



SOUTHERN CROSS

NORTHBOUND

PRETORIA-VICTORIA FALLS

JOURNEY INFORMATION

Route Map & Itinerary

Train Specifications

General Information

Terms & Conditions



SHONGOLOLO

EXPRESS



SHONGOLOLO
EXPRESS

SOUTHERN CROSS ITINERARY

NORTHBOUND PRETORIA-VICTORIA FALLS • 11 NIGHTS • 2500KM



As of 2024, the Southern Cross will become a Rovos Rail journey. There will be no changes apart from dinner on board being formal.

DAY 1 - PRETORIA & SOWETO

08:00 Check-in at Rovos Rail Station, Pretoria. Luggage will be stored at the station.
09:00 Full-day tour of Pretoria and Soweto with lunch.
16:00 Transfer to Rovos Rail Station. The train departs for Waterval Boven.
16:30 Tea in the lounge and observation cars.
19:30 Dinner is served in the dining cars.

Soweto comprises one-million people and was made famous by the Apartheid laws. Pass the Chris Hani Baragwanath Hospital (the largest hospital in the Southern Hemisphere) and the only street in Africa that once housed two Nobel Peace laureates, Archbishop Desmond Tutu and Nelson Mandela. Visit the Hector Petersen Memorial, named after one of the first students to be killed in the 1976 uprising against the Apartheid government. Spend the afternoon in Pretoria, the administrative capital of South Africa, visiting the Union Buildings. Designed by the famous colonial English architect, Sir Herbert Baker, and completed in 1913, the Union Buildings house the offices of the President and Ministers. Before leaving the capital behind visit the Voortrekker Monument that commemorates the 'Great Trek' of the 1830s.

DAY 2 - PANORAMA ROUTE

07:00 Breakfast is served in the dining cars.
09:15 Full-day tour of historical areas Pilgrim's Rest, Bourke's Luck Potholes and Graskop with lunch. The Graskop viewing lift takes visitors 51m down the face of the gorge into the forest below where wooden walkways and suspension bridges meander along a 600m trail through the indigenous forest with an interactive exhibit (*lift for own account*).
18:45 Return to the train in Nelspruit (140km). Depart for Malelane.
19:30 Dinner is served in the dining cars.

Pilgrim's Rest is a living museum and declared a National Monument. Gold was discovered in this area in 1873 attracting 1500 prospectors. Today many of the restored miner's houses serve as shops and restaurants. Bourke's Luck Potholes are strange deep cylindrical cavities formed by river erosion and floodwater. Blyde River Canyon Nature Reserve has the most spectacular viewpoints overlooking South Africa's Lowveld, so named because it is much lower than the high escarpment along which the Panorama Route runs.

DAY 3 - KRUGER NATIONAL PARK

05:00 Breakfast is served in the dining cars.
07:00 Full-day game viewing in the Kruger Park with lunch.
18:00 Return to the train. Depart for Mozambique.
19:30 Dinner is served in the dining cars.

The famous Kruger Park has 2-million hectares of an unrivalled diversity of life forms. It is a world leader in advanced environmental management techniques and home to an impressive number of species, e.g. 336 species of trees, 49 species of fish, 34 species of amphibians, 114 species of reptiles, 507 species of birds and 147 species of mammals including the Big Five.

