



Travel Documents

Dear BRIAN

Please find travel documents enclosed for your party. We ask that you review them carefully to ensure that the services correspond with the reservation you made.

Your airline itinerary and any travel vouchers that are provided for cruise, rail, hotel and other services must be printed and carried with you along with your passports and other important travel documents. The additional content is comprised of tips and general information to help with your trip preparation. These pages need not be printed.

Reservation # : 1005819

Departure Date : 18 May 16

Passenger Name(s)

BRIAN

JACQUELINE

Services Provided By: Gate 1 Travel

Your Documents Include:

Flight Itinerary

Provided you purchased your international flight(s) from Gate 1, you will find your flight itinerary attached. Please review About Your Flights in the Know Before You Go informational section for important information regarding your flights.

Local Contact Information

Should you require assistance during your trip, we provide you with a list of local contacts including your hotel information. We recommend that you leave a copy of this with relatives or friends in case they need to reach you while you are traveling.

Vouchers

For passengers traveling independently, hotel vouchers are included below. Passengers traveling on an Escorted tour do not require hotel vouchers. You will also receive vouchers for pre-purchased transfers and/or optional sightseeing tours. If provided here with your documents, vouchers should be presented to suppliers before services are provided.

Day-by-day Itinerary

Clients who purchased an Escorted tour will receive a day-by-day itinerary. Passengers traveling independently do not require this information.

Know Before You Go

This section provides essential guidelines to help you to prepare for any trip including information about flights, airport security, arrival in your destination, transfers, accommodations and other services.

About Your Trip

This section provides information about the specific destination you are visiting and the trip that you have purchased.

If you receive this package electronically, please print the flight itinerary, daily itinerary and vouchers to carry with you.

Thank you for choosing Gate 1 Travel for your vacation.



Flight Itinerary for Reservation #: 1005819

Additional baggage charges may apply. For details, please visit www.gate1travel.com/baggagefees.aspx

Airline confirmation number(s): South African Airways 6EVOOC

Passengers : JACQUELINE BRIAN

18May16 - 19May16 South African Airways, SA 208 **Stops: 1**

SOUTH AFRICAN AIRWAYS, SA

From : **Washington Dulles (IAD)**

Departure Terminal : **N/A**

Departs : **5:40PM**

To : **Johannesburg, South Africa (JNB)**

Arrival Terminal : **TERMINAL A**

Arrives : **4:35PM**

Flight Duration:

19May16 South African Airways, SA 367

SOUTH AFRICAN AIRWAYS, SA

From : **Johannesburg, South Africa (JNB)**

Departure Terminal : **TERMINAL B**

Departs : **7:30PM**

To : **Cape Town, South Africa (CPT)**

Arrival Terminal : **N/A**

Arrives : **9:40PM**

Flight Duration:

29May16 - 30May16 South African Airways, SA 209 **Stops: 1**

SOUTH AFRICAN AIRWAYS, SA

From : **Johannesburg, South Africa (JNB)**

Departure Terminal : **TERMINAL B**

Departs : **6:45PM**

To : **Washington Dulles (IAD)**

Arrival Terminal : **N/A**

Arrives : **6:25AM**

Flight Duration:



455 Maryland Drive - Fort Washington, PA 19034 - Phone: 800-682-3333 or 215-572-7676

Flight Ticket Numbers for Reservation #: 1005819

Notice on Aircraft Cabin Insecticide Treatment - Please note that some countries may require aircraft cabin insecticide treatment for in-bound foreign flights. A list of such countries is available at: <http://www.dot.gov/office-policy/aviation-policy/aircraft-disinsection-requirements>.

Passenger Name	Ticket Number	Airline	Airline Record Locator(s)
JACQUELINE I			
BRIAN			

Local Contact Information

LOCAL OFFICE(S)

FORT WASHINGTON, PA, UNITED STATES

Gate 1 International

455 Maryland Drive
Fort Washington, PA
UNITED STATES, 19034
Phone: 215-572-7676

HOTEL INFORMATION

CAPE TOWN, SOUTH AFRICA

19 May 16 - 23 May 16

Protea Hotel Victoria Junction

Corner Somerset & Ebenezer Roads
Cape Town
SOUTH AFRICA, 8001
Phone: +(27)-021-418-1234

RICHARDS BAY, SOUTH AFRICA

23 May 16 - 24 May 16

Protea Hotel Umfolozi River

PO Box 127, Mtubatuba
Richards Bay
SOUTH AFRICA, 3935
Phone: +(27)-035-551-0322

MBABANE, SWAZILAND

24 May 16 - 25 May 16

Mountain Inn

Princess Drive, PO Box 223
Mbabane
SWAZILAND
Phone: +(268)-0404-2781

NELSPRUIT, SOUTH AFRICA

25 May 16 - 27 May 16

Premier Hotel The Winkler

R538 Numbi Gate Road White River
Nelspruit
SOUTH AFRICA, 1240
Phone: +(27)-013-751-5068



455 Maryland Drive - Fort Washington, PA 19034 - Phone: 800-682-3333 or 215-572-7676

JOHANNESBURG, SOUTH AFRICA

27 May 16 - 29 May 16

Protea Hotel Fire & Ice Melrose Arch

PO Box 740, Melrose Arch
Johannesburg
SOUTH AFRICA, 2076
Phone: +(27)-011-218-4000



455 Maryland Drive - Fort Washington, PA 19034 - Phone: 800-682-3333 or 215-572-7676

Reservation # 1005819

Print Date: 24 Mar 16

**Travelex Insurance Services, Inc
9140 West Dodge Road, Suite 300
Omaha, NE 68114, UNITED STATES**

Local Phone: 1-888-215-8334

Contact:

Voucher: Please Provide the Following Services:

Service: Travel Protection for Tours from \$2501-3000

Please print Description of Coverage at <https://www.gate1travel.com/shared/global/gate1/documents/gate1-description.pdf>. Customer Service: 1-888-215-8334. Emergency Assistance during your trip: 1-855-892-6495 (U.S.), 1-603-328-1373 (Collect, Worldwide). From outside the United States, call collect via the local operator (first enter the International Access Code of the country you are calling from): Call 1-603-328-1373. Policy Number: 228A 0413

Quantity: 2 Passenger

Arrival Date: 18 May 16

Guests: BRIAN JACQUELINE



455 Maryland Drive - Fort Washington, PA 19034 - Phone: 800-682-3333 or 215-572-7676

Reservation # 1005819

Print Date: 24 Mar 16

**Springbok Atlas
17 Chiappini Street
Cape Town 8001, SOUTH AFRICA**

**Local Phone: +(27)-021-460-4700
Emergency Phone: +(27)-82-318-1893
Contact: Local Representative**

Voucher: Please Provide the Following Services:

Service: Cape Town Transfer - Airport to Hotel
Pick Up: JNB-CPT - SA 367 at 9:40PM
Drop Off: Protea Hotel Victoria Junction

Upon arrival, please look for a representative holding a Gate 1 sign.

