



ROVOS SHORT JOURNEY

DURBAN TO PRETORIA



★ **ITINERARY PAGE 4**

★ **PRICING & INCLUSIONS PAGE 8**



**Safe
travels**

by



ROVOS RAIL | DURBAN TO PRETORIA - 800 KM - 2 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



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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 | DURBAN TO PRETORIA - 800 KM - 2 NIGHTS



DETAILED ITINERARY

Begin your journey in Durban, traveling through the Valley of a Thousand Hills to the charming Ardmore Ceramics center in KwaZulu-Natal Midlands. Explore the influence of Zulu culture on global art. Next, head to Spionkop Lodge, situated on an expansive game farm adjacent to a nature reserve, providing a base for discovering mountains, bush, birds, and battlefields in the region. Move on to the Nambiti Conservancy, a malaria-free Big Five retreat with diverse landscapes. Experience game drives, a captivating battlefield tale with a historian, and the artistry of African ceramics.

"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



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travels**

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WORLD
TRAVEL &
TOURISM
COUNCIL

YOUR DETAILED DAY BY DAY ITINERARY

DAY 1

DATE TBC

DURBAN

VISIT ARDMORE CERAMICS AS THE TRAIN JOURNEY TO PRETORIA STARTS

10:00 - Depart Durban Station. A number of museums and cultural sights, the beautiful botanical gardens and the superb shark-protected beaches are but a few of the city's many charms. The train traverses the spectacular Valley of a Thousand Hills. Guests may freshen up in their suites before joining fellow travellers in the lounge car and observation car.

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

Visit the famous Ardmore Ceramics Gallery. Here, artists are encouraged to express their imagination based on nature and Zulu folklore and tradition.

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

Shortly after Frere, on the left of the track, stands a memorial to Winston Churchill who was captured here in November 1899 while trying to free an armoured train trapped by a Boer ambush.

 **Meals Included:** Lunch & Dinner.

OVERNIGHT



YOUR DETAILED DAY BY DAY ITINERARY

DAY 2

DATE TBC

NAMBITI & SPIONKOP

GAME DRIVE OR THE HISTORIC SIGHT OF THE BATTLE OF SPIONKOP

06:30 - Breakfast is served in the dining cars until departure.

Transfer (±30 min) to Spionkop Lodge for the morning. A choice of two excursions is available:

1. Hear the historic tale of the Battle of Spionkop OR 2. Enjoy a game drive in the 11 000-acre reserve.

13:00 - Lunch is served in the dining cars. The Drakensberg Mountains were first named by the Voortrekkers who thought the unbroken chain of heavily weathered peaks reminded them of the spines on a dragon's back, hence the name 'Dragon Mountain' or Drakensberg in Afrikaans.

Enjoy a game drive in the Nambiti Reserve, a private Big Five bush retreat set on 20,000 acres of malaria-free bushveld with incredible biodiversity including savannah, grasslands, thornveld and tall acacia trees.

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

Pass Glencoe – site of the first battle of the Anglo Boer War and now the centre of the province's coalfields – then Newcastle, which has what is reputed to be the largest cella-dome Hindu temple in the southern hemisphere. From here the train descends from Majuba Hill, site of the decisive battle that ended the First Anglo Boer War.

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

OVERNIGHT



YOUR DETAILED DAY BY DAY ITINERARY

DAY 3

DATE TBC

END OF TOUR

ARRIVE IN DURBAN WHERE THIS TRIP ENDS

07:00 - Breakfast is served until 10:00. Travel northwest across and the goldfields of the Witwatersrand and the High Veld towards Balfour, a small mining town in Mpumalanga, and Heidelberg, site of the first Rand gold strike.

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

16:00 - Arrive at journey's end at Rovos Rail Station, Pretoria.

 **Meals Included:** Breakfast & Lunch.

OTHER ROVOS TRIPS



**VIEW MORE
ROVOS RAIL
TOURS**

2023-24

[CLICK HERE TO EMAIL US](#)

2 NIGHTS - DURBAN TO PRETORIA - 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
16th	20th	None	22nd	12th	25th	15th	None	None	None	None	9th

SUITE	PULLMAN	DELUXE	ROYAL
TWIN	ZAR 31,200	ZAR 46,500	ZAR 63,000
SINGLE	ZAR 46,800	ZAR 69,750	ZAR 94,500

* 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.

CLICK HERE TO EMAIL US

2 NIGHTS - DURBAN TO PRETORIA - 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
7th	18th	None	27th	17th	10th	14th	None	None	None	18th	22nd

SUITE	PULLMAN	DELUXE	ROYAL
TWIN	ZAR 34,000	ZAR 50,500	ZAR 68,000
SINGLE	ZAR 51,000	ZAR 75,750	ZAR 102,000

* 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.



