

Travel Documents

Dear RICHARD W 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 # : 298373

Departure Date : 16 Sep 10

Passenger Name(s)

RICHARD W DANIELS

SANDRA M 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. 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

Vouchers are sometimes (but not always) required for hotels and transfers. You will also receive vouchers for pre-purchased 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 or Guided tour will receive a day-by-day itinerary. Passengers traveling independently do not require this information. In all cases, hotel information is available on your vouchers.

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 #: 298373

Airline confirmation number(s): South African Airways ZUAE7W

Passengers : SANDRA M COLE, RICHARD W DANIELS

16Sep10 - 17Sep10 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 : **8:25AM**

Flight Duration: **15 hr(s) 10 min**

Class/Cabin : **G ECONOMY**

Seats : **50K, 50H**

02Oct10 South African Airways, SA 352

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

Departure Terminal : **N/A**

Departs : **3:50PM**

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

Arrival Terminal : **TERMINAL B**

Arrives : **5:50PM**

Flight Duration: **2 hr(s)**

Class/Cabin : **B ECONOMY**

Seats : **25E, 25F**

02Oct10 - 03Oct10 South African Airways, SA 203

Stops: 1

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

Departure Terminal : **TERMINAL B**

Departs : **7:45PM**

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

Arrival Terminal : **TERMINAL 4**

Arrives : **7:40AM**

Flight Duration: **17 hr(s) 55 min**

Class/Cabin : **G ECONOMY**

Seats : **50K, 50H**

Flight Ticket Numbers for Reservation #: 298373

Passenger Name	Ticket Number	Airline
SANDRA M COLE	7572494422	SA
RICHARD W DANIELS	7572494423	SA

Local Contact Information

HOTEL INFORMATION

JOHANNESBURG, SOUTH AFRICA

17 Sep 10 - 19 Sep 10

Protea Hotel Wanderers

Corner of Corlett Drive & Rudd Road, Illovo
Johannesburg
SOUTH AFRICA, 2196
Phone: 011-770-5500

HAZYVIEW, SOUTH AFRICA

19 Sep 10 - 21 Sep 10

Protea Hotel Hazyview

R40 Road, 38km after White River, 7km before
Hazyview
SOUTH AFRICA, 1242
Phone: 013-737-9700

EZULWINI, SWAZILAND

21 Sep 10 - 22 Sep 10

Lugogo Sun

PO Box 195
Ezulwini
SWAZILAND, H106
Phone: 0416-5000

ST. LUCIA, SOUTH AFRICA

22 Sep 10 - 23 Sep 10

Elephant Lake Hotel

McKenzie Street
St. Lucia
SOUTH AFRICA
Phone: 035-590-1001

CAPE TOWN, SOUTH AFRICA

23 Sep 10 - 27 Sep 10

Protea Hotel Victoria Junction

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

Reservation # 298373

Print Date: 23 Aug 10

**Trip Mate Insurance Agency
9225 Ward Parkway, 2nd Floor
Kansas City, MO 64114, UNITED STATES**

Local Phone: 1-816-523-0280

Contact: Local Representative

Please Provide the Following Services:

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

To print a Certificate of Insurance, please visit <http://www.tripmate.com/tics/365G-web-06-09.pdf>.
Customer Service: 1-800-888-7292. Emergency Assistance during your trip: 1-800-555-9095 (U.S.), 1-603-894-4710 (Collect, Worldwide). Plan Number: 365G

Quantity: 2 Passenger

Arrival Date: 16 Sep 10

Guests: RICHARD W DANIELS, SANDRA M COLE

Reservation # 298373

Print Date: 23 Aug 10

Springbok Atlas
179 Albert Road, Woodstock
Cape Town 8000, SOUTH AFRICA

Local Phone: 21-460-4700
Emergency Phone: +(27)-82-318-1893
Contact: Local Representative

Please Provide the Following Services:

Service: Johannesburg Transfer - Airport to Hotel
Pick Up: JFK-JNB - SA 204 at 8:25A
For: Protea Hotel Wanderers

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

Quantity: 2 Passenger

Arrival Date: 17 Sep 10 Duration: 1 Day(s)

Guests: RICHARD W DANIELS, SANDRA M COLE

Reservation # 298373

Print Date: 23 Aug 10

Springbok Atlas
179 Albert Road, Woodstock
Cape Town 8000, SOUTH AFRICA

Local Phone: 21-460-4700
Emergency Phone: +(27)-82-318-1893
Contact: Local Representative