Quantity: 2 Passenger

Arrival Date: 19 May 16

Duration: 1 Day(s)

Guests: BRIAN JACQUELINE



455 Maryland Drive - Fort Washington, PA 19034 - Phone: 800-682-3333 or 215-572-7676

Reservation # 1005819

Print Date: 24 Mar 16

**Springbok Atlas
17 Chiappini Street
Cape Town 8001, SOUTH AFRICA**

**Local Phone: +(27)-021-460-4700
Emergency Phone: +(27)-82-318-1893
Contact: Local Representative**

Voucher: Please Provide the Following Services:

Service: 12 Day Classic South Africa

Includes all services & features as per your itinerary.

Quantity: 1 Double

Arrival Date: 19 May 16

Duration: 11 Days

Guests: BRIAN JACQUELINE



455 Maryland Drive - Fort Washington, PA 19034 - Phone: 800-682-3333 or 215-572-7676

Reservation # 1005819

Print Date: 24 Mar 16

**Springbok Atlas
17 Chiappini Street
Cape Town 8001, SOUTH AFRICA**

**Local Phone: +(27)-021-460-4700
Emergency Phone: +(27)-82-318-1893
Contact: Local Representative**

Voucher: Please Provide the Following Services:

Service: Full Day Great White Shark Cage Diving

Details to be advised locally.

Quantity: 2 Passenger

Arrival Date: 22 May 16

Duration: 1 Day(s)

Guests: BRIAN JACQUELINE



455 Maryland Drive - Fort Washington, PA 19034 - Phone: 800-682-3333 or 215-572-7676

Reservation # 1005819

Print Date: 24 Mar 16

**Springbok Atlas
17 Chiappini Street
Cape Town 8001, SOUTH AFRICA**

**Local Phone: +(27)-021-460-4700
Emergency Phone: +(27)-82-318-1893
Contact: Local Representative**

Voucher: Please Provide the Following Services:

Service: Home Hosted Dinner in Cape Town

Details to be advised locally.

Quantity: 2 Adult

Arrival Date: 22 May 16

Duration: 1 Day(s)

Guests: BRIAN JACQUELINE



455 Maryland Drive - Fort Washington, PA 19034 - Phone: 800-682-3333 or 215-572-7676

Reservation # 1005819

Print Date: 24 Mar 16

**Springbok Atlas
17 Chiappini Street
Cape Town 8001, SOUTH AFRICA**

**Local Phone: +(27)-021-460-4700
Emergency Phone: +(27)-82-318-1893
Contact: Local Representative**

Voucher: Please Provide the Following Services:

Service: Flight, Cape Town to Durban

This voucher reconfirms services which were purchased with your package. Please note, these tickets are not delivered in advance of your trip but are provided as needed at your destination by a Gate 1 representative.

Quantity: 2 Passenger

Arrival Date: 23 May 16

Duration: 1 Day(s)

Guests: BRIAN JACQUELINE



455 Maryland Drive - Fort Washington, PA 19034 - Phone: 800-682-3333 or 215-572-7676

Reservation # 1005819

Print Date: 24 Mar 16

**Springbok Atlas
17 Chiappini Street
Cape Town 8001, SOUTH AFRICA**

**Local Phone: +(27)-021-460-4700
Emergency Phone: +(27)-82-318-1893
Contact: Local Representative**

Voucher: Please Provide the Following Services:

Service: Johannesburg Transfer - Hotel to Airport
Pick Up: Protea Hotel Fire & Ice Melrose Arch
Drop Off: JNB-IAD - SA 209 at 6:45PM

Departure will be from the reception desk of the hotel. Pick-up time will be advised locally.

Quantity: 2 Passenger

Arrival Date: 29 May 16

Duration: 1 Day(s)

Guests: BRIAN JACQUELINE

Daily Itinerary

Your daily itinerary describes the main features of the tour program you purchased but does not reflect any pre-tour or post-tour arrangements. The itinerary also reflects flights to/ from the USA which are only included when purchased in addition to the land tour program.

12 Day Classic South Africa (Wednesday Departure)

DAY 1, Wednesday - Depart for South Africa

Depart for South Africa

DAY 2, Thursday - Arrive in Cape Town

Arrive in Cape Town, undeniably one of the most beautiful cities in the world. As you transfer to your hotel, you'll see the towering symbol of the city - Table Mountain. The rest of the day is at leisure in this magnificent seaside city

Overnight: Cape Town

DAY 3, Friday - Cape Peninsula Tour

Depart on a full day Cape Peninsula Tour with lunch along the way. Drive to Cape Point at the southwestern tip of the Cape Peninsula, passing steep mountains, secluded coves, and sweeping beaches en route. After a stop at the fishing village of Hout Bay, one of Cape Town's best-kept secrets, continue to the Cape of Good Hope Nature Reserve, comprising over 17,300 acres of indigenous flora and fauna, where you may see baboons by the roadside, rheboks, cape mountain zebras, bonteboks and the elusive eland. The native plant life, known as fynbos, forms one of only six floral kingdoms in the world. Following the coastline along False Bay, return to Cape Town after lunch by way of Simon's Town. Here, visit the penguin colonies at Boulders Beach, and continue with a scenic drive over Muizenberg Mountain. Lastly, visit the Kirstenbosch National Botanical Gardens, resting at the foot of Table Mountain, for a short walking tour of the beautiful gardens before arriving to Cape Town. This evening enjoy a Welcome Dinner at the hotel

Overnight: Cape Town

Meals: Breakfast, Lunch, Dinner

DAY 4, Saturday - Cape Town City Tour*

After a leisurely breakfast depart on a half day Cape Town city and Table Mountain tour. Driving to the city center, pass famous landmarks such as the Castle of Good Hope built in 1666 by the Dutch East India Company and City Hall, a splendid baroque building, and of course the Grand Parade. See St. George's Cathedral, the Anglican Diocese of Nobel Peace Laureate Archbishop Desmond Tutu. Pass the Company Gardens and the Malay Quarter. The route then leads to Kloof Nek and the magnificent Table Mountain. Ascend to the top (weather permitting) by means of a cable car. At the summit, see wild flowers and the famous silver tree, and marvel at a birds-eye view of the city and its beaches. On a clear day it is even possible to see Robben Island, where Nelson Mandela was imprisoned, on one side, and Cape Point on the other. Descend from the upper cableway station and proceed to the Milnerton Lighthouse. Later, you will have the opportunity to learn the three billion year old story of diamond while touring the prominent Shimansky Jewelers & Museum at Cape Town's famous V & A Waterfront. The 45-minute tour reveals the origins of diamond mining and includes explanations of color, cut and clarity. Following the tour (or for those who do not wish to participate) stroll through the adjacent V & A Shopping Mall with its endless shopping and dining opportunities before returning to your hotel or join the *optional* Townships of Cape Town Tour which provides the opportunity to experience authentic interactions with the city's many different communities

Optional: Half Day Townships of Cape Town Tour (PM)

