



ROVOS SHORT JOURNEY

PRETORIA TO VICTORIA FALLS



★ **ITINERARY PAGE 4**

PRICING & INCLUSIONS PAGE 10



**Safe
travels**

by



ROVOS RAIL | PRETORIA TO VICTORIA FALLS - 1,400 KM - 4 NIGHTS

Dear Sir / Madam,

Please find full details of this itinerary in this dossier. If you have any questions at all please do not hesitate to contact me.

Best regards,

The Luxury Train Travel Company.

THE LUXURY TRAIN TRAVEL COMPANY

- www.theluxurytraintravelcompany.com
- enquiry@theluxurytraintravelcompany.com

☎ +44 (0)20 8191 0620

- ABTA member Y1699
- ATOL License 10287



CONTENTS

- 3 Map & Highlights
- 4 Day by Day Itinerary
- 10 ... Tour Dates & Pricing
- 12 ... Inclusions & Terms
- 13 ... Why Book Through Us?
- 14 ... The Train & Cabin Classes
- 27 ... Recommended Reading
- 28 ... Important information

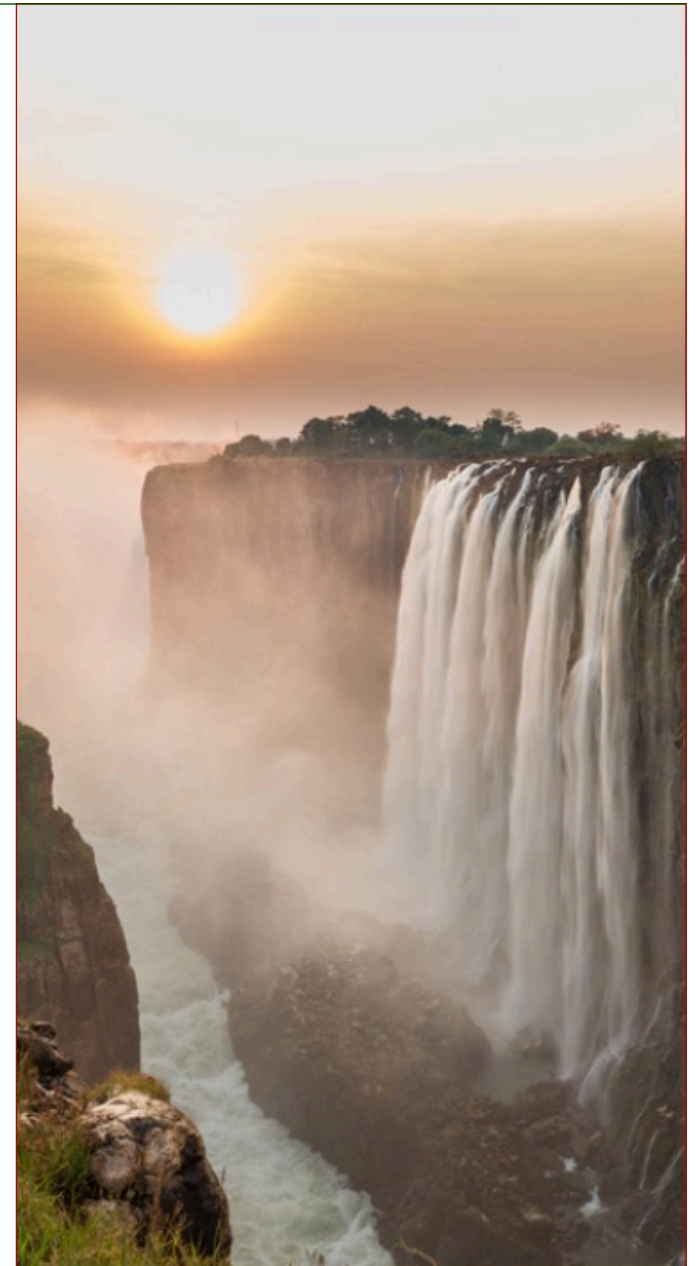
ABOUT OUR COMPANY

Established as one of the UK's leading, independent and family owned luxury train tour specialists, our focus is on well thought through private and personally selected rail adventures. Our emphasis is very much on the right trip for you and we work closely with you in order to achieve this. We regard the rail journeys we offer as a trip of a lifetime and use our experience and knowledge to make it that for you.

ALL TOURS ARE FINANCIALLY PROTECTED

We are members of **ABTA** (Y1699) and our tours are **ATOL** protected (license 10287) giving you full peace of mind when booking with us both for monies paid to us as well as the code of conduct and high standards we are both delighted to and required to uphold.

ROVOS RAIL | PRETORIA TO VICTORIA FALLS - 1,400 KM - 4 NIGHTS



DETAILED ITINERARY

Depart from Rovos Rail Station in Pretoria, heading north through Warmbaths (Bela-Bela), known for its mineral waters, and Nylstroom (Modimolle), named by the Voortrekkers as the source of the Nile River. Crossing the Tropic of Capricorn and Limpopo River, the journey proceeds towards Bulawayo, Zimbabwe's second city and the capital of Matabeleland. For the 4-night journey, a game drive in Matobo National Park offers bushmen caves, rock art, and granite hills, including Cecil John Rhodes' grave atop Malindidzimu. Passing along one of the world's longest straight railway lines, 114km, the route traverses Hwange National Park, a wildlife sanctuary for a game drive. The sojourn concludes at the magnificent Victoria Falls on the Zambezi River, providing recreational opportunities like cruises, whitewater rafting, game viewing, and photo safaris.

"I can't tell you how much we appreciate all the pre planning you helped us with.

It was a trip of a lifetime experienced by few. Personally I feel privileged to have experienced this part of the world.

Thanks again for all you did for us."

