



Frequently Asked Questions

When planning a safari to Kenya, there are many questions that spring to mind. These can vary from; What to wear on safari? Is it safe? How do I book a safari? What must I bring? What medical or health precautions should I take? and many more.

The list of Questions & Answers below are some of the more common ones, have a glance through and if you can't find an answer drop us a line and we will gladly answer the questions you may have about planning your tour or safari to Kenya!

Are there luggage limits?

The check in luggage limits on the regional commercial flights is 20 kg per person (44 lbs per person) plus you are allowed 1 carry-on bag. Unless otherwise specified, if your African safari itinerary involves any light aircraft transfers, there is a limit of 15 - 20 kg (44 lbs) per person. This 20 kg includes camera bag and equipment. Please ensure the bag is a soft carry-all (instead of a rigid suitcase). You can however pay for excess luggage at a rate of USD 2 to 4 per kg.

What health precautions do I need to take?

There are a few basic health matters that require care and attention if you plan to participate in an African adventure travel. Here are a few guidelines for you to address with your general practitioner. Please also check with your health department prior to departure for any changes in health regulations.

- a) **Malaria:** As most southern and eastern Africa safari destinations do have occurrences of malaria; a lot of the camps are quite remote and the chances of contracting malaria are low. However, it is definitely worth taking preventative steps. Both chloroquine resistant and normal strains of malaria are prevalent in Africa. Malaria is transmitted by a very small percentage of female Anopheles mosquitoes. They are generally active in the early evening and throughout the night, usually when one is sleeping or sitting around campfires. Expert opinion differs regarding the best approach to malaria prophylactics. It is important to bear in mind that malaria may be contracted despite taking tablets, especially in areas where chloroquine resistance has been reported.
- b) Please remember that the best insurance against contracting malaria is to try to prevent being bitten, so use mosquito repellents liberally. Wear long-sleeved shirts and trousers/slacks in the evenings. Our rooms will be sprayed while you are at dinner. We do suggest you contact your own doctor prior to leaving for your African holiday, to advise him/her of where you will be travelling and let him/her prescribe the best suited prophylactic. If you become ill on your return, while still on prophylactics or even once you have stopped, make sure that your doctor does everything necessary to establish that your illness is not malaria. Malaria is not a serious problem if people are sensible and take basic precautions. If caught early on the disease can be effectively dealt with.
- c) **Water:** It is very important that you drink plenty of water especially if you travel to Africa during the warmer months. Dehydration is possibly the single biggest cause of ill health on an Africa safari. It is generally recommended that guests drink at least 2 to 3 litres of water per day to limit the effects of dehydration. This excludes tea, coffee and alcoholic beverages, which act as diuretics and actually contribute to dehydration. Our lodge will supply bottled and filtered water. Bottled mineral water is readily available at most places anyway.
- d) **Tsetse Flies:** Tsetse flies are large day time feeding flies occurring in certain low lying and hot safari areas. They prefer shady conditions and are attracted to movement, carbon dioxide and lactic acid secretions. We advise that you wear light coloured lightweight clothing on your Africa safari. Avoid deep blue and black (as tsetse are attracted to these colours) to lessen the chance of being bitten by these flies.



- e) **Yellow Fever:** Yellow fever has been reported from 43 countries, mostly in Africa and Latin America. The list includes three SADC countries, namely Angola, the Democratic Republic of Congo and Tanzania. Consult your Africa tour operator if you are not certain whether or not the country you will be entering from is in fact on the list. However, it is a regulation for entry and exit into Kenya to have a yellow fever vaccine card.

What about wild animals whilst on safari?

Our camp is unfenced and most private camps in Africa are unfenced, so listen to your camp staff and guides. Don't push any safety issues – you will not be in any theme parks where the animals are tame. Don't ever go strolling away from the camp or from your guide.

Most private camps in Africa are unfenced and dangerous animals can and do wander through the camps. Many of the animals and reptiles you will see are potentially dangerous. Attacks by wild animals are rare. However, no African tour operator can guarantee that such incidents will not occur. Neither the camp, or operators, their staff members, associates, agents, nor their suppliers can be held liable for any injuries caused during an incident involving the behaviour of wild animals.

Please make sure that you listen to and abide by the safety talks given by your guides or camp staff prior to your Africa safari. Don't go wandering off on your own without a guide – even to your rooms; a guide must escort you to your room. After retiring to your rooms at night, don't leave your rooms. If you are sensible, you should be safe.