Overnight: Cape Town

Meals: Breakfast

DAY 5, Sunday - Full Day in Cape Town

Day at leisure in Cape Town. Perhaps join the *optional* Winelands Tour which takes you along the country's principal wine route to the scenic towns of Paarl, Franschoek and Stellenbosch with tastings along the way. Alternatively, thrill seekers will not want to miss the *optional* excursion to "Shark Alley" to experience great white shark cage diving. Tonight, experience local culture in a relaxed and comfortable environment at the *optional* Home Hosted Dinner



455 Maryland Drive - Fort Washington, PA 19034 - Phone: 800-682-3333 or 215-572-7676

Optional: Full Day Private Winelands Tour*

Optional: Full Day Great White Shark Cage Diving*

**The Full Day Winelands Tour and Full Day Great White Shark Cage Diving operate simultaneously. Passengers may opt to participate in only one of these tours.*

Optional: Home Hosted Dinner in Cape Town

Overnight: Cape Town

Meals: Breakfast

DAY 6, Monday - Flight to Durban, Game Viewing Cruise on the St. Lucia Estuary

This morning transfer to the airport for your flight to Durban. Upon arrival in the early afternoon, drive to St. Lucia. In the late afternoon, embark on a game viewing cruise that takes you on the St. Lucia Estuary. This tidal estuary is home to Nile crocodiles, hippopotami, sea turtles, and even sharks, making it a fascinating and uniquely diverse ecosystem. This evening, enjoy a dinner at the hotel

Overnight: Hluhluwe

Meals: Breakfast, Dinner

DAY 7, Tuesday - Game Drive in Hluhluwe-Imfolozi Game Reserve, Travel to Swaziland*

After an early breakfast, travel to the Hluhluwe-Imfolozi Game Reserve, situated in northern KwaZulu Natal, which contains an immense diversity of fauna and flora and is particularly famous for its conservation of black and white rhinos. Home to Africa's "Big Five," you may have a chance to see elephant, Cape buffalo, lion and leopard, in addition to rhino during your morning game drive through the reserve. The park also boasts warthog, crocodile, and antelope. Following the safari, continue to the border of the Kingdom of Swaziland. This independent kingdom within the borders of South Africa is known for its lovely scenery and vibrant indigenous culture. Stop at a handicraft market this afternoon before arriving to your hotel in the early evening

Overnight: Swaziland

Meals: Breakfast

DAY 8, Wednesday - Swaziland Sightseeing and Matsamo Village Visit

After breakfast visit the Ngwenya glass factory, where visitors can watch talented glass blowers create a range of enchanting African animals, birds and fish, as well as tableware, made from recycled glass that is collected by the children of Swaziland. Transfer to the South African border and visit Matsamo Cultural Village where you can learn more about the Swazi traditions and customs. Enjoy traditional dance and song performances with authentic African instruments as well as traditional Swazi cuisine. You may wander through the village with its many traditional huts and interact with the locals. Later, continue to the hotel where you will enjoy dinner

Overnight: Hazyview

Meals: Breakfast, Lunch, Dinner

DAY 9, Thursday - Kruger National Park Game Drive

The day begins at dawn with coffee, tea, and rusks, a South African dry biscuit. Upon departure from the hotel, a pre-packed breakfast will be provided for you. Then, on to Kruger National Park for a thrilling full day open-vehicle game drive. Larger than the state of Connecticut, the park offers some of the best game and wildlife viewing opportunities in the world, and early morning is an optimal time of day. You may have a chance to see lion, elephant, giraffe, or zebra in their natural habitat. After stopping at a rest camp for lunch (on your own) continue your game drive. With any luck, you may even see cheetah and leopard. After the day's excitement, relax by the pool and later enjoy dinner at the hotel

Overnight: Hazyview

Meals: Breakfast, Dinner

DAY 10, Friday - Panorama Route to Johannesburg

Depart after breakfast and travel to Mpumalanga Province, known as "Paradise Country", driving the spectacular "Panorama Route." Stop to admire the views of amazing scenery along the 16-mile-long Blyde River Canyon, cut deep into red sandstone, and God's Window (weather and fog permitting), a

breathtaking, edenic vista at the edge of the escarpment overlooking Kruger National Park. Visit Bourke's Luck Potholes, a series of waterfalls and distinctive rock formations created by countless millennia of water erosion before proceeding this afternoon to Johannesburg

Overnight: Johannesburg

Meals: Breakfast

DAY 11, Saturday - Soweto Tour

After an early breakfast depart on a half day tour of Soweto. Experience a fascinating glimpse of the bustling neighborhood life of Soweto, the most metropolitan township in the country, setting trends in politics, fashion, music, dance and language. Drive by the former residence of Bishop Desmond Tutu and visit Nelson Mandela's former home, before proceeding to the Hector Peterson memorial, dedicated to one of the first casualties of the Soweto uprising of 1976. Return to the hotel for lunch on your own before departing for the Apartheid Museum. On your guided tour of the museum you will journey through the racial segregation experienced by millions of South Africans just over a decade ago. This evening enjoy a Farewell Dinner at the hotel

Overnight: Johannesburg

Meals: Breakfast, Dinner

DAY 12, Sunday - Depart South Africa

Transfer to the airport for your departure flight

Meals: Breakfast *Table Mountain Aerial Cableway will be closed between Jul 25 - Aug 7, 2016 **Swaziland is an independent country from South Africa and therefore has different entry requirements. Non-US passport holders are responsible to check if a visa is required for Swaziland in addition to all other countries on their itinerary.

Know Before You Go

Although most of the planning and preparation is taken care of for you, there are still a few things you should know and some details you should take care of to ensure your comfort, safety and peace of mind. Please review the following information before your departure to ensure that any surprises along the way will only be pleasant ones.

Getting Ready to Go

Passports and Visas

It is each traveler's responsibility to have a passport valid for at least 6 months after the date of travel and a visa if required. Please check the information at www.gate1travel.com/visas.aspx for the specific country/region you are visiting for more details. **IMPORTANT: Passengers who are not U.S. citizens must check with the respective consulate or a visa agency to determine what personal identification is required. Passengers who enter, leave and then re-enter the same country on their itinerary should check if they require a double-entry visa.** Passport applications are available at most U.S. Post Offices, as well as at regional Passport Agencies. Passengers requiring visas, whether obtained in advance or locally upon arrival, should ensure that their passport has unstamped visa pages.

Children Under 18 Traveling to South Africa - Effective October 1, 2014, the South African Department of Home Affairs has introduced new documentation requirements for visitors under the age of 18 years traveling to South Africa. Passengers traveling with children under 18 to South Africa are responsible to determine the requirements and to prepare the correct documentation. Two parents traveling together with a child under 18 must produce an unabridged English-language birth certificate of the child reflecting the particulars of the parents of the child. When one parent is traveling with a child, he/she must also provide an affidavit from the other parent registered as a parent on the birth certificate of the child, authorizing him or her to enter South Africa with the child he or she is traveling with, or a court order granting full parental responsibilities and rights or legal guardianship in respect of the child or, where applicable, a death certificate of the other parent registered as a parent of the child on the birth certificate. Children under 18 traveling without parents require additional documentation. For more information, please visit <http://www.flysaa.com/us/en/planmytrip/travelAdvisory/sa-immigration-under-18.htm>.