Gail & Cathy Schuneman



YOUR DETAILED DAY BY DAY ITINERARY

DAY 1

DATE TBC

PRETORIA

JOIN THE TRAIN & HEAD NORTH ENJOYING A GOOD DINNER

18:00 - Depart Rovos Rail Station, Pretoria. Guests may freshen up in their suites before joining fellow travellers in the lounge car or observation car at the rear of the train. Travel through Warmbaths (Bela-Bela) – so named for its mineral waters – and Nylstroom (Modimolle), christened by the Voortrekkers as the source of the Nile River as the town's river happened to be north flowing. Pass the edge of the escarpment where the Highveld drops precipitously.

20:00 - Dinner is served in the dining cars en route to Polokwane. Dress: Formal
Durban

Please ensure the Train Manager or Administration Deputy is in possession of your passport.

 **Meals Included:** Dinner.

OVERNIGHT



YOUR DETAILED DAY BY DAY ITINERARY

DAY 2

DATE TBC

ON THE TRAIN

CROSS INTO ZIMBABWE & THE BAOBAB STUDDED PLAINS

07:00 - Breakfast is served in the dining cars. The train crosses the Tropic of Capricorn en route to Louis Trichardt.

13:00 - Lunch is served in the dining cars. Border formalities with South Africa.

16:30 - Tea in the lounge and observation cars. The train crosses the Limpopo River en route to Beitbridge for border

Town formalities with Zimbabwe. In Rudyard Kipling's Just So Stories, the 'Elephant's Child' departs his family for the "great Port Elizabeth grey-green, greasy Limpopo River, all set about with fever-trees, to find out what the Crocodile has for dinner."

19:30 - Dinner is served in the dining cars en route to Gwanda. Dress: Formal

 **Meals Included:** Breakfast & Dinner.

OVERNIGHT



YOUR DETAILED DAY BY DAY ITINERARY

DAY 3

DATE TBC

ON THE TRAIN

REACH BULAWAYO & THE MATOBO NATIONAL PARK

06:00 - Breakfast is served in the dining cars until 09:00. The train travels baobab country and ascends to Bulawayo: second city of Zimbabwe, capital of Matabeleland and industrial capital of the country.

12:00 - Lunch is served in the dining cars.

13:30 - Transfer (±45 min) to Matobo National Park to see bushmen caves, rock art and the grave of Cecil John Rhodes. 18:00 Depart for Sawmills.

19:30 - Dinner is served in the dining cars. Dress: Formal

 **Meals Included:** Breakfast & Dinner.

OVERNIGHT



YOUR DETAILED DAY BY DAY ITINERARY

DAY 4

DATE TBC

HWANGE NATIONAL PARK

VISIT ZIMBABWE'S MOST FAMOUS NATIONAL PARK

07:00 - Breakfast is served in the dining cars until 10:00. The train travels between Gwaai and Dete along one of the world's longest stretches of straight railway line – 114 kilometres – and along the eastern edge of Hwange Park.

13:00 - Lunch is served in the dining cars.

15:00 - Enjoy a game drive in Hwange National Park, the nation's largest wildlife area at 1 462 000ha.

19:30 - Dinner is served in the dining cars en route to Thompsons Junction. Dress: Forma

 **Meals Included:** Breakfast, Lunch & Dinner.

OVERNIGHT



YOUR DETAILED DAY BY DAY ITINERARY

DAY 5

DATE TBC

END OF TOUR

ARRIVE AT VICTORIA FALLS

Please ensure that your luggage is ready for collection at 09:45 and that you have your passport.

07:00 - Breakfast is served in the dining cars until 09:30.

10:00 - Arrive at journey's end at the incomparable Victoria Falls, Zimbabwe.

We can book nights at the Victoria Fall Hotel if you wish. Just contact us for details.

 **Meals Included:** Breakfast.

OTHER ROVOS TRIPS



**VIEW MORE
ROVOS RAIL
TOURS**

2023-24

[CLICK HERE TO EMAIL US](#)

4 NIGHTS - PRETORIA TO VICTORIA FALLS - DATES & PRICES PER PERSON IN ZAR SOUTH AFRICAN RAND*

Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
25th	8th 15th	20th 27th	10th 17th	14th	6th 20th 27th	10th 17th 24th	1st 15th 29th	12th	10th 17th 24th 31st	7th 14th 28th	4th 11th

SUITE	PULLMAN	DELUXE	ROYAL
TWIN	ZAR 44,300	ZAR 66,000	ZAR 86,600
SINGLE	ZAR 66,450	ZAR 99,000	ZAR 129,900

* The published prices for this tour are in ZAR South African Rand. However, we can quote and accept payment in GB Pounds, US Dollars, Euros, Singaporean Dollars, Australian Dollars, Canadian Dollars and more. [Contact us](#) for a confirmed quote in your preferred currency.

2024-25

CLICK HERE TO EMAIL US

4 NIGHTS - PRETORIA TO VICTORIA FALLS - DATES & PRICES PER PERSON IN ZAR SOUTH AFRICAN RAND*

Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025
2nd 23rd	6th 13th 20th 27th	23rd	8th 15th	12th	5th 19th 26th	9th 16th 23rd 30th	14th 28th	11th 27th	9th 16th 23rd 30th	6th 13th 20th	3rd 10th

SUITE	PULLMAN	DELUXE	ROYAL
TWIN	ZAR 48,000	ZAR 72,000	ZAR 94,000
SINGLE	ZAR 72,000	ZAR 108,000	ZAR 141,000

* The published prices for this tour are in ZAR South African Rand. However, we can quote and accept payment in GB Pounds, US Dollars, Euros, Singaporean Dollars, Australian Dollars, Canadian Dollars and more. [Contact us](#) for a confirmed quote in your preferred currency.

ROVOS RAIL INCLUSIONS & EXCLUSIONS

✓ **INCLUDED:** Accommodation; all meals; all beverages on board; room service; limited laundry; excursions with a qualified guide (where applicable); entrance fees as per itinerary; on-board historian, hairstylist and doctor; government tax. Off-train accommodation during the rail trip includes an overnight bag; meals, water, tea/coffee and breakfast juices; snacks and drinks on sunset cruise.