DAY 4 - MAPUTO, MOZAMBIQUE	
07:00	Breakfast is served in the dining cars.
09:00	City tour of Maputo, Mozambique, with lunch.
16:00	Return to the train.
16:30	Tea in the lounge and observation cars.
18:00	After border formalities the train travels to Mpaka in eSwatini.
19:30	Dinner is served in the dining cars.
	Capital of Mozambique, Maputo is a city of contrasts offering an exciting mix of cultures. Its architecture is a blend of African, Portuguese and early Colonial traditions with old Catholic churches side-by-side with mosques, fortresses, Victorian mansions and other buildings from a bygone era.
DAY 5 - ESWATINI	
07:00	Breakfast is served in the dining cars.
08:30	Disembark at Mpaka. Transfer (±90 min) to Swazi Candles and visit Mantenga Cultural Village with lunch at Mantenga Lodge.
13:45	Return to the train (±75 min). Depart for Hoedspruit.
16:30	Tea in the lounge and observation cars.
19:30	Dinner is served in the dining cars.
	The tiny Kingdom of eSwatini (Swaziland) covers only 17 000km ² , most of which is mountainous. For such a small country, it is surprising that it sustains two capital cities: Mbabane is the administrative capital and Lobamba is the royal and legislative capital. In April 2018, Swaziland changed its name to the Kingdom of eSwatini (meaning “place of the Swazi”) and is an absolute monarchy. It is landlocked and borders South Africa and Mozambique. Continue through the Ezulwini Valley to Swazi Candles where guests are invited to interact with the artisans as they make a variety of candles. Woodcarvings, colourful textiles and superb basketwork are also on display. Mantenga Cultural Village, a living museum of old traditions representing a classical Swazi lifestyle during the 1800s. With the traditional artifacts on display, the village illustrates many facets of the ancient Swazi way of life: social, economic and religious. Mantenga Lodge is nestled in the mountains overlooking ‘Execution Rock’.
DAY 6 - KAPAMA RESERVE & HOEDSPRUIT ENDANGERED SPECIES CENTRE	
05:00	Continental breakfast is served in the dining cars until 05:30.
05:30	Game drive in Kapama Game Reserve followed by visit to the Hoedspruit Endangered Species Centre.
12:00	Return to the train for lunch. Depart for Tzaneen and Louis Trichardt.
16:30	Tea in the lounge and observation cars.
19:30	Dinner is served in the dining cars.
	Situated in South Africa’s northernmost province of Limpopo, renowned for its prolific and diverse wildlife, Kapama Private Game Reserve is home to over 40 different mammal species including the Big Five, approximately 350 bird species and a myriad smaller species. The Hoedspruit Endangered Species Centre is a unique African wildlife facility focusing on conservation and the sustainability of rare, vulnerable and threatened species. Founded on passion, the centre has adopted a holistic approach to its conservation activities such as the educating of surrounding communities, tourism, breeding, rehabilitation and anti-poaching, to name a few.
DAY 7 - LIMPOPO PROVINCE	
07:00	Breakfast is served in the dining cars until 10:00. Day on board the train travelling to Oreti in Zimbabwe. Clear customs and immigration at Beitbridge.
13:00	Lunch is served in the dining cars.
16:30	Tea in the lounge and observation cars.
19:30	Dinner is served in the dining cars.
	Limpopo Province is located in the far north of South Africa and shares borders with three neighbouring countries: Botswana, Zimbabwe and Mozambique. For this reason, the province is also known as the gateway to other African countries and also shares provincial borders with Gauteng, Mpumalanga and Northwest. The Limpopo landscape varies from one area to the other from tropical forests, bush and shrubs to semi-desert areas with small trees and bushes and mountains to flat land. Limpopo is divided into five regions, strategically located according to the cultural inhabitants. Capricorn is the central region predominantly occupied by the Bapedi people. Waterberg is the largest region with a majority of Tswana people. Vhembe in the far north is dominated by Vhavenda and Vatsonga. The Mopani region near the Kruger Park is Vatsonga whereas the Sekhukhuni region is dominated by Bapedi and Ndebele. Limpopo is the only province in South Africa with more than two cultural groups staying together in their original habitat in harmony. Other ethnic groups include English and Afrikaans people.
DAY 8 - GREAT ZIMBABWE MONUMENT	
06:00	Breakfast is served in the dining cars.
08:00	Transfer to the Great Zimbabwe Monument for a tour with lunch.
17:00	Return to the train at Oreti Siding. Depart for Somabhula.
19:30	Dinner is served in the dining cars.
	Travel through attractive granite hill country to the Great Zimbabwe Monument, a hugely impressive monument situated on the southeastern edge of the central plateau and the largest precolonial monument south of the Egyptian pyramids. A celebrated achievement of the African people and a place where magical fables such as the story of <i>King Solomon’s Mines</i> find their origins amongst the ruins of an ancient city built by the Rozwi people. Discover how these ancient people lived and mined gold and silver, which were ultimately taken out of Africa by Arabic and Portuguese traders.