Trip Preparation

A little pre-planning can make your trip go a lot smoother. Several weeks before your trip, make a list of what you will need to take with you. Make sure your personal documents (passports, visas, driver's license) are in order and that you have enough prescription medications to last through the trip. We suggest that you make photocopies of passports, visas, personal ID and any other important travel documents and pack them separately from the originals. Pack a list of medications including dosage and generic names. If you lose the originals while traveling, you'll have copies for easier reporting and replacement. You may consider bringing a small supply of over the counter medications for headaches and/or anti-diarrhea pills (especially when traveling outside of the USA and Western Europe). We recommend that you pack a portable alarm clock. Due to security reasons, many museums have restrictions on the size of bags that can be taken inside and backpacks, carry on bags or large purses may not be permitted. It is recommended to bring a small shoulder bag or purse to use in these situations instead. Avoid placing valuables such as cameras in your checked luggage. Airplane pressure can cause similar pressure in your body, most notably in ears, as well as liquid tubes and bottles. Your physician can suggest medication for decongestion. As for the liquid containers, we suggest that you squeeze out excess air from those containers and place into Ziploc bags to catch any leaks.

Cell Phones & Calling Cards

You may wish to carry a cell phone while traveling. Check with your cell phone provider if your phone will work in the destination(s) you are visiting. U.S. service is dominated by the CDMA technology standard, while most of the world uses the incompatible GSM standard. Some U.S. providers do offer GSM, but you may incur high international roaming fees. With GSM, however, you can often choose to have your phone unlocked and then add a local SIM card for lower fees. If you can access the Internet as you travel, you can take advantage of email or a Skype Internet telephone (VOIP) account for the best value. Alternatively, you may investigate renting a cell phone before you leave or buying an inexpensive phone locally.

When calling the U.S. from a foreign country, you may also use a prepaid calling card; normally, the only additional charge (besides the prepaid long distance charges) is a local fee of a few cents and possibly a connection fee if you are using your card at your hotel. It is best to check with the hotel's reception desk prior to making phone calls to avoid unexpected charges.

Making Telephone Calls from One Country to Another

When dialing a number from one country to another, you should proceed as follows: dial your country's Exit Code + destination Country Code + Phone Number.

For most countries, the exit code is 00. Exceptions include the USA and Canada (011), Hong Kong and Cambodia (001), Australia (0011), and Russia (8 Pause 10*). For Brazil, please consult with the local telephone company. If the international number you wish to call starts with a 0 (zero), you

must drop this starting digit when dialing the number.

Customers Requiring Assistance While Traveling

In the event that you require assistance while traveling, there are a number of resources available to you. Passengers traveling on an Escorted Tour should first contact their Tour Director for help or call Gate 1's emergency line. Passengers who are traveling independently may contact our local office and/or representative using the telephone number(s) which are listed on your service voucher(s) or call Gate 1's emergency line.

The Gate 1 emergency line is available 24 hours a day, 7 days a week. Call: 215 572-7676. From overseas, call: 001 215 572 7676. Outside office hours, listen to the prompts, then press 3. You will speak immediately with a representative, or you may be asked to leave a detailed message including your name, your booking number, and most importantly the telephone number where you can be reached. Your message will be forwarded immediately to a representative who will contact you at the telephone number provided.

Wireless Internet Access

Passengers traveling with WiFi enabled devices (such as a personal computer, smartphone, tablet, or digital audio player) may be able to connect to the internet via a wireless network access point (or hotspot). WiFi access in hotels and/or cruise lines often involves a fee which, in some cases, can be very expensive. Availability of WiFi varies by country, hotel and/or cruise line. Even if WiFi is available, signal strength is subject to local conditions and not guaranteed. Internet availability on cruises is unpredictable due to the ship frequently changing locations while sailing through multiple countries. Passengers requiring internet access may seek out internet cafes or may be able to locate free WiFi hotspots such as libraries or coffee shops. Hotspots can often be located and planned in advance via an online search. Planning ahead may help avoid unnecessary fees.

Staying Healthy While Traveling

All travelers should familiarize themselves with local conditions, such as high altitude or required immunizations, which could affect their health. We recommend you consult with your personal health-care provider, the Centers for Disease Control (www.cdc.gov) and/or the World Health Organization (<http://www.who.int/en/>) for their recommendations.

There are several easy steps you can take to stay healthy while traveling which may help prevent contracting an illness while away from home.

- Watch what you eat. Try new foods in modest quantities, and depending upon your destination, you may want to avoid street foods, salad bars, raw vegetables and fruits, unless they have thick peels like bananas or grapefruit.
- Stay hydrated. Drink bottled water and avoid consuming ice cubes made with tap water.
- If you have allergies to foods, medications or insect bites, or have any other unique medical issues, consider a medical alert bracelet and/or a physician's note detailing required treatment should you become ill.
- Wash your hands regularly and carry hand sanitizer.
- Where appropriate, pack sunscreen and insect repellent (for both active and warm destinations).
- You may also want to bring a small first-aid kit with band-aids, antibiotic cream, pain killers, bug bite cream, digestive aids like anti-diarrheal or anti-bloat medications, antacids, and cold medicine. This is in addition to any prescription medications which should be adequate for the entire trip.

Notice on Aircraft Cabin Insecticide Treatment - Please note that some countries may require aircraft cabin insecticide treatment for in-bound foreign flights. A list of such countries is available at: <http://www.dot.gov/office-policy/aviation-policy/aircraft-disinsection-requirements>.

South Africa & Swaziland - While the majority of South Africa is malaria-free, visitors to Kruger National Park are encouraged to consult their health care providers regarding malaria prophylaxis. Visitors should use mosquito repellent and wear long pants, closed shoes, and a lightweight long sleeve shirt when in this area. Additionally, you may encounter mosquitoes in other areas, both rural and urban, especially during wet seasons. Please consult your physician before traveling to South Africa.

Passengers arriving in South Africa after visiting or connecting 12 hours or more in designated yellow fever countries must carry proof of yellow fever vaccination. Designated yellow fever countries include but are not limited to Kenya, Senegal, & Ghana and it is recommended to check with the South African consulate prior to travel for the complete list of countries.

This tour visits areas of high elevations on the Panorama Route (5,870 feet) and in Swaziland (6,110 feet), and may cause temporary altitude

discomfort for some travelers. Those affected should avoid over-exertion, drink extra water, and eat lightly.

Climate & Clothing

We ask tour members to refrain from wearing colognes, perfumes and/or personal products containing excessive fragrance, in respect for other clients on the tour bus who may be allergic.

Additionally, we ask tour members to be considerate of their fellow travel mates and refrain from smoking cigarettes or cigars in the vicinity of other tour members including in outdoor areas where smoking may be permitted but may still affect other tour participants.

South Africa & Swaziland - Spring and Autumn: 55–70°F, Summer: 60–80°F, Winter: 45–65°F. Bring comfortable walking shoes, clothes you can layer, and an all-weather jacket. Sunscreen, hat, and sunglasses are also recommended. On game reserves, visitors should wear neutral colors such as brown, khaki, and beige for their own comfort.