✗ **EXCLUDED:** International sparkling wine; gratuities; personal expenses; visas; travel insurance; pre- and post-tour accommodation, flights and transfers. Off-train accommodation during the rail trip excludes all other beverages; meals at unspecified venues; laundry; personal expenses. Also excluded is International Airfare to / from the start / finish of the trip, visas - we can advise and partner with VisaCentral, Travel insurance to cover any medical treatment.

● **THE TRAIN:** Each train has accommodation carriages, dining and lounge cars, gift shop, smoking lounge and observation car with open-air balcony. The three types of suites: Pullman (±7m²), Deluxe (±10m²) and Royal (±16m²). All have double or twin beds, en-suites with shower, toilet, basin and bath (Royal only), tea facilities, safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.

IMPORTANT INFORMATION

● Maximum Train Capacity is 36 suites / 72 guests. We reserve the right to alter this capacity as circumstances require.

● We regret that due to the intricate logistics of this tour, itinerary changes are sometimes unavoidable.

● On booking a non-refundable deposit of 25% plus any international flights we are booking for you. Full payment is required 90 days before the trip start date.

● International flights, beverages not included, visa fees and any services not mentioned are not included in the price.

● Cancellation Terms:

Up to 61 days prior to departure:
deposit plus any flights

60 days or less prior to departure: 100%
of total price

Any part of the program that is missed
because of late arrival is non-refundable.

WHY BOOK THROUGH US ?

EXPERIENCE ✓

We have been arranging luxury train tours since 2008 and have long relationships with key providers.

PRICE PROMISE ✓

In most cases we will offer to match any bona fide, like for like quote for your trip from another agent or operator.

INDEPENDENT ADVICE ✓

We give open and impartial advice and it is important to us that you book the right rail trip for you.

PEACE OF MIND ✓

We are members of ABTA and most trips are protected by our IPP cover and ATOL bonding.



"I just wanted to say thank you for organising our wonderful holiday. All went smoothly and we were well taken care of. Thank you for the seamless organisation."

Kristopher Forbes



"The trip was great. Everything was smooth. This was very important to me as a solo female traveller. I felt safe and secure at all times. It was a well-balanced and organised trip. I really appreciated the effort that went into the trip."

Sarah Orozco



"You are amazing! Thank you so much for the fast response to my initial email, and the rapid answer to any questions I had, no matter how stupid they were! Your organisation was a great choice for me... I would highly recommend it."

Rachael Klein



"The booking process was very efficient. We appreciate you answered all our questions and presented a good plan. The trip itself was a wonderful old world Africa experience on the train – loved it."

Paige & Hugh Christensen



"It was the best trip we've ever taken! It was amazing! I cannot say enough about it. The ease of train travel, and guides were all pleasant surprises."

Lawrence & Conner Dudley



"We appreciated how easy it was to talk with you on the phone, person-to-person. This was very helpful. It's nice to meet people with similar interests and goals. We thank you and your company for everything you did to create a memorable train experience."

Bethany Leblanc



"You made booking flights and everything else very simple. You always provided excellent service, and responded to our inquiries promptly. Thanks for your attention to detail towards your customers."

Tania & Arthur Lindsey



"I can't tell you how much we appreciate all the pre planning you helped us with. Thanks again for all you did for us."

Gail & Cathy

ABOUT THE ROVOS RAIL LUXURY TRAIN

Recapture the romance of a bygone era when travellers experienced the magic and mystery of Africa in a relaxed and elegant fashion. The classic wood-panelled coaches are the epitome of comfort with period features combining with modern technology.



ABOUT THE ROVOS RAIL TRAIN

FOOD & DRINK

The service is discreet and friendly with an enthusiastic team of chefs ensuring guests' every need is catered for. There is an accent on fresh local ingredients and traditional dishes are a specialty. Every morning there is a full breakfast with dishes cooked to order. Meals are served in one sitting only and are complemented by fine South African wines.

CLICK FOR AN INTERACTIVE VIEW OF THE DINING CAR

DRESS ON BOARD

The dress on board the train is casual during the day but evening attire is required for dinner (jacket and tie for men and dress for women). In maintaining the atmosphere there are no radios or television sets on board and the use of technology that has the ability to disturb other guests is confined to the privacy of the cabins.

CLICK FOR AN INTERACTIVE VIEW OF THE LOUNGE CAR

CABIN FEATURES

Each train has accommodation carriages, dining cars, a lounge car (±36 seats), small gift shop, smoking lounge (±8 seats) and observation car (±32 seats) with open-air balcony.

The cabins are refined and spacious offering guests privacy and comfort with double or twin beds and fittings and facilities that are of the highest standard.

All have en-suite bathrooms with shower, toilet and basin, tea-and-coffee facilities (Royal Suite Emeralds Deluxe only), safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.



ROYAL SUITE

[CLICK HERE FOR INTERACTIVE VIEW](#)

Photos and illustrations are for guidance only and may differ to your actual cabin



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ROYAL SUITES

$\pm 16m^2$
 $\pm 172ft^2$

BED DIMENSIONS: LxW in CM

Double: 200x189

Split Twin: 200x75



Double Lengthways



Split Twin

Minibar, air conditioning, writing desk, luggage shelf, cupboards, safe, en-suite bathroom with bath, shower, toilet and basin.