Please Provide the Following Services:

Service: 12 Day Affordable South Africa with Safari
Includes all services & features as per your final documentation.
You are assigned to bus number: 2

Quantity: 1 Twin

Arrival Date: 17 Sep 10

Duration: 11 Days

Guests: RICHARD W DANIELS, SANDRA M COLE

Reservation # 298373

Print Date: 23 Aug 10

Springbok Atlas
179 Albert Road, Woodstock
Cape Town 8000, SOUTH AFRICA

Local Phone: 21-460-4700
Emergency Phone: +(27)-82-318-1893
Contact: Local Representative

Please Provide the Following Services:

Service: Flight, Durban to Cape Town

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 Sep 10

Duration: 1 Day(s)

Guests: RICHARD W DANIELS, SANDRA M COLE

Reservation # 298373

Print Date: 23 Aug 10

Springbok Atlas
179 Albert Road, Woodstock
Cape Town 8000, SOUTH AFRICA

Local Phone: 21-460-4700
Emergency Phone: +(27)-82-318-1893
Contact: Local Representative

Please Provide the Following Services:

Service: Cape Town Transfer - Hotel to Airport
Pick Up: Protea Hotel Victoria Junction
For:

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

Quantity: 2 Passenger

Arrival Date: 27 Sep 10

Duration: 1 Day(s)

Guests: RICHARD W DANIELS, SANDRA M 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.

DAY 1, Thursday - Depart the USA

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

DAY 2, Friday - Arrive in Johannesburg

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

Overnight: Johannesburg

DAY 3, Saturday - Soweto Tour

After an early breakfast depart on a half day Soweto Tour. 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 an afternoon at leisure. This evening enjoy dinner at the hotel

Overnight: Johannesburg

Meals: Breakfast, Dinner



DAY 4, Sunday - Panorama Route to Hazyview

Depart Johannesburg 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, and continue to the picturesque old mining town of Pilgrim's Rest. Finally, proceed to Hazyview and enjoy dinner at your hotel this evening

Overnight: Hazyview

Meals: Breakfast, Dinner

DAY 5, Monday - Kruger National Park Game Reserve

The day begins at dawn with coffee, tea, and rusks, a South African dry biscuit. Then, depart for Kruger National Park to join a thrilling 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 pre-packed breakfast, the game safari continues. With any luck, you may even see cheetah and leopard. Return to the hotel to relax. After the day's excitement, enjoy dinner at the hotel this evening

Optional: Afternoon Game Drive in Kruger Park

Overnight: Hazyview

Meals: Breakfast, Dinner

DAY 6, Tuesday - Swaziland Sightseeing

After breakfast travel to Swaziland, an independent Kingdom within the borders of South Africa, known for its lovely scenery, fine handicrafts and vibrant indigenous culture. 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. In the afternoon, visitors may opt for an excursion to a Swazi candle factory, where Swazi wax artists make beautiful candles

Optional: Early Morning Game Drive in Kruger Park

Overnight: Swaziland

Meals: Breakfast

Day 7, Wednesday - Hluhluwe - Umfolozi Game Reserve, Travel to St. Lucia

After breakfast, continue south through Swaziland, before re-entering South Africa. Travel to the Hluhluwe-Umfolozi 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 afternoon game drive through the reserve. The park also boasts warthog, crocodile, and antelope. Following the safari, continue to your hotel in St. Lucia

Overnight: St. Lucia

Meals: Breakfast

Day 8, Thursday - St. Lucia Estuary Cruise, Flight to Cape Town

This morning, enjoy a cruise 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. Later, transfer to the airport for your evening flight to Cape Town. Upon arrival, transfer to your hotel

Overnight: Cape Town

Meals: Breakfast

DAY 9, Friday - 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 before returning to your hotel

Optional: Half Day Private Cape Town Cultural Tour (PM)

Overnight: Cape Town

Meals: Breakfast

DAY 10, Saturday - Cape Peninsula Tour

Today, 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 road-side, 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. Then, have the opportunity to see the majestic coastline, where the Atlantic and Indian Oceans meet. 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 finally returning to Cape Town

Overnight: Cape Town

Meals: Breakfast, Lunch

DAY 11, Sunday - Full Day in Cape Town

Enjoy the day at leisure in Cape Town. In the evening, enjoy a farewell dinner at the hotel

Optional: Full Day Private Winelands Tour

Overnight: Cape Town

Meals: Breakfast, Dinner

DAY 12, Monday - Depart for the USA

Transfer to the airport for your departure flight

Meals: Breakfast

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 from the date of departure 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. Passengers who are not U.S. citizens must check with the respective consulate or a visa agency to determine what personal identification is required. Passport applications are available at most U.S. Post Offices, as well as at regional Passport Agencies.