DAY 9 - ANTELOPE PARK	
06:00	Breakfast is served in the dining cars.
08:00	Depart for a full day at Antelope Park with lunch. <i>Optional extras include canoeing, game drives, horseback game viewing, elephant interaction, bird-watching cruises and so on (see price list).</i>
16:00	Return to the train. Depart for Bulawayo.
16:30	Tea in the lounge and observation cars.
19:30	Dinner is served in the dining cars.
	Set in over 3000 acres of open savannah grassland, Antelope Park is a unique game reserve and a haven of tranquillity welcoming guests and volunteer eco-tourists alike. It is home to the world-famous African Lion and Environmental Research Trust (ALERT) lion rehabilitation programme, which is a multiphase lion conservation initiative. It is Africa's first genuine programme working to ethically re-introduce the offspring of captive-bred African lions back into the wild.
DAY 10 - MATOBO NATIONAL PARK	
07:00	Breakfast is served in the dining cars.
09:00	Full-day tour of Matobo National Park with lunch. Visit the grave of Cecil John Rhodes as well as bushmen caves with rock art.
16:00	Return to the train. Depart for Dete.
16:30	Tea in the lounge and observation cars.
19:30	Dinner is served in the dining cars.
	Matobo (or Matopos), meaning 'bald heads', was the name chosen for the area by the Ndebele King, Mzilikazi. He is buried in the Matobo hills just a short distance from the park. It is an apt description of the dramatic hills and granite rocks of this area. The park is also the site of Cecil John Rhodes' grave at the summit of Malindidzimu – 'hill of benevolent spirits'. He referred to this hill as having a view of the world. His grave is carved out of solid granite and surrounded by a natural amphitheatre of boulders. A visit can be made to one of the more accessible bushman caves, of which there are many hidden amongst the hills.
DAY 11 - HWANGE NATIONAL PARK	
05:00	Breakfast is served in the dining cars.
06:30	Full-day game viewing in Hwange National Park with a packed lunch.
16:00	Return to the train.
16:30	Tea in the lounge and observation cars.
19:00	Depart for Thompson's Junction.
19:30	Dinner is served in the dining cars.
	Situated in the northwest corner of Zimbabwe, Hwange National Park covers 1 462 000 hectares making it the nation's largest wildlife area. It contains a variety of animals and bird species but is well-known for its prolific lion population.
DAY 12 - VICTORIA FALLS	
07:00	Breakfast is served in the dining cars until 09:30.
10:00	Arrive Victoria Falls Station. Check out of train and walk across to Victoria Falls Hotel (<i>luggage can be stored on the train</i>).
11:00	Meet for a walking tour of the village and the falls with lunch.
16:00	Meet at the hotel for a sunset cruise on the Zambezi River.
18:30	Transfer back to Victoria Falls Hotel. Tour ends.
	The little station of Victoria Falls was first reached by railway in June 1904. Old colonial buildings, bougainvillea and palm trees against the backdrop of the Victoria Falls Hotel form a charming oasis of soft sweetness after the rugged dryness of the landscape. The Victoria Falls is one of nature's great revelations on a par with the Grand Canyon, Mount Everest and an erupting volcano. It is believed that there have existed no less than seven different Victoria Falls over the past two million years. These cascades correspond to the lower gorges of the Zambezi. The present falls is wearing from Devil's Cataract northwards, eroding the softer material behind the present basalt base of the falls. When eventually all the soft matter has been removed, the Victoria Falls will move back, a fresh gorge will yawn and where the falls are now will become a new site for tourists. Although just over a mile long (1.7km), the falls are broken up by various small islands, including Livingstone Island. At their deepest, the falls are 108m deep at Rainbow Falls.

