

Travel Documents

Dear RICHARD WILLIAM DANIELS,

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 # : 631134

Departure Date : 14 Oct 13

Passenger Name(s)

RICHARD WILLIAM DANIELS

SANDRA MILLER COLE

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 #: 631134

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

Airline confirmation number(s): South African Airways Y56M2W

Passengers : SANDRA MILLER COLE, RICHARD WILLIAM DANIELS

14Oct13 - 15Oct13 South African Airways, SA 204

From : **New York, NY (JFK)**

Departure Terminal : **TERMINAL 4**

Departs : **11:15AM**

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

Arrival Terminal : **TERMINAL A**

Arrives : **8:15AM**

Flight Duration: **15 hr(s)**

Class/Cabin : **G ECONOMY**

Seats : **44H, 44K**

15Oct13 South African Airways, SA 8252

FLIGHT OPERATED BY 4Z SOUTH AFRICAN AIRLINK

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

Departure Terminal : **TERMINAL B**

Departs : **10:00AM**

To : **Antananarivo, Madagascar (TNR)**

Arrival Terminal : **N/A**

Arrives : **2:10PM**

Flight Duration: **3 hr(s) 10 min**

Class/Cabin : **Y ECONOMY**

Seats : **05A, 05C**

07Nov13 South African Airways, SA 185

From : **Nairobi, Kenya (NBO)**

Departure Terminal : **N/A**

Departs : **4:00PM**

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

Arrival Terminal : **TERMINAL A**

Arrives : **7:20PM**

Flight Duration: **4 hr(s) 20 min**

Class/Cabin : **H ECONOMY**

Seats : **16A, 16B**

07Nov13 - 08Nov13

South African Airways, SA 203

Stops: 1

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

Departure Terminal : **TERMINAL B**

Departs : **6:45PM**

To : **New York, NY (JFK)**

Arrival Terminal : **TERMINAL 4**

Arrives : **6:15AM**

Flight Duration: **18 hr(s) 30 min**

Class/Cabin : **G ECONOMY**

Seats : **54A, 54C**

Flight Ticket Numbers for Reservation #: 631134

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
SANDRA MILLER COLE	837244490594	SA
RICHARD WILLIAM DANIELS	837244490596	SA

Local Contact Information

HOTEL INFORMATION

NAIROBI, KENYA

02 Nov 13 - 03 Nov 13

Jacaranda Hotel

Waiyaki Way Westlands, PO Box 14287
Nairobi
KENYA, 00800
Phone: +(254)-020-44487137

GILGIL, KENYA

03 Nov 13 - 04 Nov 13

Malewa Wildlife Lodge

Malewa River
Gilgil
KENYA
Phone: +(254)-020-3748369

MASAI MARA GAME RESERVE, KENYA

04 Nov 13 - 06 Nov 13

Keekorok Lodge

Masai Mara Game Reserve
KENYA
Phone: +(254)-0305-2525

NAIROBI, KENYA

06 Nov 13 - 07 Nov 13

Jacaranda Hotel

Waiyaki Way Westlands, PO Box 14287
Nairobi
KENYA, 00800
Phone: +(254)-020-44487137

Reservation # 631134

Print Date: 10 Sep 13

**Travelex Insurance Services, Inc
1121 North 102nd Court, Suite 202
Omaha, NE 68114, UNITED STATES**

Local Phone: 1-888-215-8334

Contact:

Voucher: Please Provide the Following Services:

Service: Travel Protection for Tours from \$3001-4000

To print Description of Coverage, please visit <http://www.gate1travel.com/insurance/pdf/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.

Quantity: 2 Passenger

Arrival Date: 14 Oct 13

Guests: RICHARD WILLIAM DANIELS, SANDRA MILLER COLE

Reservation # 631134

Print Date: 10 Sep 13

**Vintage Africa Limited
Mkungu Close, Westlands, PO Box 59470
Nairobi 00200, KENYA**

**Local Phone: +(254)-020-3742435
Emergency Phone: +(254)-733-414785
Contact: Local Representative**

Voucher: Please Provide the Following Services:

Service: 8 Day Kenya Safari

Includes all services & features as per your final documentation.

