

IMPORTANT PRE-DEPARTURE INFORMATION

****** PLEASE READ THOROUGHLY PRIOR TO TRAVEL ******

CONTACT DETAILS

Chobe River Operations: 00267 713 48435 / 00267 713 48437

Cape Town Emergency Mobile: 0027 83 431 7399

Cape Town Reservations Office: 0027 21 715 2412

- **CHECK-IN** time is 13h00 – 16h00, we embark from Kasane Immigration Office, on the Botswana side of the Chobe River.
- **CHECK-OUT** time is 08h00 – 09h30. You will arrive back at Kasane Immigration Office, on the Botswana side of the Chobe River by 10h30.
- Return airport transfers from/to Kasane Airport are included in the rate.
- **Please note** that all guests are required to sign an indemnity form upon check-in
- **Please note** that you will receive a comment card to complete on departure – we hope that you will review your Chobe River experience

Flights and Transfer Information:

- Flights are excluded from our rates.
- The closest airport to fly into is Kasane, Botswana, about 10 minutes' drive from where we embark.
- Return airport transfers from/to Kasane Airport are included in the rate
- SA Airlink fly daily direct between Johannesburg, South Africa and Kasane, Botswana
- Please confirm your full arrival and departure details with your reservation consultant in order for us to be fully prepared for your arrival (full flight details or which lodge are guests coming from/going to)
- Zambezi Queen Collection offers road transfers from Livingstone, Zambia; Victoria Falls, Zimbabwe; and Katima Mulilo, Namibia at an additional cost – please enquire for special transfers

Self-Drive Guests:

- ALL self-drive guests are to please be at the Kalahari Tours & Transfer Offices at 12h45 (ideal arrival time - Plot 721 President Avenue, Kasane / Tel: +267 625 0880) – luggage will then be transferred into the Kalahari vehicle and Kalahari will escort guest/s and their vehicle/s to Mowana Lodge where we have arranged free secure parking.
- Please note arrival time is from 12h30 – 15h00 at the latest, to ensure you reach passport control before the offices close.
- Kalahari will then transfer guests to the Kasane Immigration Office (Chobe River). Guests are to please call the Kalahari offices on +267 625 0880 about 20 mins prior to arrival in order to reconfirm their arrival time.
- Please advise us of your vehicle details in order for us to arrange your secure parking (vehicle make, model, colour, registration number).
- Please confirm a mobile number to reach you in transit if required, or which hotel/lodge you will be coming from.

Passport Control Procedures:

The Zambezi Queen Collection operates on the Chobe River, which is a natural border between **Botswana and Namibia**. The Zambezi Queen Collection is based on the Namibian side of the Chobe River. In order to check-in from Kasane, you will need to exit Botswana and enter Namibia. Our Zambezi Queen Collection team will arrange all boat transfers required, the process will take around 30 – 45 minutes from the time of arrival in Kasane:

- Guest will **exit Botswana** at Kasane Immigration office, **before embarking onto the Chobe River**
- Take a 5 – 10-minute **boat transfer** from Kasane Immigration Office **to Impalila Island, Namibia**, where guests will go through **Namibian passport control** to officially enter Namibia (**250 metre walk to the passport control office, assistance available where required. Please arrive in comfortable walking attire**). From here take a short boat ride to your Zambezi Queen Collection accommodation, to begin your Chobe River adventure.

PLEASE NOTE

1. **You as the traveller and/or your travel agent are responsible for determining what documentation is required, as well as ensuring any such documentation including passports, visas, medical certificates and unabridged birth certificates are up to date and have been obtained before travel.**
2. **PLEASE NOTE Unabridged Birth Certificates are required for all minors travelling in Southern Africa**
3. **Due to constantly changing visa requirements, it is recommended that travellers and or/travel agents contact the appropriate embassy for accurate and up-to-date information.**
4. **Please note your passport needs to have at least 6 blank pages and be valid for 6 months after travel date.**

Please Note: Kasane Immigration Office & Namibia Immigration Office close at 16h30 thus all passengers must arrive before 16h00 at Kasane Immigration Office on the Botswana side of the Chobe River.