Is self-driving safe in Kenya?

For Kenya self-driving is a viable and economical way of seeing the area; however, it is still advisable to use a well-established safari company. Generally, self-driving is something to be done only by experienced African travellers, and preferably in more than one vehicle.

When self-driving, please bear in mind that the standards of driving are not as high as that of the average road user in places like Europe, Britain and North America. The roads are generally good and well-marked, but one must drive defensively, always anticipating the worst from your fellow road users. It is advisable to carry cash (of the local currency) with you as there are toll gates on certain national roads where you will need to pay a fee. DO NOT try to bribe or accept any bribe attempts from a traffic official in the event you are stopped for a speeding fine or anything of the sort.

What about crime in Kenya?

Crime has been a much-reported evil of certain areas in Africa, particularly the big cities. We have had no problems of this nature happen to any of our clients. Our camp and the hotels we suggest are in good areas and you are invariably out of the rough city centres. However, we do urge guests to exercise the same common sense they would whilst in any other big city of the world, and not to openly display cash and valuables whilst out on the street. If you will be self-driving for part of your African holiday, don't pick up any hitch hikers or stop near informal settlements (shanty towns), unless you are with a guide who will have good local knowledge.

Do we need travel insurance?

The camp, its agents, operators, suppliers and its associates cannot be held responsible or liable for loss, damage, or theft of personal luggage and belongings, nor can they be held liable for personal injury, accident or illness. Please ensure that you have yourself and your belongings adequately insured before you depart for your Africa safari. Insurance is compulsory for all our trips. It is, however, better to purchase your policy in advance as this will cover you in case of repatriation back to your home country. Please contact your broker or your travel agent for details. We cannot be held liable for any losses or damages incurred during your African holiday.



a) Health Insurance: It is very important to have full medical, emergency evacuation and repatriation cover for the period of time you are away.

b) Cancellation and Curtailment: You might have to cancel or curtail your Africa safari due to unforeseen circumstances. If you cancel a trip close to departure date for any reason you could lose all that the safari was going to cost you. Should you have to leave the safari early, we cannot refund you the portion of the Africa safari you do not complete. Dependant on the reason for cancellation and curtailment, insurance may cover you for this eventuality. In such an event, we do try our utmost to get the various suppliers to waiver cancellation fees, but this is something that we cannot guarantee, as each African tour operator will have different views on the issue.

c) Baggage & Money Insurance: It is advisable to take out insurance to cover you for damaged or lost baggage or cash, especially if you are carrying a large amount of cash or expensive and valuable camera equipment. You should always carry such equipment as “carry-on” luggage. Do not put anything of value in your checked baggage! On some Africa safaris, you may travel in canoes, motorized boats or makoros (dugout canoes). It is rare that these overturns, but it is possible. Therefore, we advise you to have insurance and also bring waterproof bags for your cameras.

What about tipping (gratuities)?

Tipping (gratuities) is not compulsory at all; however, if you want to tip because you have received good service, we have enclosed a brief guideline to assist you. We usually recommend that there are two categories of staff members to tip whilst at the camp: your safari guide, the camp staff.

1. **Guides:** We recommend about 5 to 10 USD per guest per day if the guide has done a good job. If you have a specialist guide who accompanies you all the way, this could increase to more than 15 USD per guest per day.
2. **The General Camp Staff:** Here we recommend about 5 to 8 USD per guest per day. This should be placed in the communal tipping box to be distributed equally amongst all the staff at a later stage.
3. **Transfer guides:** Transfer guides that drive you between hotels and airports can be tipped about 2 to 5 USD.

However once again, tips are only to be paid at your discretion if you as the client feel the service provider deserves something extra. It is not compulsory.

Are there any specific requirements for passports?

It is the responsibility of the client to ensure that their passports are valid for travel to Africa, for at least 6 months. The passport must also have at least 3 - 4 blank pages in it. This is critical as you will not be allowed into most of Africa without meeting these requirements.

If your African holiday itinerary has you entering twice i.e.: arriving and then routing through again to catch your flight, then make sure you purchase a multiple entry visa on arrival, it is a lot cheaper in the long run than purchasing two single entry visas.