Quantity: 1 Twin

Arrival Date: 02 Nov 13

Duration: 6 Days

Guests: RICHARD WILLIAM DANIELS, SANDRA MILLER COLE

Reservation # 631134

Print Date: 10 Sep 13

**Travelex Insurance Services, Inc
1121 North 102nd Court, Suite 202
Omaha, NE 68114, UNITED STATES**

Local Phone: 1-888-215-8334

Contact:

Voucher: Please Provide the Following Services:

Service: Med Evac

To print Description of Coverage, please visit <http://www.gate1travel.com/marketing/docs/gate1-protecton-plan.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.

Quantity: 2 Passenger

Arrival Date: 02 Nov 13

Duration: 1 Day(s)

Guests: RICHARD WILLIAM DANIELS, SANDRA MILLER COLE

Reservation # 631134

Print Date: 10 Sep 13

**Vintage Africa Limited
Mkungu Close, Westlands, PO Box 59470
Nairobi 00200, KENYA**

**Local Phone: +(254)-020-3742435
Emergency Phone: +(254)-733-414785
Contact: Local Representative**

Voucher: Please Provide the Following Services:

Service: Nairobi Transfer - Hotel to Airport
Pick Up: Jacaranda Hotel
Drop Off: NBO-JNB - SA 185 at 4:00P

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

Quantity: 1 Vehicle

Arrival Date: 07 Nov 13

Duration: 1 Day(s)

Guests: RICHARD WILLIAM DANIELS, SANDRA MILLER COLE

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.

8 Day Affordable Kenya Safari

DAY 1, Tuesday or Friday - Depart the USA

Depart the USA to Kenya. Your flight includes meals, drinks, and in-flight entertainment for your journey

DAY 2, Wednesday or Saturday - Arrive in Nairobi

Arrive in Nairobi and transfer to your hotel. Balance of the day at leisure

Overnight: Nairobi

DAY 3, Thursday or Sunday - Great Rift Valley

This morning, drive to the Great Rift Valley and to your camp in the Kigio Wildlife Conservancy, a 3,500 acre park home to Rothschild giraffe, buffalo, gazelle, hyena and hippos. After lunch at your camp, you will enjoy an afternoon game drive while enroute to visit a local community to learn about their traditional basket weaving techniques. Later, you will take a guided nature walk to learn about wildlife footprints and medicinal plants

Optional: Night Game Drive (PM)

Overnight: Gilgil

Meals: Breakfast, Lunch, Dinner

DAY 4, Friday or Monday - Masai Mara

Depart early this morning for the Masai Mara National Reserve. Located in the southwest corner of Kenya, the park is most famous for the wildebeest migration which takes place every year from July through October. The breathtaking savannahs of the park are a stunning backdrop to a diverse and abundant wildlife population throughout the year. Enjoy lunch at your camp, and depart for an afternoon game drive until sunset

Overnight: Masai Mara Game Reserve

Meals: Breakfast, Lunch, Dinner

DAY 5, Saturday or Tuesday - Morning & Afternoon Game Drives

This morning depart early for a game drive through the Masai Mara. The park is home to the "Big Five" (lions, elephants, buffalo, leopard and rhinos), as well as antelopes, gazelles, hippos and a variety of bird life. Return to the lodge for lunch and a bit of relaxation, before setting out on an afternoon game drive. This evening, return to camp and relax as you enjoy the sunset on your final night in the Mara

Optional: Sunrise Balloon Safari & Breakfast (AM)

Optional: Maasai Village Visit (PM)

Overnight: Masai Mara Game Reserve

Meals: Breakfast, Lunch, Dinner

DAY 6, Sunday or Wednesday - Karen Blixen Museum and Giraffe Center

Today, bid farewell to the Mara and return to Nairobi. This afternoon visit the Karen Blixen Museum and Giraffe Center, named after the author of the famous memoir Out of Africa. Today the center is a successful breeding ground for Rothschild giraffes. Here you will learn about the conservation efforts, and have the opportunity to view and feed the giraffes

Overnight: Nairobi

Meals: Breakfast

DAY 7, Monday or Thursday - Depart for the USA

Transfer to the airport for your departure flight. Depending on the time of your flight you may arrive to the USA on Day 7

Meals: Breakfast

DAY 8, Tuesday or Friday - Arrive to the USA

Today your journey ends as you arrive home to the USA

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.