DELUXE

[CLICK HERE FOR INTERACTIVE VIEW](#)

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DELUXE

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DELUXE

[CLICK HERE FOR INTERACTIVE VIEW](#)

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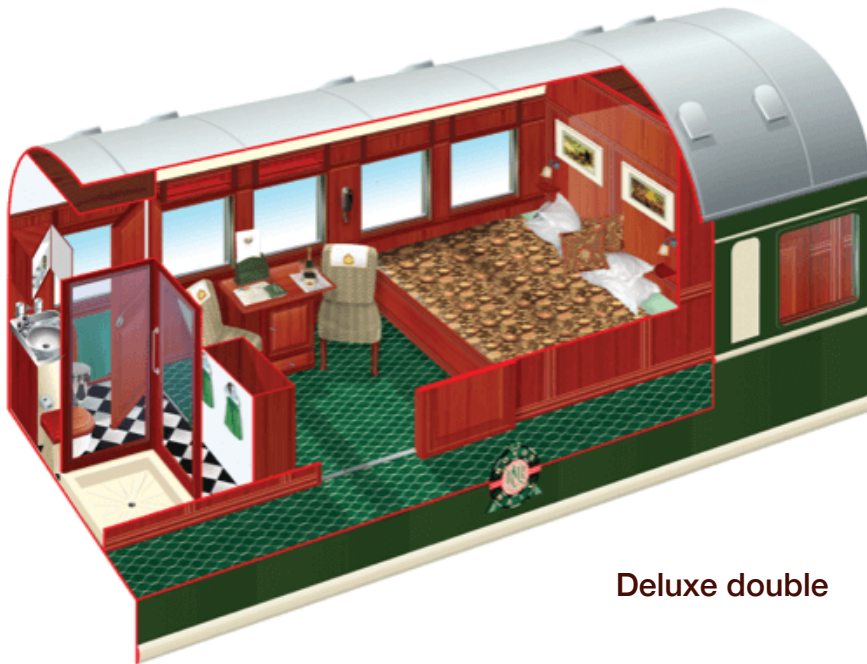
DELUXE

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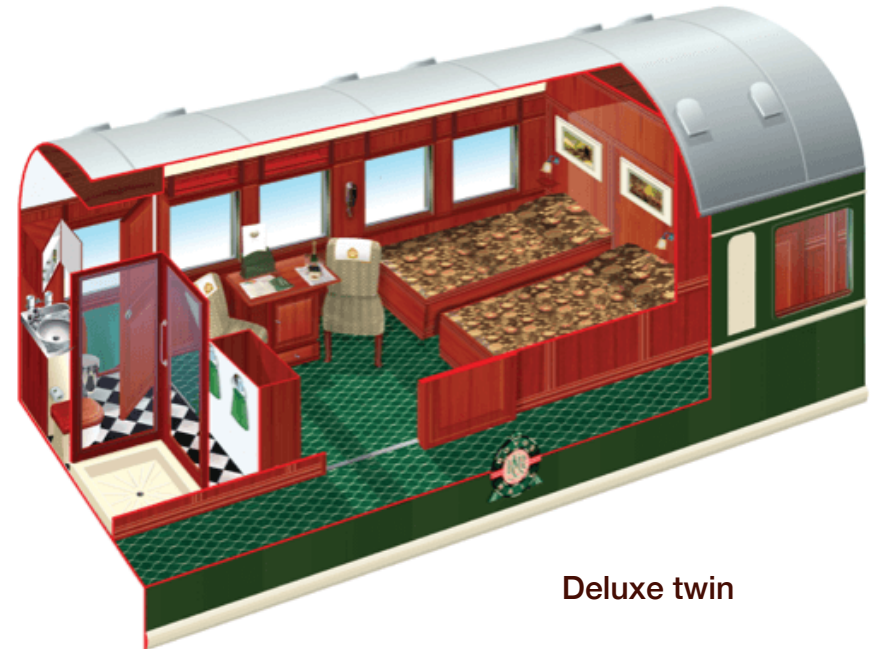
Photos and illustrations are for guidance only and may differ to your actual cabin

The ±10m² Deluxe Suites accommodate one or two passengers in double or twin beds and have their own lounge area and en-suite bathroom with shower, toilet and basin. A dedicated host/ess is available at all times and services the suites daily. A bar fridge is filled with the on-board beverages of the passengers' choice.

- Double or twin beds • En-suite with shower, toilet and basin • Small lounge area • Writing desk • Luggage shelf • Cupboards • Safe • Air conditioning • Fridge • Tea facilities • Bespoke amenities • Robes and slippers • Hairdryer (fixed or plug-in) • Shaver plugs (2-pin) • USB ports • Safety glasses • Emergency torch • Fire extinguisher • Laundry bag • Shoe bag • Internal telephone system • Room service.



Deluxe double



Deluxe twin

PULLMAN

[CLICK HERE FOR INTERACTIVE VIEW](#)

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PULLMAN

[CLICK HERE FOR INTERACTIVE VIEW](#)

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PULLMAN

[CLICK HERE FOR INTERACTIVE VIEW](#)

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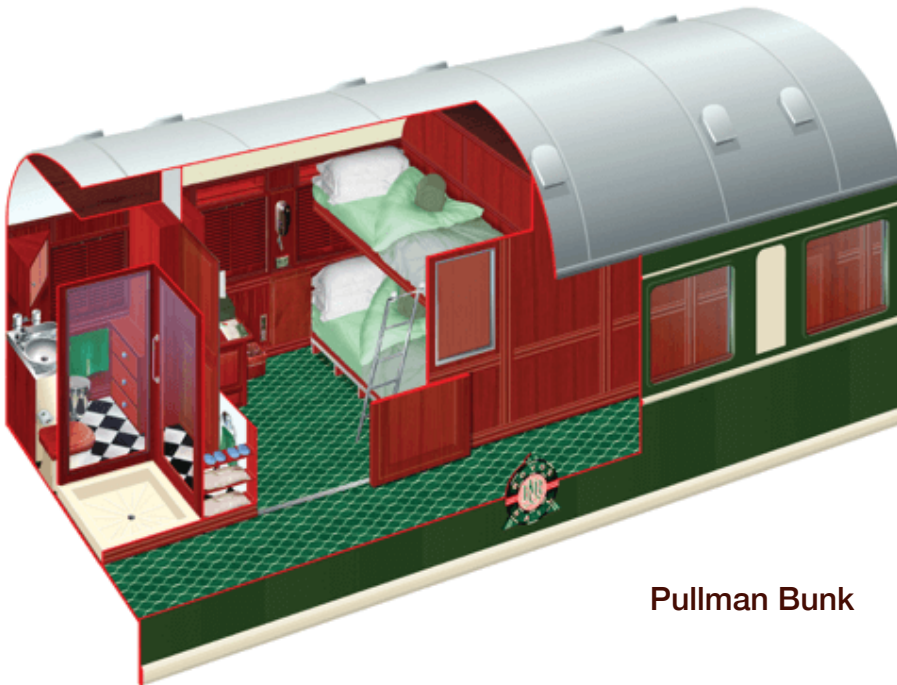
PULLMAN