Please dress accordingly for game drives/excursions: mornings can be cool then warm up considerably; afternoons can be warm then cool down considerably. Warm clothing, comfortable shoes, hats and sun protection are advised (season dependent). Rain capes are available.

Excursions may be changed according to schedule achieved. Times are approximate and cannot be guaranteed.
Please check with the Train Manager or reservations@shongololo.com for any updates/changes to the itinerary.
In your cabin you will find the Journeys magazine that features articles of interest related to the route.

We strongly discourage giving any form of handout to children while travelling. This action may have detrimental consequences to local communities. If you would like to give responsibly, we support many local charities and would be happy to assist.

INCLUDED: Accommodation; all meals; all beverages on board; excursions with a qualified guide (where applicable); entrance fees as per itinerary; limited laundry; government tax. **EXCLUDED:** All beverages off the train; international sparkling wine; gratuities; personal expenses; visas; travel insurance; pre- and post-tour accommodation, flights and transfers.

MEALS ON BOARD (unless adjusted) Breakfast 07:00-10:00 • Lunch 13:00 • Tea 16:30 • Dinner 19:30

TRAIN SPECIFICATIONS

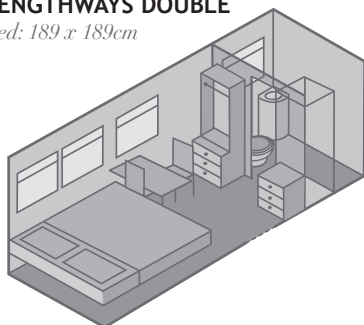
Emerald Double or Twin

$\pm 10m^2$ | $\pm 108ft^2$ | $LxW: \pm 510 x 190cm$

Air conditioning, writing desk, luggage shelf, cupboards, safe, tea facilities, small lounge area and en-suite bathroom with toilet, basin and shower.

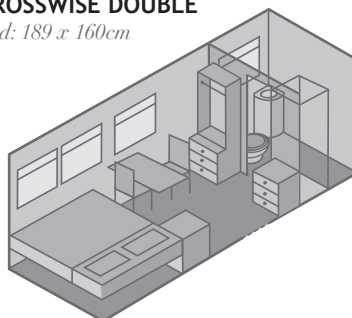
LENGTHWAYS DOUBLE

Bed: 189 x 189cm



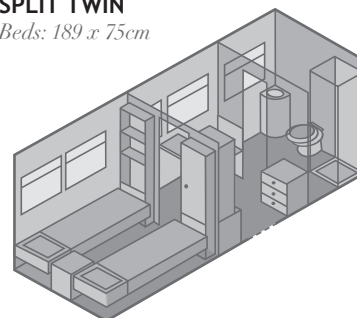
CROSSWISE DOUBLE

Bed: 189 x 160cm



SPLIT TWIN

Beds: 189 x 75cm



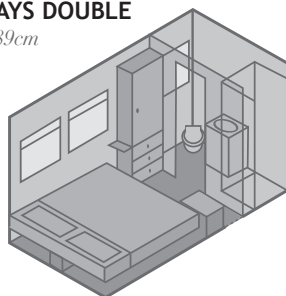
Gold Double or Twin

$\pm 7m^2$ | $\pm 76ft^2$ | $LxW: \pm 374 x 190cm$

Air conditioning, fold-up writing desk, luggage shelf, cupboards, safe and en-suite bathroom with toilet, basin and shower.

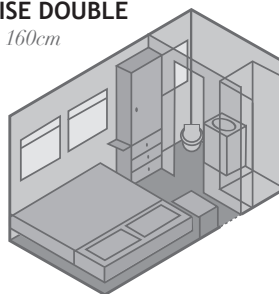
LENGTHWAYS DOUBLE

Bed: 189 x 189cm



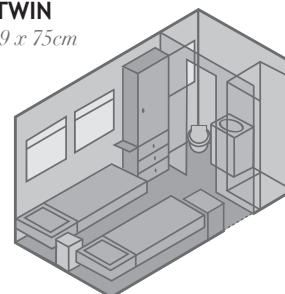
CROSSWISE DOUBLE

Bed: 189 x 160cm



SPLIT TWIN

Beds: 189 x 75cm



THE CABINS & COACHES

Each train has accommodation carriages, dining cars, a lounge car and smoking lounge (± 23 seats), small gift shop and observation car (± 32 seats) with open-air balcony. The two types of cabins are refined 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-suite bathrooms with toilet, basin and shower, tea-and-coffee facilities, safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.