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. Avoid placing valuables such as cameras in your checked luggage.

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.

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. Passengers requiring internet access can often 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 bandaids, antibiotic cream, pain killers, bug bite cream, digestive aids like antidiarrheal 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>.

Kenya - It is recommended that you see your doctor 4-6 weeks before your trip. Malaria is present throughout Kenya. The CDC recommends that malaria prophylaxis and preventative measures be taken when traveling in Kenya. Travelers are encouraged to wear insect repellent and clothing that adequately covers arms and legs. Passengers continuing onto Tanzania from Kenya must carry proof of yellow fever vaccination.

Information on vaccinations and other health precautions, such as safe food, water precautions and insect bite protection, may be obtained from the Center for Disease Control and Prevention's hotline for international travelers at 1-877-FYI-TRIP (1-877-394-8747) or via the CDC website. The World Health Organization (WHO) website is also helpful and provides information on outbreaks of infectious diseases abroad.

Climate & Clothing

Kenya - The weather in Kenya varies according to geographical area. Generally, the weather is warm with cooler weather in the early morning and evenings. The hottest period is from February to March and the coolest from July to August. The rainy season is from April to June and short rains occur from October and December as well. Bring comfortable walking shoes, clothes you can layer, and an all-weather jacket. Sunscreen, hat, and sunglasses are also recommended. Pack a DEET-based repellent to prevent mosquito bites. On game reserves, visitors should wear neutral colors such as brown, khaki, and beige. In some areas, mostly along the coast, it is considered inappropriate to wear shorts or short sleeve shirts.

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

About Your Flights

E-Tickets & Check-In Procedures

Please 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 number(s). At check-in, be prepared to provide your government issued identification (valid passport required when travelling internationally) and your e-ticket itinerary/ ticket numbers to the agent in order to receive your boarding pass.

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.

An e-ticket (electronic ticket) represents the purchase of an airline seat. This form of ticket has replaced almost all formerly provided paper tickets. The e-ticket exists only as a digital record in the airlines computers. In most cases your reservation will be confirmed solely on the basis of your government-issued identification. However it may still be necessary to present the e-ticket itinerary which contains your specific reservation code and ticket number(s). Once confirmed, your luggage will be checked-in and a boarding pass provided.

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.

When e-tickets cannot be issued, you will receive paper tickets.

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.

Airline Flights

Please check in at least three hours prior to the scheduled departure time to allow for security steps for international flights. For domestic flights, please check in at least 2 hours prior to the scheduled departure. Many airlines do not permit check-in less than one hour prior to the scheduled departure time. Passengers connecting from another point within the USA should check their luggage through to their final destination, and 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, we recommend that you 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, you must 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 for you.

Passengers are recommended to reconfirm their flights 72 hours prior to departure, and to reconfirm seat assignments, special meal requests and frequent flier numbers, as applicable. In the event of an airline schedule change, Gate 1 will make every effort to inform passengers of the schedule change and new flight schedule prior to departure. Gate 1 is not responsible for schedule changes including, when applicable, changes in routing and/or the number of stops in the itinerary. Gate 1 is unable to provide compensation for schedule changes or cancellations implemented by an airline. In the event of any change in flight itinerary made directly between passengers and their airline, it is the passengers' responsibility to advise Gate 1 of amended flight details in writing to service@gate1travel.com. Gate 1 cannot be held responsible for land services, including arrival and/or departure transfers, if flights are changed without its knowledge.

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.

