

GENERAL INFORMATION

CLOTHING & READING

We have a general check-list which includes recommended clothing and suggested reading. We can obtain a number of books for you.

INSURANCE

We have our own insurance policy, underwritten by Lloyds. It is mandatory to have a policy whether you choose ours or your own.

MEDICAL

We have a list of health requirements which vary for each country, but we suggest you contact either your General Practitioner, or a specialist such as British Airways Clinics for specific personal advice. Masta on 020 7631 4408 supply a good range of mosquito repellents. The Malarial advice centre is on 0891 600 350.

PASSPORTS & VISAS

The onus is upon the traveller to ensure their passport is valid. We will advise travellers on a British passport of the necessary documents required. Please advise us if you are not travelling on a British passport and ensure that your passport is valid for at least six months post travel.

THE BEST TIMES TO TRAVEL

MAINLAND	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Botswana		*	*	*	*	*	*	*	*	*	*	*
Botswana (Kalahari)			*	*	*	*	*	*	*	*	*	*
Kenya	*	*	*			*	*	*	*	*	*	*
Kenya Coast	*	*	*			*	*	*	*	*	*	*
Madagascar				*	*	*	*	*	*	*	*	*
Malawi				*	*	*	*	*	*	*	*	*
Malawi (Flowers)	*	*	*	*								*
Morocco			*	*	*	*	*	*	*	*	*	*
Namaqualand									*	*	*	*
Namibia	*	*	*	*	*	*	*	*	*	*	*	*
Skeleton Coast	*	*			*	*	*	*	*	*	*	*
South Africa	*	*	*	*	*	*	*	*	*	*	*	*
Tanzania (Northern)	*	*	*			*	*	*	*	*	*	*
Tanzania (Southern)	*	*	*			*	*	*	*	*	*	*
Tanzania (Western)					*	*	*	*	*	*	*	*
Uganda	*	*	*			*	*	*	*	*	*	*
Zambia				*	*	*	*	*	*	*	*	*
Zambia (Birdlife)									*	*	*	*
Zimbabwe			*	*	*	*	*	*	*	*	*	*
INDIAN OCEAN ISLANDS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Mozambique	*	*	*	*			*	*	*	*	*	*
Mauritius				*	*	*	*	*	*	*	*	*
Seychelles		*	*	*	*	*	*	*	*	*	*	*

Some Useful Notes (to be read in conjunction with our Terms and Conditions):

1. Consumer Protection:

African and Indian Explorations holds an Air Travel Organiser's Licence (ATOL) granted by the United Kingdom Civil Aviation Authority. Our ATOL number is T7159; please see the CAA website www.caa.co.uk or www.atol.org.uk. In addition, your holiday is protected through our long-standing membership of the Travel Trust Association. Our membership number is T6407 and the TTA's website is www.traveltrust.co.uk. All client monies are held in trust and, in the event of an insolvency, the TTA pay out monies held in trust to the suppliers concerned so that client's holidays are not be affected.

2. "Full Board" and "Fully Inclusive".

We are often asked exactly what is meant by the above terms: Different properties apply different meanings to the terms "Full Board" and Fully Inclusive" but, to simplify matters, we usually say:

"Full Board" when the property includes all meals and accommodation, but excludes items such as drinks, laundry and, often on the coast especially, activities (although on safari the latter are normally always included in the itinerary cost).

"Fully Inclusive" when the property includes house drinks*, items such as laundry and the main activities**. However please do check when ordering special drinks, cognac for instance, that any item is indeed included to avoid any confusion. The same applies with any possibly non-standard activities: ask if they are indeed included in the rate.

* "House drinks" normally means "house" wines, beers, spirits (note: not always spirits), soft drinks etc... Imported or non-"house" items (including champagnes) are usually charged extra as are cigars, cigarettes and fine or "cellar" wines. Premium spirits are also usually chargeable extra.

** "Activities" usually exclude mainly obvious and usually expensive items such as diving or motorised watersports at the ocean or major non-standard excursions elsewhere.

3. Credit Cards:

Many camps and lodges do accept Visa and Mastercard, but not all camps take credit cards, so please do check with us before travel. Also, it is worth bearing in mind that, especially in Tanzania, up to a 7% surcharge from the bank is passed on to the client from the lodge.

4. Despite everyone's best efforts, timing is not always precise in some countries and slight alterations to itineraries do, very occasionally, occur: All clients are requested to bear in mind that Africa, India and the other destinations that we feature should be considered, by and large (even in South Africa), slightly flexible in terms of logistics. We and all our carefully chosen co-respondents work very hard to make sure that all transfers, flights, logistics and other itinerary details work 100% seamlessly and on time (and they nearly always do) but there can, very occasionally, be slight delays or hiccoughs that are beyond anyone's direct control (for instance because a charter flight is experiencing a strong headwind or a vehicle has had a puncture or in a case of "force majeure"); this is very rarely any kind of inconvenience. Clients are provided with phone numbers for either the properties they are staying at (or ground handlers) and, of course, we are here to deal with any issue should it arise. Normally a small degree of patience is all that is required if there is a slight delay; onward connections and arrangements are usually met/honoured with no problem. Our point is, really, common sense: One shouldn't always expect precision timing (although everything usually runs like clockwork!) on safaris or holidays in the countries that we feature and, just very occasionally, there may be slight alterations to plans to accommodate unavoidable logistical or schedule changes occasioned by occurrences beyond anyone's direct control; any such will be dealt with by ourselves or our co-respondents so as to ensure the smoothest possible continuation of the itinerary. Please also see our terms and conditions.

5. Internal and charter flights:

Please note that aircraft used for many internal flight transfers (especially charters), especially in Africa, are often small, usually seating between four and sixteen people. Such aircraft are often single-engined and, very frequently, single-pilot operation. Scheduled flights tend to (but by no means always) use larger aircraft with two pilots. To upgrade a charter to a twin (or two pilot operation) can be accommodated but the additional cost may be very considerable. NOTE: Luggage weight on internal flights: The norm is maximum 12 (sometimes 15) kgs per person and the stipulation is always soft bags. In Botswana and Zambia there has been an increase to 20kgs on certain flights only (but still always soft bags, please).

6. Clothing:

We have a recommended clothing and reading list which we send out on booking. (In South Africa we also have a recommended "what to do" and restaurant list).

7. Camp Closures:

A number of camps in southern and eastern Africa close in the rainy months. In East Africa, this tends to be April and May whilst, in southern Africa, the main rains tend to come in January and February and August in the Cape. Some lodges and camps remain open year-round but we will, of course, only choose the best workable combination at any given season. The point is that "low season" may mean less choice (but, often, also lower rates).

8. Complaints!

We hope that this will never occur but, should you be on a holiday organised by us and something goes wrong (or, just as importantly, is not quite right) please do complain about it or mention it, preferably backing it up in writing, at the time to the manager, owner or representative of the provider of the services you are using. This is important for two reasons: 1) Hopefully, whatever the problem is can be rectified or cleared up immediately, ensuring you enjoy the rest of your stay, safari or holiday. 2) It is very difficult trying to raise issues or complain after the event if no mention has been made of them at the time they actually occurred. Establishments involved will always question why no mention was made of the complaint at the time. Not raising the matter at the time the problem occurred diminishes both the strength of the argument on one's return home and, crucially, our own ability to "do something about it".