South Africa Average Temperatures: <http://www.gate1travel.com/weather/africa/#south-africa-weather>

About Your Flights

Airline Seat Assignments

As a courtesy service, complimentary airline seat assignments are requested on your behalf and, when available, are displayed in order of Passenger #1, #2 and so on. Assignments reflect the best available seats at the time of booking. Some airlines and/or fare types do not allow for pre-seating and require this be done at airport check-in only; in which case the display shows "N/A". Seats are subject to change by your airline(s) including, for example, when there is a schedule change or equipment change after your initial booking; this may cause seat assignments to be changed or even cancelled. Some airlines offer preferred seating for an additional fee; these seats may only be purchased directly from the airline. You will need your family name and the 6-digit "Airline Locator" which is displayed with the flight details on your reservation. In the event that you change seat assignments directly with your airline, changes will not be reflected on this display. At the time that Gate 1 travel documents are issued, the currently assigned seats will be listed based on the assignments stored in your airline reservation at that time. Should you have questions regarding your assignments, please email to info@gate1travel.com.

On the day of travel, check the flight schedule and advise Gate 1 by phone, 800-682-3333, of any significant changes that might affect your arrival transfer or hotel reservation. Gate 1 cannot be held responsible for affected land services, including arrival and/or departure transfers should flights be changed without our knowledge. Gate 1 will make every effort to inform passengers of schedule changes, however cannot be held responsible for changes in routing and/or the number of stops in the itinerary. Nor will Gate 1 provide compensation for changes or cancellations implemented by an airline.

The Gate 1 emergency line is available 24 hours a day, 7 days a week. Call: 215 572-7676. From overseas, call: 001 215 572 7676. Outside office hours, listen to the prompts, then press 3. You will speak immediately with a representative, or you may be asked to leave a detailed message including your name, your booking number, and most importantly the telephone number where you can be reached. Your message will be forwarded immediately to a representative who will contact you at the telephone number provided.

E-Tickets & Check-In Procedures

Review the flight itinerary included in your documents. Print and carry a copy of the air itinerary which contains the record locator (airline reservation number) and e-ticket numbers. At check-in, be prepared to provide your government issued identification (valid passport required when traveling internationally) and your e-ticket itinerary/ticket numbers to the agent.

Advance online check-in is available on some airlines. If available, you may enter your airline confirmation number or Flight Ticket Number at the airline's website, and print the boarding pass on your home printer within twenty-four hours of departure. Airlines without advance online check-in require you to present your identification and e-ticket numbers at the airport self-service kiosk or check-in counter.

Paper tickets will be provided when e-tickets cannot be issued.

Luggage

Although luggage sizes are now fairly standard, each airline does have specific requirements based upon the route and aircraft size. Please visit www.gate1travel.com/luggage.aspx for general luggage guidelines, and contact your airline for specific requirements.

Gate 1 land tour packages allow for one piece of luggage per person plus a carry-on bag. Gate 1 is not responsible for loss or damage to luggage and personal belongings. Therefore you must report any loss or damage immediately at the time of the incident and obtain a written report from the local authority for submission to your insurance provider. Avoid placing valuables in your checked luggage. If your luggage is lost or damaged by the airlines, a baggage claim form must be filed with the carrier before leaving the airport. Any cost to retrieve luggage will be your responsibility and you should retain receipts to submit to your insurance provider. See www.gate1travel.com/luggage.aspx for Important Baggage Information for U.S. Travelers.

U.S. Hazardous Materials Restrictions - Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. For more information, visit www.tsa.gov.

Southern Africa - Passengers arriving into Johannesburg and connecting to Cape Town must collect their luggage upon arrival to Johannesburg, and re-check their baggage into their connecting flight to Cape Town.

Flights within South Africa and between South Africa and Zimbabwe have a weight restriction for luggage of 44 lbs. per piece of checked luggage and 14 lbs. per piece of carry-on luggage, with a limit of one checked and one carry-on piece of luggage per person. This differs from international flight luggage limits and should be taken into account when preparing for your trip.

Code-share Flights

If your flight itinerary displays a flight as "Operated By" another carrier, you should check-in at the desk of the "Operated By" airline. When you arrive at the airport, check the airport monitors for updated check-in desk listings.

Airline Flights

Please check in at least three hours prior to the scheduled departure time for international flights and two hours prior for domestic flights. Many airlines do not permit check-in less than one hour prior to the scheduled departure time. It is your responsibility to arrive on time for all scheduled flights. In the event that you miss your flight, for any reason, your airline will consider you a "no-show" and may resell your seat(s) to other customers. This will also result in the cancellation of any later flights in your itinerary. In this case, please contact your airline immediately for assistance in getting you to your destination. Missed flights are typically fully non-refundable and you may be required to purchase new flights from the airline. Once your alternative arrangements have been confirmed, please contact Gate 1 with your new flight details.

Passengers connecting from another point within the USA should check their luggage through to their final destination. Although problems with lost luggage have been minimal, it is a possibility. Certain carriers do not allow baggage "interlining," and luggage must be checked separately for each flight. When you check your luggage, please verify where your luggage is being sent. If you are connecting from a domestic flight which is delayed for any reason, causing you to miss your international flight, ask the airline for assistance in getting you to your destination. Since all airline tickets are issued on special fares which carry restrictions and penalties if changed, you must have the airlines responsible make alternate arrangements on your behalf as Gate 1 has no authority or control over airline activities and policies. Do not leave the airline check-in desk until an alternative itinerary has been confirmed.

Once you've checked in and received your boarding passes and luggage claim tickets, proceed directly to the security check. Security lines are often backed up and can take time to get through.

The Transportation and Safety Administration

The (TSA) has increased security measures drastically since September 11, 2001. Plan to arrive no fewer than two hours prior to a domestic flight and three hours prior to an international flight. Check the TSA website www.tsa.gov to find out the current list of acceptable items you may bring on a plane before packing.

Once you've completed security check, proceed directly to your gate and check the large electronic flight screens for your flight time and departure gate for schedule and gate changes. Airport desk clerks will assist with unexpected changes. Once you are in the gate area you can relax, shop or buy a snack before your flight.

Connecting Flights

When connecting between flights in major airports, you may need to pass through multiple security checkpoints. Therefore, we recommend that you proceed immediately to the gate area for your connecting flight to avoid any unexpected delays which may cause you to be late.

About Business Class Airfares

Business Class service may not be available on all flights or aircraft types, and therefore some flights within an itinerary may not include Business Class seating. This includes, for example, some US domestic connections and/or short haul flights abroad. When Business Class service is not available, you will be accommodated in the best alternative class of service and seating. Please check your operating airline to determine the extra services you may receive in Business Class

Foreign Domestic Flights

If your tour program includes foreign domestic flights, and those tickets are not included together with the e-ticket itinerary in these documents, a separate voucher(s) confirming those services will be included. You will receive those tickets at your destination from a Gate 1 representative.