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



ROYAL SUITE

[CLICK HERE FOR INTERACTIVE VIEW](#)

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



ROYAL SUITE

[CLICK HERE FOR INTERACTIVE VIEW](#)

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



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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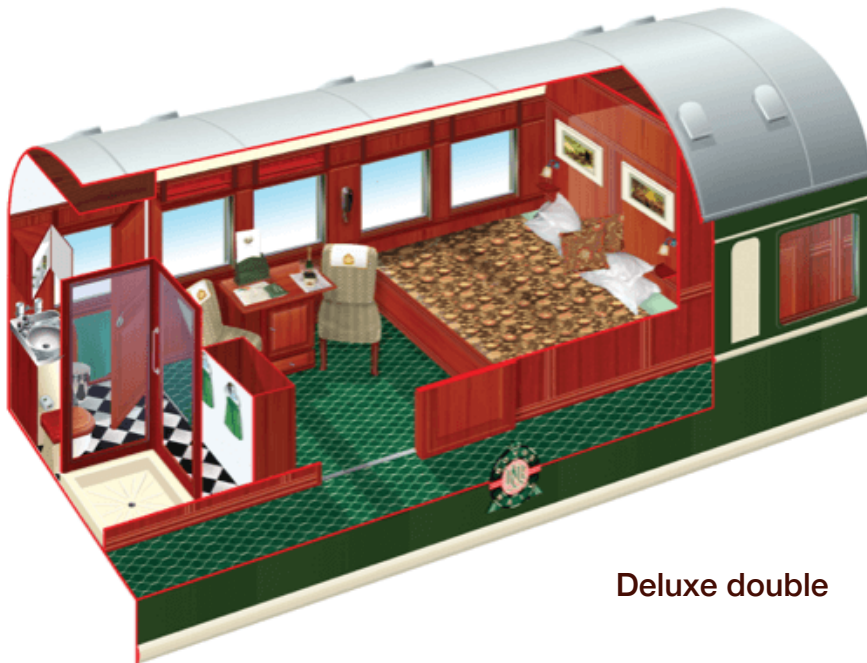
DELUXE

[CLICK HERE FOR INTERACTIVE VIEW](#)

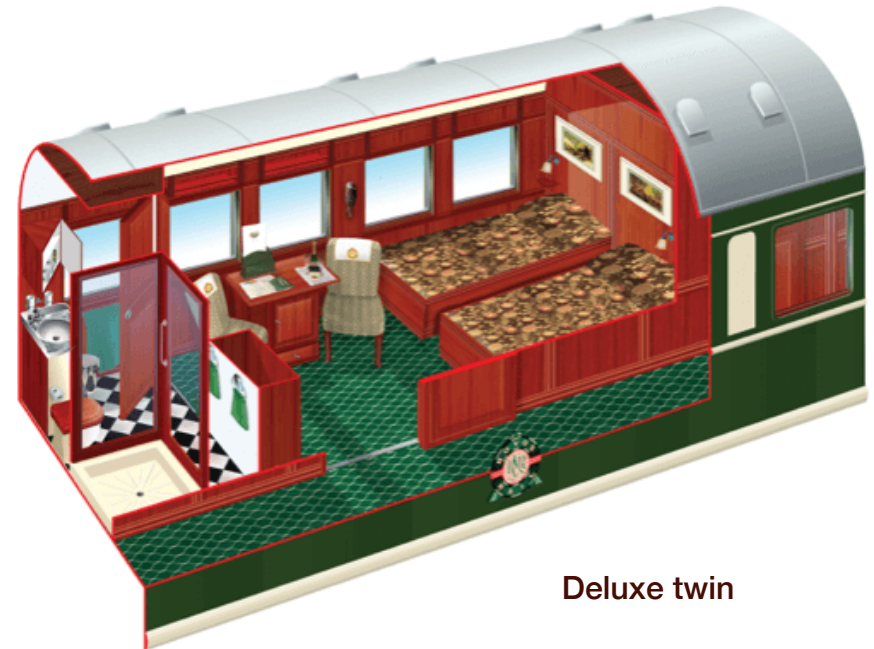
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The ±10m² Deluxe Suites accommodate one or two passengers in double or twin beds and have their own lounge area and en-suite bathroom with shower, toilet and basin. A dedicated host/ess is available at all times and services the suites daily. A bar 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](#)

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



PULLMAN

[CLICK HERE FOR INTERACTIVE VIEW](#)