Airline Luggage Restrictions

Most international airlines are consistent with regard to the number and weight of the pieces you may check and bring onboard. Domestic carriers, both inside and outside of the USA, typically on small aircraft, may differ. Therefore, we suggest that you check in advance if you are concerned about size or weight restrictions of hand and/or checked luggage. The FAA now restricts carry-on baggage to one bag plus one personal item (purse, briefcase, laptop computer, etc.) per passenger and some airlines may have additional restrictions. Most airlines apply charges for checked bags. For detailed information regarding your airline's checked baggage policies please visit <http://www.gate1travel.com/baggagefees.aspx>. Airline policies vary and may change at any time. Gate 1 Travel is not responsible for any excess luggage/ weight charges levied by an airline.

Airline Seats

Airline seats are confirmed whenever possible. Some airlines and/or fare types do not allow for pre-seating and require this be done at airport check-in only. Even when seats are pre-assigned however, you may wish to contact the carrier one to two weeks prior to departure to reconfirm your seats. In many cases there are equipment changes after your initial booking which can cause airplane seating reconfiguration.

Frequent Flier Programs

Passengers are responsible to contact their airline directly regarding mileage eligibility and accrual. Airline frequent flier programs determine whether to award miles in part or total based on their own rules which are updated frequently. Some discounted or promotional airfares as well as some code-share flights are not eligible for mileage accrual. Gate 1 Travel will record frequent flier numbers when provided by the passenger prior to travel documents being issued. However, the addition of frequent flier numbers to airline records does not guarantee mileage eligibility which is at the sole discretion of each airline. Airline schedule changes may result in flights which were originally eligible for mileage accrual no longer being eligible. We highly recommend passengers to provide their frequent flier account information whenever checking in online and/or at the airport check-in desk. After travel has commenced, it is often not possible to apply for frequent mileage credit. Passengers are also responsible to determine whether previously earned mileage may be applied to flights to secure upgrades.

Airline Tickets

Most airline tickets are issued using special fares which cannot be changed or canceled without incurring additional cost. Should you lose or misplace your tickets while traveling, you should immediately notify the airline. In most cases they will have you complete a Lost Ticket Indemnity Form, and for a fee, issue replacement tickets.

Code-share Flights

Many airlines participate in alliances and special agreements with other airlines which permit passengers to travel from one point to another using more than one carrier. While your ticket may indicate that you are flying with one carrier (eg: Delta), you may find that you are actually seated in a plane belonging to another carrier (eg: Alitalia). Please review your airline itinerary carefully to determine which airline you should go to for check-in; if your flight is operated by a carrier other than the primary airline indicated on the itinerary, your itinerary will state "Flight Operated by (Airline)." If you have any concerns regarding which airline to check-in with, you may contact the airline directly or Gate 1 Travel for clarification.

Luggage

All Gate 1 land tour packages allow one piece of luggage per person, plus carry-on bag. Please refer to "Airline Luggage Restrictions" for guidance regarding airline policies and charges for checked bags. As Gate 1 will not be responsible for loss or damage to luggage and personal belongings, 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 such as cameras 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.

Kenya - Due to limited space in safari vehicles please make sure to pack your belongings in a soft-sided bag and pack conservatively. Traditional suitcases with rigid frames or hard plastic sides should not be used.

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.

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, overseas or in the USA, 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 Kenya

Please note that the number of participants may vary during your tour as we accommodate travelers arriving at different points in the itinerary. At the end of the tour, some participants will depart from Nairobi, Kenya while others will continue their journey to Dubai for an independent tour extension.

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 rooms with two single beds and private facilities, unless you have specifically requested and paid for an upgrade. Room selection is strictly at the discretion of the hotel management. We reserve the right to make hotel substitutions with those of equal standard.

On Safari - Generators are used to provide electricity to tented camps and lodges located in remote areas. Power will typically be available 24 hours a day at The Ark Lodge, Great Rift Valley Lodge, Malewa Wildlife Lodge, Ngorongoro Farm House and Tarangire Sopa Lodge. Electricity at Samburu Intrepids and Siana Springs Intrepids will only be available from 6:00 am - 10:00 am and from 6:00 pm - 11:00 pm.