CLICK HERE FOR INTERACTIVE VIEW

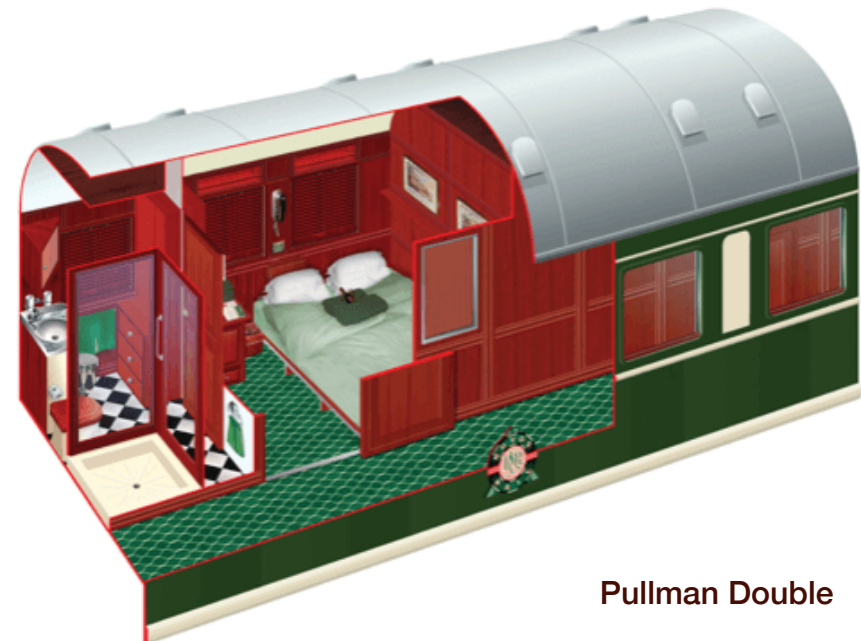
Photos and illustrations are for guidance only and may differ to your actual cabin

The ±7m² Pullmans, used on our short journeys, accommodate one or two passengers and have an en-suite bathroom with shower, toilet and basin. During the day, the suites have a comfortable sofa-seat with a conversion to double or twin beds (side-by-side or upper and lower bunks) for the evening. A dedicated host/ess is available at all times and services the suites daily. Please note in the animation that we indicate a bar fridge, however, these have been removed from the Pullmans.

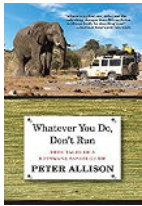
- Double or twin beds • Upper and/or lower bunk • Daytime sofa setting • En-suite with shower, toilet and basin • Fold-up writing desk • Luggage shelf • Cupboards • Safe • Air conditioning • Tea facilities • Bespoke amenities • Robes and slippers • Hairdryer (fixed or plug-in) • Shaver plugs (2-pin) • USB ports • Safety glasses • Emergency torch • Fire extinguisher • Laundry bag • Shoe bag • Internal telephone system • Room service.



Pullman Bunk

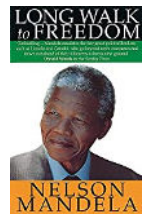


Pullman Double



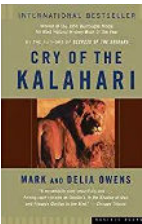
WHATEVER YOU DO, DON'T RUN PETER ALLISON

This is a great read for anyone going on a safari. It shows how hard but funny the life of a safari guide in the African bush can be. It's very easy reading, with lots of interesting facts, and somewhat educational.



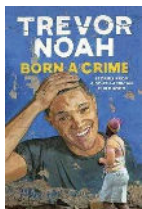
LONG WALK TO FREEDOM NELSON MANDELA

No trip to South Africa is complete without having read the autobiography of one of the country's greatest political leaders, Nelson Mandela.



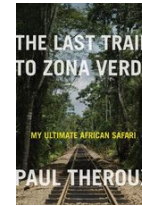
CRY OF THE KALAHARI MARK OWENS & DELIA OWENS

In the 1970s Mark and Delia Owens, two budding zoologists, set off into the desolate and unforgiving Kalahari Desert in Botswana to study wildlife. Deception Valley became their base and home for the next seven years. They lived alone in the wild, studying lions, brown hyenas, jackals, and other desert predators.



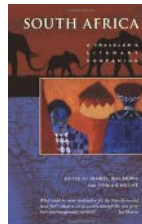
BORN A CRIME TREVOR NOAH

With unflinching honesty and humour, Noah recounts his life as a 'crime' – a coloured (South Africa's term for anyone of mixed race) baby born to a Black Xhosa mother and a white Swiss father – under Apartheid.



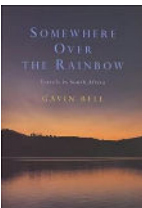
THE LAST TRAIN TO ZONA VERDE PAUL THEROUX

Following the success of the acclaimed Ghost Train to the Eastern Star and The Great Railway Bazaar, The Last Train to Zona Verde is an ode to the last African journey of the world's most celebrated travel writer.