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



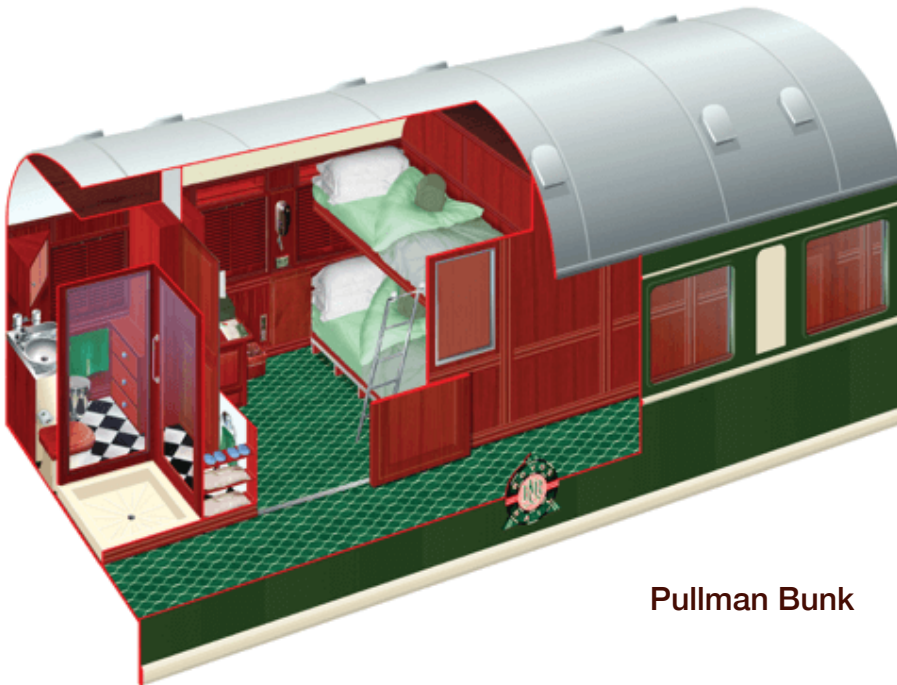
PULLMAN

CLICK HERE FOR INTERACTIVE VIEW

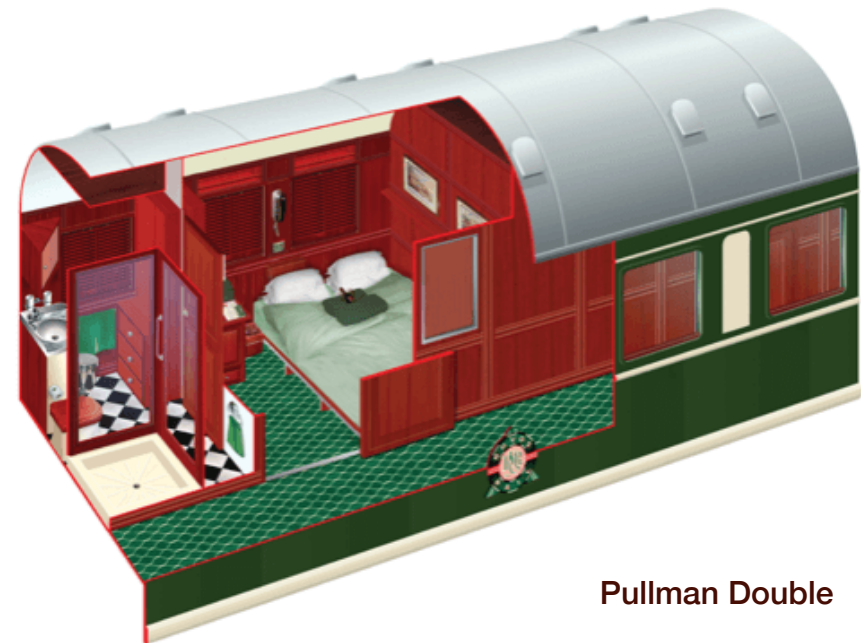
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The ±7m² Pullmans, used on our short journeys, accommodate one or two passengers and have an en-suite bathroom with shower, toilet and basin. During the day, the suites have a comfortable sofa-seat with a conversion to double or twin beds (side-by-side 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.