Visa Information:

- [Visa Requirements for Foreign Travelers to Namibia](#)
- [Visa Requirements for Foreign Travelers to Botswana](#)

What to pack for your Zambezi Queen Collection Chobe River Safari:

- Passport
- Sun block, sunglasses, sun hats, swimming costume
- Comfortable shoes, flip flops
- Camera, cellphone, chargers, binoculars
- Medication you may need (limited medical assistance available)
- Formal attire is not necessary as our evening dress is casual
- We provide hairdryers, pool / bathroom towels and standard hotel amenities
- ZAR or USD cash for gifts/souvenirs, optional extras (e.g. premium drinks) and gratuities

Activities on board

- Water-based game viewing from tender boats which allow up-close encounters
- Tiger and bream fishing in season (**tiger fishing is strictly catch and release**)
- Bird-watching from tender boats and Chobe Princess
- Cultural experience at a local Namibian Village
- Photographic Safari – **photographic boat to be pre-booked (availability dependent)**
- The Zambezi Queen Collection has its own professionally trained guides, highly experienced and resident to the Chobe area.

Activities in area (additional charge)

- Land-based Chobe National Park game drive.
- 9-hole golf course at Kasane
- Spa facility in Kasane (subject to availability)

General

- Loud music is not permitted due to National Park requirements
- Whilst it cannot be guaranteed, cell phone coverage in most areas is available
- Wifi is available on board the Zambezi Queen, and in the dining/bar area of Ichingo Chobe River Lodge. There is no Wifi aboard the Chobe Princess
- Please note we operate in a very remote area – Cell and Wifi signal can be sporadic and is not guaranteed
- Please note we accept Visa/Mastercard payments on Zambezi Queen and at Ichingo Chobe River Lodge. There are no card facilities on board the Chobe Princess.
- **At the sole discretion of management, the routing or itinerary may be altered due to outside operational factors, weather conditions or water levels which fluctuate depending on the time of year**

Vaccinations / Medical

Because our houseboats are situated in a malaria area, we advise that you take malaria prophylactics. Please consult your doctor before travelling for up-to-date medical advice. Should you make use of a CPAP (a small medical supervising device), the houseboats switch over to an inverter system after 22h00 at night and we connect the CPAP to our inverter system. Please advise at time of booking whether you require medical assistance.

Travel Insurance

Travel insurance is a requirement for all guests and must be purchased prior to travel. Travel insurance must be comprehensive and cover full air evacuation and repatriation, in the unlikely event of an emergency.

Seasonal Conditions:

Winter: The drier winter months from June to August see greater concentrations of game along the banks of the Chobe River.

Summer: The summer months from November to May see the birdlife explode with the addition of the summer migrants to the area.

- If you're a fishing enthusiast, you'll be excited to know that we have excellent fishing through the summer and winter – it's just that the techniques we use change. “Peak” fishing season is July – September.
- **Due to the size and the physical attributes of the Zambezi Queen, if the wind is stronger than 11 knots, she will not sail in the interests of guest safety.**
- **At the sole discretion of management, the routing or itinerary may be altered due to outside operational factors, weather conditions or water levels which fluctuate depending on the time of year**
- **While sailing on our houseboats can be weather dependent, we'll make sure that all guests spend as much time as possible exploring the river, and experiencing everything this unique area has to offer.**

Gratuities

- Please note that gratuities are at each guest's discretion, and are payable at the end of your stay
- We recommend a gratuity of US\$ 10 per guest per day
- Management will ensure that any gratuity payments are appropriately distributed amongst the team
- Please note gratuities are payable in ZAR or USD cash
- Gratuities can also be paid with Visa and MasterCard on-board the Zambezi Queen and at Ichingo Chobe River Lodge.
- Please note there are no card facilities on-board the Chobe Princess.