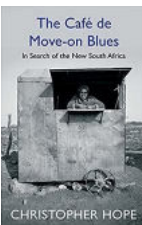
SOUTH AFRICA: A LITERARY COMPANION ISABEL BALSEIRO

Including short stories from some of South Africa's best and most renowned writers (Nadine Gordimer, J.M. Coetzee, and Alan Paton, to name only a few), this collection accompanies readers to a recent, but altogether different South Africa, reflecting perspectives of both the oppressed and the oppressors.



SOMEWHERE OVER THE RAINBOW GAVIN BELL

In his travels Bell found a country at odds with itself, swinging between hope and despair, buoyed by a sense of freedom and haunted by a fear of violent crime. It is a compelling portrait of a country in search of an identity.



THE CAFE DE MOVE-ON BLUES CHRISTOPHER HOPE

Framed as a travelogue, this is a darkly comic, powerful and moving portrait of South Africa - an elegy to a living nation, which is still mad and absurd.

IMPORTANT INFORMATION ABOUT THE TOUR

HOW FAR IN ADVANCE DO I NEED TO BOOK ?

This train tour is an exclusive trip with very limited departures through the year. Consequently we strongly advise our clients to book as far in advance as possible to avoid disappointment. This particularly applies to the higher level cabins which there is strong demand for.

CAN YOU OBTAIN & ADVISE ON THE VISAS FOR US ?

Visas (if required) can be quite complex so we recommend using a specialist visa agent and have an arrangement with [CIBT Visa Central](#) who offer a reliable service for all the visas you will need for your trip. Of course, we provide all the necessary documentation which must accompany your application. Note that the onus is upon the client to ensure passports and visas, as may be required, are valid prior to departure for Africa. Passports must have at least five blank visa pages and must be valid for at least six months from your return-home date.

On the various journeys we travel: South Africa, eSwatini, Namibia, Botswana, Zimbabwe, Zambia, Tanzania, DRC and Angola. Some nationalities are eligible to purchase port-of-entry visas. Immigration forms will be available on board. Please ensure you have a minimum of US\$200 in cash with you. Angolan and DRC visas must be obtained prior to travel. We request that Tanzanian visas are obtained prior to travel when possible.

ARE YOUR TOURS FINANCIALLY PROTECTED ?

Yes! All our trips come with financial protection either through our ATOL if the trip includes a flight or insurances which comply with the UK package travel regulations for any trip that does not include a flight. In addition our ABTA membership means we must adhere to their strict code of conduct.

CAN YOU BOOK INTERNATIONAL FLIGHTS FOR US ?

Absolutely! Our ATOL license means that we can book international or indeed internal flights. We get particularly good access to the best deals on British Airways as we are an appointed operator.

CAN YOU BOOK FURTHER TRAVEL FOR US ?

Yes! We can offer extensions to further explore the destinations at either end of the trip. Just ask us for details.

SCHEDULING TIMES, ROUTES & EXCURSIONS

We wish to bring to your attention that Rovos Rail is solely reliant on the traction and railway services provided by the countries through which we travel. Our hands are regrettably tied when these services fail, be they due to locomotives, signals, overhead power-cable damage and/or theft, vandalism, electricity outages, railway tracks or issues with drivers etc. Delays can occur due to our reliance on these national organisations. Rovos Rail is not responsible and cannot be held liable for any delays or changes in tour arrangements that may be caused by natural or other factors beyond our control. Rovos Rail reserves the right to cancel or amend our routing, any excursions and the tour departure dates provided we can offer clients alternative excursions or departure dates. Rovos Rail cannot guarantee excursions or departure and arrival times. Our obligation to transport guests from departure to arrival points on schedule will override any commitment to excursions although we will endeavour to carry out all of the off-train experiences. We strongly caution against same-day air travel on departure/arrival days due to possible delays with flights or the train.

POSTAGE

Stamps are available for sale from the Gift Shop. Postcards may be handed to the Administration Deputy for posting.

IMPORTANT INFORMATION ABOUT THE TOUR

GUEST INDEMNITY

Although certain limited insurances have been arranged, neither Rovos Rail Tours (Pty) Ltd and/or Shongololo Express (herein being collectively referred to as 'Rovos Rail'), nor its servants, agents or employees, shall be liable for any loss or damage to passengers' luggage or effects. Insofar as one of the tours may include a visit to a game reserve and whilst attacks by wild animals are extremely rare, similarly neither Rovos Rail, nor its servants, agents or employees, accept any liability whatsoever for any injury or incidents to passengers or their belongings. The passenger hereby waives any claim which he/she may have against Rovos Rail, its servants, agents, employees or sub-contractors for any injury and/or loss of any nature whatsoever (including, without limiting the generality of the a-foregoing, consequential loss) arising for any reason of any nature whatever directly or indirectly out of any aspect of the tour including, without limiting the generality of the a-foregoing, any form of transport used for the purpose of the tour. This waiver shall be binding on the passenger's executors, heirs, trustees and dependants. The passenger records that all the services and facilities provided to the passenger are accepted voluntarily and with full knowledge that they may expose the passenger to injury, danger or loss. The passenger further records that any statement, representation or information given to him/her by Rovos Rail shall, unless given in writing, not prejudice this waiver in any manner whatsoever. The passenger indemnifies Rovos Rail in respect of any claim that may be made by any third party against it arising out of any claim in respect of which the passenger gives the aforementioned waiver. This agreement shall be governed solely by laws of the Republic of South Africa.

ON CONFIRMATION OF A RESERVATION, OUR T&C WILL BE DEEMED TO HAVE BEEN ACCEPTED AND WILL BE STRICTLY ADHERED TO.

PHOTOGRAPHY

Rovos Rail reserves the right without notice to make use of any photography/film taken by our staff on the tour for general publicity purposes without payment or permission.