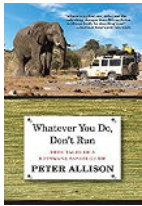
- Double or twin beds • Upper and/or lower bunk • Daytime sofa setting • En-suite with shower, toilet and basin • Fold-up writing desk • Luggage shelf • Cupboards • Safe • Air conditioning • Tea facilities • Bespoke amenities • Robes and slippers • Hairdryer (fixed or plug-in) • Shaver plugs (2-pin)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



Pullman Bunk

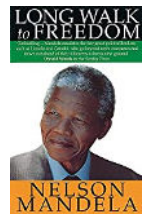


Pullman Double



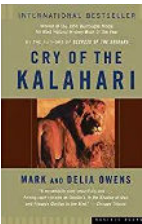
WHATEVER YOU DO, DON'T RUN PETER ALLISON

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.



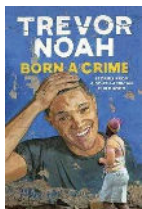
LONG WALK TO FREEDOM NELSON MANDELA

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



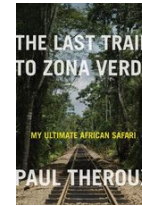
CRY OF THE KALAHARI MARK OWENS & DELIA OWENS

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.



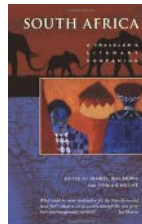
BORN A CRIME TREVOR NOAH

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.



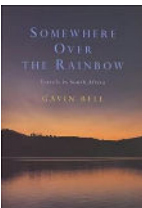
THE LAST TRAIN TO ZONA VERDE PAUL THEROUX

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.



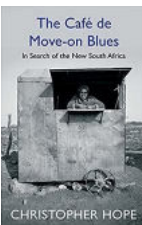
SOUTH AFRICA: A LITERARY COMPANION ISABEL BALSEIRO

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

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 the control of Rovos Rail. Rovos Rail reserves the right to cancel or amend our routing, any excursions and the tour departure dates provided we can offer the passenger 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.

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

Rovos Rail and Shongololo Express 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. There are no child-minding facilities or activities available for children on board. Long journeys are not recommended for under 13s. Children between 0-2 years old are not permitted to travel. Children under five are not permitted in the dining and lounge cars. Room service is available. The chefs will endeavour to prepare suitable meals with the ingredients available on board. We allow a maximum of two guests sharing per suite/cabin. Should there be a child under the age of five, he/she will be allowed to share with two adults (in a Deluxe, Royal or Emerald category only). However, should there be a child over the age of five, he/she should have his/her own suite/cabin (conditional). Should parents not feel comfortable with this option, one of the parents could then share with the child. Children 3-9 years pays 75% of the adult per person sharing rate and 10 years+ pay full rate.

ROVOS RAIL STATION TOUR & MUSEUM

A highlight for guests is a visit to the private station headquarters in Capital Park, Pretoria, where over 400 employees 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.

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 products: soap (25g), tissues, shampoo (30ml), conditioner (30ml), bath and shower gel (30ml), hand and body lotion (30ml), lip balm (4.8g), sun cream SPF50 (8ml), insect repellent gel (8ml), cotton-wool pads, ear buds, a shoe mit, nail file, small sewing kit, ear plugs and a shower cap. Plug-in hairdryers – in addition to your bathroom unit (if applicable) – are available on board.

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

Meals on board are served in one sitting only in the dining cars and are complemented by a selection of fine South African wines. 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.

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.

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

DRESS CODE

Days on board are smart casual: Neat, conventional yet relatively informal in style combining casual and formal clothing pieces.

Evening attire is more formal: For gentlemen a jacket and tie is a minimum requirement while for ladies we suggest cocktail/evening dresses or suits. On long journeys we enjoy themed evenings where guests can dress up accordingly or opt for smart casual:

- Golf Safari, African Collage, Dar es Salaam and Lobito Journeys: 1 x “AFRICA” evening and 1 x “1920s” evening. See itineraries.
- Namibia Safari: 1 x “AFRICA” 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. Please see average temperatures as a guide.

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.

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 15-day Dar es Salaam and Lobito 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 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

We are able to accommodate guests with walking difficulties although we recommend an able-bodied passenger accompany them. We regret that the train is not suitable for 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. See Mobility Info on rovos.com.

SECURITY

An electronic safe is provided in the cupboard in each suite. When on board we encourage guests to close shutters or preferably shutters and windows when not in your suites. Please be particularly mindful when passing through stations. The train doors in the passages are all locked from the inside. Your suite door can also lock from the inside.

THE TRACK

The track over which we travel is inconsistently maintained. If you wake at night imagining the train is travelling at high speed, be assured it is the state of the track below creating that impression. We restrict the train to 60km/h (37mph) and over bad sections reduce speed to as little as 20km/h (12mph). If you find it noisy, earplugs are available in your amenities bag and at the Gift Shop.

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.

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.

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.

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.