It is also the responsibility of the client to ensure that they are in possession of valid visas for all countries being visited during their African holiday, and that all necessary health certificates for these destinations are in order. The camp does not arrange visas, but will advise based on the information received from a country's consulate regarding visa and/or health requirements. This is a courtesy but not a service. The camp will not be held responsible for any misinformation, errors and omissions with regard to this information.



What sort of camera equipment should I bring on safari?

The choice of the correct camera equipment and film will determine the quality of your photographs on your African holiday. For good photography of birds and animals, a good SLR camera and telephoto lens is necessary. This is especially useful when using a big lens in low light situations.

What type of electricity can I expect in Kenya?

In Kenya the electric current is 220/240 volts at 50 cycles per second. At our camp you will have power though please note that it runs on generators and solar power. You will find plug sockets in the rooms/tents at the lodge.

In Kenya, appliances all run on 220/240 volts. Outlets are British 3-pin, 5-amp type. It is advisable to bring battery operated or conventional razors if visiting remote areas during the course of your African holiday.

Most safari camps are situated in remote areas and have to generate their own electricity. They do so in a number of ways. Generally, each camp has a generator, which runs for about 6 hours per day (3 hours in the morning and 3 in the afternoon when guests are out on activities). These generators then charge batteries located at each tented room which provide good 12v lights all night (if used sensibly). There are generally not 220v or 110v power points in the rooms. If you need to have your video battery re-charged, you can do so while you are out on an activity - please therefore bring a spare for use while the other is being charged. These systems are simple but perfectly functional. Unfortunately, it is not possible to use a hairdryer in your room.

Should I bring cash, credit cards or traveller's cheques?

Our camp and most places accept credit cards (Visa, MasterCard); however, it is a good idea to carry some cash with you to pay for curios, bar accounts, gratuities etc... When travelling in Kenya, it will be easier to carry some cash in USD, but in small denominations. The reason being when paying for something with USD, you will receive change in the local currency, which you can then use whilst you are still there, but won't be able to change back to USD once you have left the country after your African holiday has ended.

Will I get my laundry done?

At camp we do have laundry facilities at a minimal charge. Also, laundry can be done at most camps and hotels at a fee.

Do I need to bring a flash light?

It is essential that you bring a small flashlight (torch) as you may encounter WILD ANIMALS in camp at night. You should also bring spare batteries as they are often unobtainable in these remote areas. Most safari camps supply a flashlight, but it is good to have your own as a backup as this is one of the best forms of safety.

What are the driving conditions whilst on safari?

The roads are rough and bumpy and often you will travel "off road" where it is possible that one may hit a pothole or a tree branch. So, if you have back problems it is best to advise your consultant so that we can suggest an area that will ensure smoother safaris be it on road or boat.

What if my luggage goes missing?

Luggage that goes missing on scheduled flights is beyond the control of the camp, and often the airline concerned too. Usually it is the airport (and not the airline) that controls what happens to passengers' luggage from when it is checked in until it is put on board the aircraft. We would like to suggest that you take the following precautionary action: Please pack a small bag with your essentials that can be carried with you as hand luggage, and pack a second bag containing non-essentials that can be loaded in the aircraft



hold. If the second bag was not to arrive, you will still have your essential items on hand to see you through the first couple of days while we try and recover your baggage.

What are good game viewing ethics whilst on safari?

- Observe the animals silently and with a minimum of disturbance to their natural activities. Loud talking on game drives can frighten the animals away.
- Don't stand up when the vehicle is close to dangerous animals.
- Never attempt to attract an animal's attention. Don't imitate animal sounds, clap your hands, pound the vehicle or throw objects.
- Please respect your driver or guide's judgement about our proximity to lions, cheetahs and leopards. Don't insist that he takes the vehicle closer so you can get a better photograph. A vehicle driven too close can hinder a hunt, or cause animals to abandon a hard-earned meal.
- Litter tossed on the ground can choke or poison animals and birds and is unsightly.
- Never attempt to feed or approach any wild animal on foot. This is especially important near lodges or in campsites where animals may have become accustomed to human visitors.
- Refrain from smoking on game drives. The dry African bush ignites very easily, and a flash fire can kill animals.
- Never walk on your own. Always have a guide with you.

Can I bring my mobile phone on safari?

Our camp and most of Kenya has very good cell reception and data availability. In rare cases, you may lose connectivity temporarily.

How do I solve problems whilst on the road?