CHILDREN

We do accommodate children but we kindly ask parents to be sensitive to the adult nature and atmosphere of the train by keeping them respectful and quiet. Long journeys are not recommended for under 13s. Children between 0-2 years old are not permitted to travel. There are no child-minding facilities or activities available for children on board. Ask us for the full Rovos Child Policy document for further details.

ROVOS RAIL STATION TOUR & MUSEUM

A highlight for guests is a visit to the private station headquarters in Capital Park, Pretoria, where the Rovos team work assiduously to ensure the locomotives and trains are maintained to the highest standard. This is the busy hub of a provisioning operation that is world-class in terms of efficiency and attention to detail. The tour will show you the nuts and bolts of the company. We also have a museum showing a historical collection of train paraphernalia.

GRATUITIES

Gratuities for the staff are at your discretion. If you wish to show your appreciation in this manner, there will be a suitably marked envelope in your suite that you can hand directly to the Train Manager who will distribute any amounts on a pro-rata basis (share) among the staff on board. An amount between ZAR100-300 (± US\$10-20) per person per night is suggested, depending on the length of your journey. At the game lodges, it is customary to tip guides and lodge staff an estimated ZAR150 (± US\$10) per guest per day.

IMPORTANT INFORMATION ABOUT THE TOUR

CHECK-IN

Please check-in a minimum of one hour before departure. Should you wish to visit our museum or do a site tour at Rovos Rail Station in Pretoria, we suggest arriving two hours prior to departure. If Pretoria is your arrival point, we suggest delaying your pick-up so you can enjoy the site tour. Passports are required at check-in. No vouchers are required. Luggage will be tagged and placed in your suite on board the train where you will find a full itinerary pack.

AMENITIES

Rovos Rail provides a complete amenity bag with the following South African biodegradable and/or recyclable products: soap (40g), bamboo tissues, shampoo (50ml), hand and body wash (50ml), hand and body lotion (50ml), lip balm (15ml/7g), insect repellent spray (100ml for journeys over 4 days), reusable bamboo rounds, bamboo ear buds and a compostable shower cap. Plug-in hairdryers – in addition to your bathroom unit (if applicable) – are available on board as well as sun cream, shoe mits, nail files, sewing kits, ear plugs and insect repellent.

PETS

We do not allow any pets or emotional-support animals on board.

CURRENCY

- South Africa – Rands only. We accept all major credit cards on the train.
- Outside of South Africa Rands are accepted in Namibia and eSwatini. US Dollars are accepted in Zimbabwe, Tanzania (Dar es Salaam only), DRC and Angola. Cash is highly recommended. Hotels and major dealers accept credit cards.
- US Dollars printed before year 2013 or that look worn will not be accepted. Low denominations recommended for shopping/gratuities.

- Larger denominations recommended for exchanging money to local currency (especially in Tanzania) as you get a better rate.

DIETARY REQUIREMENTS

We cater for food allergies provided a detailed request has been made at that time of your reservation. If a special request has not been made, the chefs will endeavour to prepare suitable meals with the ingredients available on board. We regret we are unable to prepare meals requiring strict religious observance in the preparation.

DINING & DRINKS

Meals on board are served in one sitting only in the dining cars. Breakfast: 07:00-10:00 • Lunch: 13:00 • Tea: 16:30 • Formal Dinner: 19:30. Bar service is from 07:00-±01:00. All meals are served at these times unless otherwise stated in the timetable. A gong heralds lunch and dinner. We have a carefully curated selection of local and international beverages on board with a proud focus on South African offerings. Our varied collection includes wine, brandy, gin, rum, vodka, whisky, spirits, digestifs, grappa, liqueur, beer, cider, non-alcoholic options, mixers and a cocktail menu. All beverages on board are included while special requests, such as international sparkling wine, may be pre-ordered at an additional cost. Please ensure these requests are made 30+ days before departure.

ELECTRICITY

220V AC 50Hz 3-point round-pronged wall plugs and 110V/220V 2-pin plugs for shavers and chargers. USB ports are in each suite. International adaptors available. A generator supplies power. Please be aware that certain breaks in power are necessary when servicing is required.

IMPORTANT INFORMATION ABOUT THE TOUR

DRESS CODE

- Days on board are smart casual: Neat, conventional yet relatively informal in style combining casual and formal clothing pieces.
- Dinner on board is formal: For gentlemen, a collar and tie are mandatory while a jacket is optional. For ladies, we suggest cocktail/evening dresses or suits. Please respect this dress code.
- On long journeys we enjoy themed evenings where guests can dress up accordingly or opt for smart casual: 1 x “AFRICA” evening and/or 1 x “1920s” evening. See itineraries.
- Off-train excursions: We recommend comfortable walking shoes, sun lotion and hats. If required, blankets and rain capes are available.
- Game drives are on open vehicles so please dress accordingly: mornings can be cool then warm up considerably; afternoons can be warm then cool down considerably.

DRESSING GOWNS

We provide a comfortable one-size-fits-all gown plus slippers for each guest for use on board the train. If you wish to take one home, they are available to purchase from the Gift Shop.

GIFT SHOP / ADMINISTRATION

There is a small gift shop on the train and at Rovos Rail Station in Pretoria. Due to the varying exchange rates, credit cards are preferred. The Administration Deputy on duty has a basic first aid kit and personal essentials (toothbrushes, razors, earplugs etc.). He/she will also fulfil any administrative requirements and check your onward arrangements.

LANGUAGES

The staff on board mainly speak English and local languages. For most of the long journeys and dependent on the language, translated itineraries and on-board information will be provided.

LAUNDRY

There is a LIMITED laundry service (10 items/day) on board comprising household washers, dryers and steam irons. The turnaround is 48 hours so we are unable to handle a week's worth of laundry. There are no dry-cleaning facilities en route or on board. Please note that while this a complimentary service we cannot be held responsible for items that may be damaged or lost in the process.