Avoiding Jet Lag

In order to minimize fatigue and general restlessness caused by jet lag, there are a few steps you may take including switching to your destination time zone when you board the plane, by sleeping and eating according to the new schedule, avoiding heavy eating, caffeine or alcoholic beverages before or during your flight, and by drinking plenty of water and/or fruit juice while flying. Try to sleep on overnight flights and then, upon arrival, avoid the temptation to nap until nighttime.

Airline Food

Unless you are a first or business class passenger, you will likely be treated to a pretty mediocre culinary experience. Reasons for this range from airline budget constraints to the logistics of high altitudes, low humidity and air pressure which tend to desensitize taste buds. Small galleys, tiny ovens and precooked food, plus previously mentioned cost-cuts in order to keep airfares as low as possible, add to some often pretty poor fare. Our suggestion is to stick to simple options, carry a few granola bars, and don't expect this to be your best dining experience.

Arrival & Departure

Arrival Procedures

Upon arrival, please complete immigration formalities if necessary and claim your luggage. If your program includes airport arrival transfers, check your voucher for specific instructions, as they vary with every destination. In most cases, you will be met after collecting your luggage or passing through Customs by the local representative who will be holding a Gate 1 Travel sign and/or a sign with your name on it. In some instances you will be instructed to walk a short distance to a transportation counter. The company's name and location will be printed on your voucher. If for any reason you do not connect with the Gate 1 transfer personnel, go to the Tourist Information Desk and ask them to page the Gate 1 Travel representative or phone the number on your voucher.

What To Do When Your Flight Is Delayed

Airlines do not share flight manifest information. Therefore, the only way we may learn of a delay or schedule change while you are traveling is from you, the traveler. The sooner you are able to contact one of our offices, the better we can respond. Gate 1 Travel is only able to guarantee pre-reserved arrival transfers for up to one hour from the scheduled time, no matter the cause. In case you are delayed for any reason, and are unable to follow the instructions on your voucher, please make independent transfer arrangements and retain your receipts. Unused tour services, including transfers and hotel nights are not refundable. Upon your return home you will need to contact your airline and/or insurance carrier to investigate the possibility of reimbursement for any unused tour services.

Departure Procedures

If your program includes departure transfers, instructions will be stated on your voucher or provided locally.

Transfers

Due to local traffic and other extenuating circumstances, we ask that you allow 30 minutes from your scheduled transfer time for our representative

to arrive. This includes hotel, airport and cruise transfers. Such possible delays are taken into consideration in scheduling transfers and you should therefore have no concerns about arriving late for your tour, flight or cruise. For transfers from a hotel, let the hotel reception desk or concierge know that you are waiting for a transfer. In the case of a missed transfer, reimbursement for your out-of-pocket expenses will be considered provided you obtain a written statement from the hotel's front desk verifying the length of time you waited, and the time you left the hotel, and a receipt for your transportation with time and date.

Escorted tour programs include transfers, providing you have purchased airfare from Gate 1 to arrive and depart on the scheduled tour dates. If you are traveling independently, you may purchase the transfers from Gate 1 or contract your own method of transportation to the hotel or cruise ship.

The cost of a transfer is more expensive than hiring a taxi, as a Gate 1 transfer necessarily includes round trip service, or 'dead-leg'. Often the places of call (airports, seaports, hotels) demand entrance and parking fees, where drivers may have to wait for up to an hour. Passengers comfortable hiring a taxi on their own and do not require assistance will save money

About Your Escorted Tour Participants in South Africa

Please note that the number of participants may vary during your tour as we accommodate travelers arriving at different points in the itinerary. All passengers will begin in Cape Town and continue to Johannesburg. Some participants will end their trip in Johannesburg, while others will continue with a post-tour extension to Zimbabwe, Botswana or Namibia.

About Your Accommodations

Hotels

Gate 1 Travel has carefully selected each hotel based on overall quality, location, price, food, service, and cleanliness. All rooms are standard twin-bedded (two single beds) rooms with private facilities, unless you have specifically requested and paid for an upgraded room category. Special requests such as bed types, smoking preference and connecting rooms are subject to availability. Room selection in all cases, unless otherwise reserved, is strictly at the discretion of the hotel's management on a run-of-house basis. Triple rooms consist of standard twin beds or one double bed plus a sofa/folding bed or cot for third person except in the U.S. and Canada, where triple rooms often consist of two double/queen beds for three persons; a fee may be charged by the hotel for the addition of a cot/rollaway. The number of persons accommodated does not dictate the room size. Although available at most 4 and 5 star hotels, the use of air-conditioning abroad differs greatly from the United States, and is often shut down at night and from the end until the start of the summer months. Some lodges and accommodations in remote regions may not have all of the amenities, such as hairdryer, alarm clock and room service, that you might find in a larger hotel located in a city center. Hotel check-in time is generally not before 4:00 p.m. and check-out time is prior to noon.

Hotel Check-in/ Check-out

Check-in time is usually 4pm or later. Check-out time is 12 noon. If you will be arriving early in the day or departing in the evening, hotels will usually allow you to store your luggage in their luggage room. Ask at the front desk if the hotel can check you in earlier, or let you stay later.

Room Beds & Special Requests

Typically, twin rooms accommodate two people with two single beds which, in some cases, may be connected together to form a double bed. If this is your preferred bedding arrangement, please clarify this at the time of check-in. If you submitted a special request, your room type will be requested by Gate 1. However, all requests are subject to availability and room selection is at the discretion of the hotel.

At Your Destination

About Your Sightseeing

To ensure a pleasant and fair experience for passengers on our escorted tours, there is a mandatory seat rotation policy on our motor coaches which will be organized by your Tour Manager. When travel dates coincide with religious holidays and national celebrations, some monuments and sites may be closed, sometimes without prior notice. On these occasions, escorted touring itineraries may be amended to reflect these closures. Occasionally, during holidays and certain periods, and/or due to other unforeseen circumstances including weather conditions, there may be last-minute changes, sometimes after arrival, which may affect the sequence of the tour and locations visited. National monuments and tourist sites regularly undergo renovations, which can obscure the monument's view. No tour will be canceled due to renovations, however Gate 1 will decide based on the conditions whether to amend an itinerary.

Land Only Passengers (Escorted Tours)

Your tour manager will contact you after your arrival at your hotel. Passengers who have not purchased arrival transfers from Gate 1 Travel should proceed directly to the hotel for checkin. The details of the hotel can be found in your documents.

Purchasing Tours Locally

On escorted tours, the guides will generally sell optional tours to passengers who have not pre-purchased them. Payment can be made by cash or credit card, unless otherwise noted below. This does not apply to Independent packages. Please see Gate 1 Terms & Conditions for more information. <http://www.gate1travel.com/terms.aspx#optional>

Independent Activities - Gate 1 itineraries may contain suggestions for activities for your leisure time; these suggestions do not constitute a recommendation nor an endorsement of any specific service provider and the decision to participate in any such activities should be made independently and with due consideration. Gate 1 is not responsible for any activities not expressly included in its programs. Caution should be exercised when selecting certain activities that may require physical strength, coordination or exertion. Particular care should be taken when considering animal rides, such as on camels, mules or horses

Currency

We suggest getting a small amount of currency for the first country you're visiting before you depart. It is a good idea to carry a chart with you to help you convert dollars to the local currency. It's also a good idea not to carry too much money. Many countries have ATM machines that accept most ATM cards, but be sure you know your ATM password in numbers-the keypads on foreign ATMs don't always have letters. **ATM machines will only dispense cash in local currency.** Check with respective consulates to learn current currency allowances and requirements. Use your credit card whenever possible. Should you decide to carry cash or travelers checks, exchange them at banks where the rate is more favorable than at hotels or exchange bureaus. Please note that many banks and most vendors will not accept or exchange \$100 bills. We suggest to carry \$20 bills or smaller. In many destinations (except Western Europe), we suggest to bring between \$50 to \$100 in \$1 bills which may be used to pay gratuities.