The camp strives for a very high quality of service from pre to post safari. Should you run into any problems whilst on tour, your first course of action is to take the issue to the camp manager who will help you sort it out. If, for some reason, you have no success, please contact the camp offices or after-hours number and we will ensure that your problem is dealt with swiftly. It is in our interest to ensure you have a hassle free and enjoyable stay in Africa!

What should I pack when travelling within Africa?

As no formal clothes are needed, we recommend that you keep your luggage to the basics for your African holiday. Whilst on Africa safari bright and contrasting colours (black & white) are NOT advised. Try and ensure your clothes are of a neutral colour such khaki, beige or green. Please note that ARMY CAMOUFLAGE UNIFORMS OR ARMY HATS ARE FORBIDDEN in certain African countries, including Kenya. Dark colours are not a good idea especially if you are going to be out in the sun, as they absorb the heat. Tsetse flies love colours like blue or black.



Our recommended packing checklist is:

(REMEMBER THE MAXIMUM 20 KGS - IN SOFT BAGS FOR LIGHT AIRCRAFT TRANSFERS IF APPLICABLE - INCLUDING CAMERA EQUIPMENT & HAND BAGS)

1. Good quality sunglasses - preferably polarised. Tinted fashion glasses are not good in strong light
2. Bush hat
3. Golf-shirts, T-shirts and long-sleeved cotton shirts
4. Shorts/skirts
5. Long trousers/slacks
6. Track suit
7. Underwear and socks
8. Good walking shoes that are already worn in (running/tennis shoes are fine)
9. Thongs/Flip flops
10. Swimming costume
11. Warm winter jersey
12. Warm Anorak or Parka (important for the cool winter mornings i.e. June-August)
13. Light rain gear
14. Camera equipment and plenty of film
15. If you wear contact lenses, we recommend that you bring along a pair of glasses in case you get irritation from the dust
16. BINOCULARS - ESSENTIAL (and a bird book if you are a keen birder)
17. A flashlight (torch) with spare batteries
18. Personal toiletries
19. Malaria tablets
20. Moisturising cream & suntan lotion
21. Insect repellent e.g., Tabard, Rid, Jungle Juice, etc
22. Basic medical kit (aspirins, Elastoplast (Band-Aids), Imodium, antiseptic cream, anti-histamine cream, etc)
23. Tissues/Wet wipes
24. Visas, tickets, passports, money, etc

When is the best time to exchange currency for a trip?

Most vacations are planned well in advanced, and with an understanding of the currency exchange market. An averaging cost system can be used to exchange money. The best approach is to exchange a little money on several different occasions, so if there are fluctuations in the market, all the exchanges can be average to offset a poor exchange rate. The averaging system is especially important when the trip is for an extended period of time and there is more money involved. Trying to exchange money using inflated bank rates only exacerbates the problem. Banks charge a surcharge for the exchange plus there could be other hidden fees.

Using a credit card could also result in additional expenses. Credit cards exchange money using their own exchange rate, which usually includes a profit for them. They also charge a surcharge on purchases that are made outside of the country. Once you understand how the currency exchange market works, it makes sense to average exchanges before you leave on the trip. Averaging reduces stress and saves money, especially when there is a lot of movement in the currency market.

More useful information on foreign exchange

Some countries only allow visitors to carry a certain amount of cash, so it's a good idea to research what the limits are before leaving home. If a random inspection takes place at the customs checkpoint and officials find excess cash they could confiscate it.



Currency notes of up to the equivalent of US \$5,000 and Kshs. 100,000 can be brought into or out of Kenya without making customs declaration. For any currency notes excess of this amount a custom declaration is necessary.

It's also a good idea to carry cash in a secure area of your body which is out of sight. Wallets and purses should only have a small amount of cash in them. Hotel safes and other security measures should be used to ensure you protect yourself from unwanted encounters with pickpockets and petty thieves.

Do I need a special driver's license to drive in Kenya?

Car rentals will accept your driver's license. However, the potential problem is if you are stopped by a traffic officer and asked for your licence, as they may or may not require an international driver's license. They are not very consistent in this regard. It is advisable before you leave home for Kenya, to go to your local AA office and have an international driver's license issued, then at least all of your bases are covered.

Are Park Fees included?

Park fees are generally included in the cost of your package, but this is specified in the included and excluded section of your confirmation.

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