Cabin layouts may differ from images.

EMERALD DOUBLE & TWIN CABINS



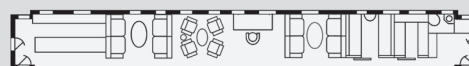
OBSERVATION CAR



GOLD DOUBLE & TWIN CABINS



LOUNGE CAR



DINING CAR



STAFF CAR



BANQUETTE DINING CAR



KITCHEN CAR



GENERAL INFO & FAQS

BOOKING: To book as an agent or a guest, please contact reservations@shongololo.com or call +27 (0) 12 315 8242.

Upon written request via email/fax and subject to availability, we will **PROVISIONALLY** book your place on the chosen tour. Space is allocated and held BUT if another client requires definite cabins, the holding agent/guest will be asked to confirm with a deposit payment or release the cabin. Upon written confirmation via email/fax and a completed Reservation Form, final confirmation details and an invoice will be sent. Upon receipt of the relevant payment the booking will be **CONFIRMED**. On confirmation of a reservation, our Terms & Conditions will be deemed to have been accepted and will be strictly adhered to. See T&C on shongololo.com

CANCELLATION: Cancellation of a confirmed booking received prior to departure is subject to a fee of the per person tour price. See T&C on shongololo.com. **Cancellation insurance is compulsory** as these fees will not be waived. We offer insurance to South African residents. For international guests we suggest you contact your local insurance agent for assistance. Please bring a copy of your travel insurance policy stating clearly the company, policy number and 24-hour medical emergency telephone number.

PAYMENTS: Payment can be made via bank transfer to our ZAR (South African Rand) account. Please reference the payment with your invoice/reservation number and send us proof of payment via email/fax. Due to the high cost of credit card charges in South Africa, we prefer that all clients pay via bank transfer although credit card payments are available for guests booking directly only. We are a South African company and reserve the right to charge/refund in ZAR. As legally required, refunds are processed into the same account from which the initial payment was received. **Journeys invoiced in ZAR:** All bank transfers are processed/refunded in ZAR. **Journeys invoiced in USD:** USD bank transfers are processed/refunded in USD. **All credit card payments for all journeys** are processed/refunded in ZAR. Shongololo Express is not liable for any loss in currency due to rate of exchange fluctuations. Please request our bank details from reservations@shongololo.com. Shongololo Express will never change our banking details via email. Should you receive an email whether on the company's letterhead or in any other form advising you to use alternative banking details, ignore same and please notify Shongololo Express immediately.

PASSPORTS & VISAS: The onus is upon the client to ensure that passports and visas, as may be required, are valid prior to departure for Africa. On the various journeys we travel: South Africa, eSwatini, Namibia, Botswana, Zimbabwe, Mozambique and Malawi. Some nationalities are eligible to purchase port-of-entry visas. Immigration forms are available on board. Please ensure you have a minimum of US\$200 in cash with you. Passports must have at least **five blank VISA pages** and must be valid for at least **six months** from your return-home date. **Please enquire with us or check with the relevant embassies in good time.** Visas available through visa/booking agents.

SCHEDULING TIMES, ROUTES & EXCURSIONS: We wish to bring to your attention that Shongololo Express 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. Shongololo Express 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. Shongololo Express 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. Shongololo Express 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.** Should you be delayed, kindly contact +27 (0) 12 315 8242.