South Africa & Swaziland - The Rand is the currency of South Africa. The Lilangeni is the currency of Swaziland however the South African Rand is widely accepted. When exchanging currency in a bank, a passport must be presented to complete the transaction.

Credit Cards

While credit cards are accepted in most destinations, it is advisable to carry local currency. Inform your credit card company that you are traveling to avoid your card being blocked for security reasons.

Most US-issued credit cards rely on magnetic-strip technology rather than embedded microprocessor chips which are increasingly common overseas. These "chip-and-PIN" cards require users to punch in a personal identification number (PIN) instead of signing for a purchase. For example, many automated ticket kiosks, such as those commonly found at train stations, gas pumps and parking garages, don't accept cards without a chip and PIN. Most cash registers are equipped to handle American cards but if you encounter difficulties, offer an alternative credit card or politely insist that the cashier keep trying to swipe the credit card. ATMs typically recognize and accept US issued debit cards. For travel to Europe, should you anticipate using ticket kiosks or purchasing train tickets locally, you may consider buying tickets and other basic purchases prior to departure.

Shopping

Most people enjoy bringing home at least one souvenir from the countries they visit. However, some find any amount of shopping to be too much while others never find enough opportunities.

We have built into our Escorted itineraries a few shopping stops at recommended spots. These stops are designed to enhance your experience by providing an opportunity to see first-hand quality locally-crafted merchandise which you may not be able to find alone. Shops are checked to ensure the quality and authenticity of the products they offer, and we limit guides from visiting other locations. In some cases, we plan these stops to provide an opportunity to use clean bathrooms and to stretch your legs. All shops want your satisfaction, and therefore in case of any misunderstanding they ask that you kindly submit your claim to us within 72 hours of the item's receipt.

While shopping independently, we advise you to exercise care and common sense when making any purchase. Always get a formal receipt. And remember that, just like in this country, if a deal seems too good to be true, it probably is!

About Tax-Free Shopping

Tax-Free Shopping allows shoppers to reclaim the VAT (Value-Added Tax) or GST (Goods and Services Tax) they have paid on their shopping in some foreign countries in accordance with restrictions and procedures as dictated by each country. If interested, we suggest you check the respective country's online website, or with your tour manager or with www.globalblue.com for specific country regulations and airport operation

hours. Please keep in mind that you must apply for VAT refund in the airport of the country the items were purchased.

U.S. Customs & Shipping Charges

You may carry items with a fair retail value totaling \$800 into the U.S. Taxes may be applied to the next \$1,000 worth of merchandise. U.S. Customs determines the value of your items, often honoring a genuine sales receipt. Items which are shipped home are always subject to duty when received in the U.S. (in addition to shipping charges). Some shops may offer to include shipping and duties in the price but this typically means shipping only to the customs facility closest to you and payment only of the export duties; you would still need to collect the item and pay U.S. import duties. Please be aware that it is illegal to import products made from endangered animal species. U.S. Customs & Border Protection will seize these items, as well as most furs, coral, tortoise shell, reptile skins, feathers, plants, and items made from animal skins.

South Africa & Swaziland - Local specialties include handcrafts such as basketware, beadwork, embroidery and sculptures, as well as exceptional gold, platinum, and diamond jewelry. Boutiques, malls, markets, and roadside stands abound.

Your Safety is Very Important

Prior to your trip, if you are traveling overseas, we strongly recommend that you visit the website of the U.S. Department of State at www.travel.state.gov, specifically the section which addresses International Travel. You should read the tips for foreign travel and travel warnings for the country or countries that you plan to visit.

It is also important that you do not allow your common sense to take a vacation while on your trip. Here are several tips which, if followed, will save much potential hardship:

- Be aware of potentially dangerous places and situations as you would be at home. Avoid wearing expensive jewelry and carry your valuables concealed in inside pockets or hidden pouches. Your objective is to avoid drawing attention and to blend in with the crowd
- Don't put all your valuables (money, credit cards, passports, etc.) in the same place (in case one wallet is stolen, you should have other valuables and identification in another safe place)
- Do not leave valuables laying loose in your room. Use the hotel safe. Keep copies of your passports, credit card numbers and travelers checks numbers in the hotel safe
- Credit cards are generally accepted everywhere and are safer than traveling with large amounts of cash
- Do not pack valuables (cameras, computers, jewelry, etc.) in your checked luggage. Keep hard-to-replace valuables with you in your carry-on bag
- Keep wallets safely tucked into front trouser pockets and/or wear a money pouch inside your clothing
- Carry handbags close to your body, shoulder bags the cross-body method with the bag in front of your body.

If you've purchased an escorted tour program, your travel documents will include telephone numbers of local Gate 1 Travel representatives who will do their utmost to assist you in the event of an emergency. The numbers are printed on your Gate 1 Travel vouchers. Please copy the numbers. Once you relinquish the voucher, you will not have this information. Passengers traveling independently should employ the services of hotel concierges and local authorities.

On Safari - While on safari, it is very important that you follow all directions provided by your guide in order to ensure the safety of the group. Prior to the first safari, your driver/guide will review "safari etiquette" addressing, amongst other issues, off-road driving and hazards, and interaction with animals. Wildlife listed in the itinerary are based upon optimal conditions and therefore subject to change. While on tour you will be reminded by your guide of local safety and ecologic procedures to ensure your safety and the protection of the wildlife. Normal precautions include remaining in close proximity to your driver/guide and vehicle, avoiding tall grass and keeping noise to a minimum to not attract extra attention. Your driver/guide will advise you not to turn over rocks or dead wood and to stay clear of ground holes and caves, where scorpions, snakes and other potentially dangerous animal life may be hidden. Refrain from littering, feeding any animals or leaving food waste behind in the parks as this can upset their natural diets and lead to a dependence upon people. In addition, please do not purchase, collect, or remove any animal products, rocks, seeds, plants, or nests from the wild.

Roadways to the game viewing sites are for the most part unpaved and will therefore be rough and dusty. Gate 1 safari vehicles are fitted with large roof hatches or open sides to allow for easy viewing of wildlife from all angles. Safari vehicles cannot be air-conditioned and you will be provided bottled water while travelling. Vehicles are equipped with seatbelts which should be worn on public roads. While safari vehicles typically move slowly, drivers warn passengers of bumps or potholes and many passengers may choose not to wear a seatbelt, it is still recommended to do so. However, it remains at each individual passenger's discretion to wear their seatbelt or not. Inside the National Parks and reserves there are designated picnic sites. Due to frequent use wildlife tends to avoid these areas with the exception of primates, reptiles, birds and small mammals. However, since

picnic sites are open it is possible that a larger animal, such as an elephant, may wander through. Outside of the parks, it may be necessary to make more frequent shopping stops as these stores provide the only acceptable facilities while touring due to the lack of public rest stops.

