of onward travel, ie airline ticket

Optional Excursions

Optional excursions are not operated by Tucan Travel and while every effort is made prices may not be up-to-date and are intended as a general guide to help you budget for your trip. Prices for vehicle-based excursions such as game drives are approximate based on the optimum number of participants and the actual price may vary depending on group size.

Sufficient safety equipment such as protective helmets and life jackets are sometimes not available or the standard may vary between destinations. Tucan Travel is unable to provide this equipment. This is particularly the case for activities such as horse-riding, caving, white-water rafting, bungee-jumping, canyoning and other similar optional excursions. If you intend to participate in an optional excursion you may like to consider bringing your own safety gear.

Excursions are run by a local operator or third party with both Tucan Travel and the Tour Leader acting as a booking agent only. Optional activities are not part of the tour and Tucan Travel's booking conditions do not apply to them. It is your responsibility to ensure you have the correct travel insurance for the excursions you intend to take part in and Tucan Travel is not liable for any injuries incurred.

Responsible Travel

We work hard to ensure our tours are sustainably and ethically run. You can read our responsible travel policy and advice on how you can travel responsibly here: <http://www.tucantravel.com/about-us/responsible-travel>.

Meet Up

Our free Meet Up app, available on Facebook, on iTunes and Google Play is an opportunity to chat with others passengers before you depart or keep in touch when you arrive back from tour. Information on the app is available here: <http://www.tucantravel.com/before-you-go/meet-up>

Add-ons & Extras

On many of our Group Tours, we spend one night in our arrival and departure cities. If you want to explore these cities more we can book pre and post tour accommodation, city tours and airport transfers for you. Price information can be found on the price page of each tour. We also have **Add-ons** - short packages that can be booked alongside a tour or on their own and have been carefully designed to ensure you don't miss out on popular highlights.

Illegal Drugs

The possession or use of illegal drugs will not be tolerated on our tours. When overseas you are subject to local laws and the penalties for breaking these laws can be harsh. In order to safeguard the interests of the group as a whole, our tour leaders have been instructed to insist that any person found with illegal drugs leave the tour immediately – without refund. The tour leader's decision on this matter is final. If you need to carry certain drugs with you for purposes of medication, please inform your tour leader and ensure that you carry a copy of your prescription or letter from your doctor.