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) are in order and that you have enough prescription medications to last through the trip. We suggest that you make photocopies of passports, visas, 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. We recommend that you pack a portable alarm clock.

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.

Health Information

Check with your personal physician for the latest overseas travel health information, or contact the Center for Disease Control's travelers' hotline at 404-332-4559, web site www.cdc.gov.

South Africa - 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. Additionally, visitors should use mosquito repellent and wear long pants, closed shoes, and a lightweight long sleeve shirt when in this area. Please consult your physician before traveling to South Africa.

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

South Africa - Spring and Autumn: 55-70 Â°F, Summer: 60-80Â°F, Winter: 45-65Â°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.

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

About Your Flights

E-Tickets & Check-In Procedures

Please review the flight itinerary included in these 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) and your e-ticket itinerary/ ticket numbers to the agent in order to receive your boarding pass.

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 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. Passengers connecting from another point within the USA may 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. 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.

Flight schedule changes are common and may occur anytime until departure. Therefore it is the responsibility of each passenger to reconfirm their flights 72 hours prior to departure for all flights.

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 however, typically on small aircraft, differ. Therefore, we suggest that you check in advance if you are concerned about size or weight restrictions. Many airlines have begun to apply charges for checked bags. Please contact your airline or refer to its website for detailed information regarding your airline's checked baggage policies. 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, we recommend that you 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.

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 tour packages allow one piece of luggage per person, plus carry-on bag. Additional baggage will be subject to airline handling charges of up to \$100 per piece. 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. If your luggage is lost or damaged by the airlines, a baggage claim form MUST be filed with the carrier before leaving the airport. See www.gate1travel.com/luggage.aspx for Important Baggage Information for U.S. Travelers.

Arrival & Departure

Arrival Procedures

Upon arrival, please complete immigration formalities 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 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 will generally be more expensive than hiring a taxi as the pre-arranged transfer necessarily includes round trip service, or a 'dead-leg'. Additionally the driver may have to wait at the collection point for up to an hour.

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.

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

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.

Shopping

Shopping in a foreign country can be a wonderful experience. We do include a few stops at recommended popular shops on every escorted tour, intended to enhance your cultural experience. As you explore the country independently, you may find fantastic, one-of-a-kind merchandise. You may get terrific bargains. However, 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!

South Africa - 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.

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.

South Africa & Swaziland - The Rand is the currency of South Africa. The Lilangeni is the currency of Swaziland.

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>

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.

Gratuities

This is a matter of personal discretion. You may use the following as a guideline:

Tour escort (Coordinator; may or may not act as a guide):

\$6 or \$7 per person per day

Driver (Provides chauffeur services and limited assistance with luggage):

\$3 per person per day

Local Guide (Offers in-depth information at specific locations. There may be one or many guides along a tour program):

\$2 per person per half day of sightseeing (2-3 hours)

River Cruises:

\$6 or \$7 per person per day as indicated by each cruise line (see details regarding European River Cruises)

Hotel Porter:

\$1 per bag per person

Wait staff:

\$1.50 per person (lunch or dinner)

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 escort or phone our local office. Numbers have been provided in your documents for your convenience.

Your Safety is Very Important

Every effort has been taken by Gate 1 Travel to ensure your safety. However, it is important that you do not allow your common sense to take a vacation while you're on your trip. Be aware of potentially dangerous places and situations as you would at home. Avoid wearing expensive jewelry and carry your valuables concealed in inside pockets or hidden pouches. Don't put all your valuables (money, credit cards, passports, etc.) in the same place. (In case that one wallet is stolen, you should have other valuables and identification in another safe place.) Don't 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. 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.

Local Emergency Phone Numbers

South Africa

Ambulance/Fire: 10177

Police: 10111

General Emergency in Cape Town: 107

Flu-Aid:

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 - 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.

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 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:

- Pay as requested
- Obtain a receipt
- 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/Destinations/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.