Tourist Street Scams

Pickpockets and thieves can destroy an otherwise wonderful holiday. Be mindful of these precautions to help avoid being scammed or robbed:

- Remain alert and cautious. Be wary of any unusual contact or commotion in crowded public places, including train stations, markets, subways and tourist sites;
- Be especially careful when traveling independently, or leaving your tour group to explore on your own. Try not to travel alone, especially at night. Avoid narrow alleys and poorly lit streets;
- Use only official taxis and check the change you receive from all taxi drivers and vendors;
- Beware of pickpockets often working with an accomplice who will distract you by spilling something on you, dropping a wallet or other seemingly valuable object, or tripping and falling down in front of you;
- Beware of aggressive street vendors who may approach you offering a demonstration which may end with you being pressured to purchase an item or act as a distraction for another pickpocket;
- Don't tip beggars;
- Wear the shoulder strap of your bag across your chest;
- Carry modest amounts of cash (US dollars) in small denominations so that you can avoid flashing large bills when paying for small items;
- ATM machines can be a convenient way to carry less currency. However those machines too can be used for robbery. Be wary of anyone who can look over your shoulder when inputting PINs. Another scam involves rigging the machine with a plastic insert which makes your card retrieval difficult; the thief then removes your card after you walk away;
- If you are confronted, do not fight back - give up your valuables. If your possessions are lost or stolen, report the loss immediately to the local police and keep a copy of the official report for insurance claims.

Cape Town - While we recommend that you apply reasonable caution and common sense when traveling in any country, please be aware that in Cape Town, there are significant issues with theft against tourists in public places. Do not carry expensive valuables or wear valuable items (jewelry, watches) out in public. You should not explore alone and it is recommended to travel in small groups. Be sure to ask directions from your tour manager and the hotel to avoid less safe areas. Do not take public transportation on buses as these vehicles are targets for robbery. We recommend that taxis be reserved via the hotel concierge desk, and that you do not ride alone when possible. As in most parts of the world, be aware of your surroundings and keep to well-lit and populated areas.

Local Emergency Phone Numbers

South Africa

- Ambulance/Fire: 10177
- Police: 10111
- General Emergency in Cape Town: 107

Electricity

Please note: The U.S. uses 120 volts and you can purchase a converter and transformer at most hardware stores for your 120V appliances.

South Africa - The voltage used is 220 volts.

Code of Conduct

South Africa & Swaziland - Shaking hands is the standard greeting. Common courtesies should be observed. Conservative casual dress is appropriate. Rural areas tend to be more conservative than urban areas. In conversation, avoid discussing racial tensions. South Africa is one of the world's great examples of biodiversity. Please be mindful of this ecological significance and do not litter.

Gratuities

Tipping is always a matter of personal discretion. For your convenience, please use the summary below as a guideline for recommended gratuity amounts. Gratuities may be paid in local currency or US dollar equivalent where accepted. Please be aware that tipping is considered by many locals to be a part of their normal remuneration and some may approach you for additional "compensation." There is no need to be intimidated by the request, nor should you feel pressured to pay more than recommended. If you become uncomfortable by any behavior you encounter, please advise your tour manager or phone our local office. Numbers are provided in your documents for your convenience.

Suggested Tipping: Southern Africa & Swaziland

Tour Manager (Coordinator; may or may not act as a guide): US \$6 per person per day
Driver (Provides chauffeur services and limited assistance with luggage): US \$3 per person per day, US \$2 per half day
Local Guide (Offers in-depth information at specific locations. There may be one or many guides along a tour program): US \$3 per person per day of sightseeing, US \$2 per half day
Game Drive Ranger: US \$7 per person per day
Hotel porters and wait staff: Included

South Africa & Swaziland - Gratuities are appreciated and expected for good service in restaurants and other places that cater to tourists, as well as on safaris.

Food and Meals

As specified in each itinerary. Meals are based on the hotel's or restaurant's buffet or set menu. In general, beverages are not included, unless specifically stated. Although Gate 1 cannot make guarantees, every effort will be made to honor special dietary requests submitted in writing at least 72 hours prior to departure to info@gate1travel.com.

Customer Service

Travel Insurance

If you purchased travel insurance, remember to keep all boarding passes, ticket copies and receipts for expenses paid during your trip should it later become necessary to file a claim. If you purchased the Cancel-For-Any-Reason protection supplement (not available for all packages), Gate 1 Travel must receive your written cancellation notification at least 72 hours before departure. Details of policy inclusions may be found at www.gate1travel.com/insurance.htm. You may want to print a copy of the insurance details to carry with you on your trip.

Pre-purchased Services

Your document packet includes vouchers, and/or airline ticket, rail ticket, cruise ticket, for all services which have been booked through and pre-paid to Gate 1. It is your responsibility to arrive on time for all scheduled services. Arriving late for a flight, cruise or scheduled program may be considered a "no-show" in which case you will not be eligible for any refund for the unused services. Should you be requested to pay for any portion of the services which have already been pre-paid, please follow these procedures:

1. Pay as requested
2. Obtain a receipt
3. Remit to Gate 1 Travel upon your arrival home with a written explanation of the situation.

Amendments to Original Itinerary

Please refer to www.gate1travel.com/terms.aspx for an explanation of our Change and Cancellation policies. Cancelled services will be subject to an administrative processing fee plus any expenses imposed by suppliers as a result of the changes. Should you wish to add or change services after the departure from the USA, you must pay directly to the service provider, such as the hotel or airline, not to Gate 1. The cost of any changes or additions will be at the local rate at the time of the amendment, not per the Gate 1 brochure, and must be borne by you. Gate 1 is not obliged to guarantee promises (written or verbal) made by local hotel staff, tour guides or any other persons not under direct employ with Gate 1.

Customer Service

All customer service issues and refund requests must be submitted in writing and received no later than 30 days after your return. Refunds are subject to a processing fee of \$50 plus any hotel and/or supplier charges incurred. Claims for unused services should be substantiated in writing by local representatives. Airline flight cancellations and delays for any reason are not the responsibility of Gate 1 Travel. Submit your claim directly to the airline. Gate 1 Travel does not guarantee airline response. Processing of claims will take up to eight weeks from the date Gate 1 receives



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relevant documents. There will be no refunds for unused package tour services or features, including missed transfers due to airline changes and/or missed flights, unused meals, missed sightseeing tours, unused entrance fees, and accommodations.

Your Feedback

Your feedback is important to us. Shortly after returning from your trip, you will receive an email from Gate 1 Travel requesting your feedback via a brief online survey. We are constantly striving to improve our programs and your opinion is very important to us. Thank you again for choosing Gate 1 Travel.