LOCOMOTION

Use of steam has become increasingly difficult over the years as more and more water and coaling facilities have been scrapped. Diesel or electric locomotives are used while steam is used in and around the area of Rovos Rail Station in Pretoria only.

LUGGAGE

It is possible to store luggage in your suite under the bed or above the door on a luggage rack, which provides ample space for storage. There are no luggage restrictions on board although we do not recommend more than two large suitcases. On selected long journeys, guests are provided with a Rovos Rail tog bag that can be used for overnight trips or hand luggage on aircraft. A soft bag is preferable on plane transfers with a luggage weight restriction of 15kg.

TEMPERATURE & TIME ZONES

All public cars are fitted with gas-filled air-conditioning systems. Each suite has an individual air conditioner with temperature controls that can also be set to heat mode. Windows should be closed while operating the air-conditioning unit. Electric under-blankets are fitted on the bed.

IMPORTANT INFORMATION ABOUT THE TOUR

MEDICAL

All guests are solely responsible for ensuring they are capable of undertaking the tours and activities.

- Please inform us at the time of your reservation if you have any medical conditions, physical disabilities or allergies.
- We have a doctor on board on the African Trilogy, Copper Trail, Trail of Two Oceans and Dar es Salaam journeys.
- Anti-malarial precautions are recommended. Malaria areas: eSwatini, Kruger Park, Northern Botswana, Zimbabwe, Zambia, Etosha, Tanzania, DRC and Angola.
- Recommended immunisations (not required): Hepatitis A + B, Polio, Tetanus, Cholera (low risk).
- Ebola is confined to the northeast of DRC. We traverse the very southern tip of the country thousands of miles away on the Lobito journeys.
- A Yellow Fever/Medical Exemption Certificate is essential if travelling to/from DRC and Angola. Although all countries travelled through don't require this, countries guests return to after the trip often require them.
- Please consult your clinic or doctor. TRAVEL DOCTOR AFRICA local 0861 300 911 or international +27 (0) 11 214 9030.

MEDICAL EMERGENCIES

Each train is equipped with a standard medical kit, oxygen, automated external defibrillator and a wheelchair. For emergencies there are private healthcare hospitals available. Outside of South Africa, private hospitals are not guaranteed. We can organise evacuation either by road or air to a medical facility should this be required (own account). All our Train Managers have completed First Aid up to Level 3 and are trained in emergency situations. We do, however, strongly recommend that you explain your concerns to your travel insurance company so they can provide you with the necessary cover to meet and exceed such an eventuality.

MOBILITY

Although we can accommodate guests with walking problems, we recommend that an able-bodied passenger accompany them. The train is not suitable to accommodate wheelchair-bound passengers. Should you have mobility impairments/restrictions or special requirements, we urge you to inform your travel agent or Rovos Rail at the time of booking. Ask us for further information about mobility.

SECURITY

Each suite has an electronic safe in its cupboard. We ask guests to shut shutters, or better shutters and windows, when they are not in their suites. When passing through stations, please be especially careful. All train doors are locked from the inside. You can lock your suite door from the inside.

THE TRACK

The track we travel on is not maintained in a consistent manner. You may wake up at night and imagine the train traveling at high speed. This is due to the track conditions below. The train can travel at 60km/h (37mph), and speed is reduced to 20km/h (12mph) on bad sections. Earplugs can be purchased in the Gift Shop and in your amenities bag if you find it too noisy.

WATER

The water used on the train is carried in tanks under each coach. These tanks are filled every day but they cannot be topped up while the train is travelling. Please assist us by using water responsibly. Water inside the suites has been filtered and chlorinated; it is safe for bathing and brushing teeth only. Please use the bottled water provided for drinking. Our bottles are biodegradable and made from plants.

IMPORTANT INFORMATION ABOUT THE TOUR

MAGAZINES, MAPS & GAMES

There are board games, cards, a card table (dependent), books and magazines available for your use in the lounge and observation cars while on board. In your suite is a map, itinerary and the Journeys magazine featuring articles of interest related to your route. If the map supplied is not comprehensive enough you may purchase a more detailed map from the Gift Shop.

MOBILE DEVICES & INTERNET

In maintaining the spirit of train travel there are no radios or television sets on board. The use of mobile phones, laptops and essentially anything that has the ability to disturb other guests is confined to the privacy of your suites only. The reception is poor while the train is moving. It is advised to contact your service provider to ensure the correct settings for network services are activated. Wi-Fi is available at our lounges in Cape Town and Pretoria and at most off-train accommodation (although not always guaranteed).

SERVICE

A dedicated host/ess is available 24 hours a day. They can be called from the telephone in your suite. Your suite is cleaned daily and there is a nightly turndown service. The Train Manager and Deputy Train Manager are on hand throughout the journey to help with any queries. The Administration Deputy is available for an administrative requirements and is based at the Gift Shop.

SPECIAL OCCASIONS

Please note at the time of your reservation if you are celebrating an occasion as we'd like to share it with you.

SMOKING

On board the train, smoking is allowed in the smoking Club Lounge only. HOWEVER, please be mindful of other guests who do not smoke, that the train is generally made up of wood and DO NOT throw flammable items such as cigarette or cigar butts off the train. Bush fires in Africa are a constant and dangerous hazard. Please note at the time of your reservation if you are smoking or non-smoking so that the appropriate room might be requested at the hotels/lodges.

SUITES & COACHES

Measurements in centimetres (cm) = Length x Width.

Each train has accommodation carriages, dining cars, a lounge car (±26 seats), small gift shop, smoking lounge (±11 seats) and observation car (±32 seats) with open-air balcony. The suites are elegant and spacious offering passengers privacy and comfort with double or twin beds and fittings and facilities that are of the highest standard.

All have en-suites with shower, toilet, basin and bath (Royal only), tea facilities, safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.