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.

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.

Call: 215 572-7676. From overseas, call: 001 215 572 7676. Outside office hours, listen to the prompts, then press 3.

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 leave the U.S. It is a good idea to carry a chart with you to help you convert U.S. 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 U.S. 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.

Kenya - The Kenyan shilling is the official currency of Kenya, however US dollars are widely accepted. We advise carrying a small daily allowance of US dollars or Kenyan shillings for small purchases and drinks. Large denominations are often not accepted, and all US dollar notes must be dated 2004 or later. ATMs are only available in Nairobi, and traveler's checks are nearly impossible to cash. All lodges accept credit cards, and some will provide currency exchange services at a reasonable rate.

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.

Kenya - Credit cards, mainly Visa and Mastercard, are widely accepted at most hotels, lodges and shops however a 3% to 5% fee may be charged. Keep an eye on your card while the charge is being made and check your statement upon return to the US. It is advisable to use cash when making purchases at small shops.

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.

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 (TFS) 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. Currently, about 50 countries allow foreign visitors to have their taxes reimbursed. TFS is subject to national regulations such as minimum spend and restrictions on the types of products on which it can be claimed. TFS is currently available in Argentina, Australia, Austria, Belgium, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Indonesia, Ireland, Israel, Italy, Japan, Korea, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg, Mexico, Morocco, The Netherlands, Norway, Poland, Portugal, Russian Federation, Singapore, Slovenia, Slovakia, Spain, South Africa, Sweden, Switzerland, Thailand, Turkey and the United Kingdom. Eligible countries and their specific regulations are subject to change at any time including the % of VAT which is reclaimable and the minimum purchase amount restriction. When planning to shop in a country with Tax-Free Shopping and to reclaim VAT/GST taxes, we recommend that you check the current regulations prior to completing your purchase. In many cases, stores will display signage such as "VAT Refunds for Tourists." Normally, you will need to present your passport and receive a VAT Refund Application form(s) from the store along with an explanation of how to claim your refund. Sometimes this is completed at the airport upon departure or later via mail from your home. Service fees may apply. Alternatively, you may choose to work with a fee-based VAT Refund Service.

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.

Kenya - Local specialties include handcrafts such as sisal basketware, beadwork, wood carvings and pottery.

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.

Kenya - While we recommend that you apply reasonable caution and common sense when traveling in any country, please be aware that in Kenya, there are issues with theft against tourists in public places. Americans and other foreigners are perceived to be wealthy and are frequently targeted by criminals who operate in the vicinity of hotels, restaurants, and shopping areas of the major cities and tourist areas. It is recommended to leave valuables locked in a hotel safe. Passengers should not travel alone after dark. In the unlikely event that you should fall victim to a robbery, do not resist, the majority of injuries from robberies occur as a result of resistance.

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 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.

Local Emergency Phone Numbers

Kenya

- General Emergency: 999

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.

Kenya - The voltage used is 220/240 volts, 3-pin square (UK standard).

Code of Conduct

Kenya - Kenya is a relatively conservative country. Public displays of affection can inadvertently cause offense. Please be mindful of ecological significance of the national parks, 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 U.S. Dollars or local currency equivalent. 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: Kenya & Tanzania

Safari Driver/Guide: \$10 per person per day

Housekeeping: \$3 per room per day

Hotel porters and wait staff: Included

Kenya - Gratuities are appreciated and expected for good service in restaurants and other places that cater to tourists, as well as on safaris. Hotels and restaurants that are frequented mostly by tourists will often add a gratuity to your bill and additional tipping is at your discretion.

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.

Kenya - While it is generally safe to eat fully cooked meats and vegetables, care should be taken to avoid undercooked meat and uncooked fruits and vegetables. Because tap water is not potable, visitors should only drink bottled water or water that has been boiled and filtered. Avoid ice, as it is usually made from tap water.

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 will include 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 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.