JOURNEYS & PRIVATE HIRE: We offer a variety of journeys from 12 to 15 days that cover the sub-continent of Africa. The trains run year-round. We prefer you enjoy the full journey experience although you are permitted to disembark earlier at a convenient stop – keeping in mind the rate will remain the same. The scheduled journeys are available for full charter. You can also combine our 42- or 72-bed train with other entertaining products for bespoke charters including incentive groups, historical expeditions, cycling tours and private gatherings. The Events Train, suitable for day trips only, caters for up to 250 guests and is the perfect venue for weddings, incentives, conferences and product launches. See shongololo.com.

ROVOS RAIL STATION TOUR & MUSEUM: A highlight for guests is a visit to Rovos Rail and Shongololo Express' 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.

CHECK-IN: Please check-in a minimum of one hour before departure. During the Covid-19 pandemic, we request check-in two hours 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 cabin on board the train where you will find a full itinerary pack.

ADDRESSES	JOURNEY	CHECK-IN	DEPART	ARRIVE
PRETORIA: Rovos Rail Station, 1 Transnet Ave, Capital Park, Pretoria, South Africa	Malawi Meander Pretoria-Lilongwe	09:00	10:00	17:00
	Malawi Meander Lilongwe-Pretoria	11:00	12:00	12:00
CAPE TOWN: Rovos Rail Lounge, 1 Adderley St, Paul Sauer Building, Cape Town, South Africa	African Trilogy Pretoria-Walvis Bay	09:00	10:00	12:00
	Good Hope Pretoria-Cape Town	08:00 (Tour)	16:00	16:00
VICTORIA FALLS: Victoria Falls Hotel/Station, Mallet Drive, Victoria Falls, Zimbabwe	Good Hope Cape Town-Pretoria	08:00 (Tour)	16:00	18:00
	Southern Cross Pretoria-Victoria Falls	08:00 (Tour)	16:00	18:30 (Hotel)
WALVIS BAY: Walvis Bay Station, Corner 6 th Street and 11 th Road, Walvis Bay, Namibia	Southern Cross Victoria Falls-Pretoria	10:30 (Hotel)	17:00	16:00
	Dune Express Pretoria-Walvis Bay	10:00	11:00	12:00
LILONGWE: Lilongwe Station, Area 29, Lilongwe 4, Malawi	Dune Express Walvis Bay-Pretoria	10:00	11:00	17:00

AMENITIES: We provide a complete amenity bag with the following South African biodegradable and/or recyclable products: soap (50g), tissues, shampoo (50ml), hand and body wash (50ml), hand and body lotion (50ml), lip balm (7g), insect repellent gel (10ml), reusable bamboo rounds, bamboo ear buds and a 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 and ear plugs.

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. 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. See Child Policy on shongololo.com.

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, Mozambique and Malawi. 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 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. Breakfast: 07:00-10:00 • Lunch: 13:00 • Tea: 16:30 • Dinner: 19:30 • Bar service 07:00-01:00. All meals are served at these times unless otherwise stated in the timetable. A gong heralds lunch and dinner.

DRESS

- **Days on board are casual. Evening attire is strictly smart casual:** Neat, conventional yet relatively informal in style combining casual and formal clothing pieces. On some of our journeys we enjoy **theme evenings** – “AFRICA” or “1920s” – where guests can **dress up accordingly** or opt for **smart casual**. See *itineraries*.
- **Off-train excursions:** We recommend comfortable non-slip walking shoes, warm clothing, sun lotion and hats (season dependent). 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.

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 cabin. International adaptors available. A generator supplies power. Please be aware that certain breaks in power are necessary when servicing is required.

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.

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 cabin 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.

LANGUAGES: The staff on board mainly speak English and local languages. For most of the 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 not able 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 cabin 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 Shongololo Express 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.

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

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 Malawi Meander.
- Anti-malarial precautions are recommended. Malaria areas: eSwatini, Kruger Park, Northern Botswana, Zimbabwe and Etosha.
- Recommended immunisations (*not required*): Hepatitis A + B, Polio, Tetanus, Cholera (low risk).
- 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.

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 passengers is confined to the privacy of your cabins 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. WiFi is available at our lounges in Cape Town and Pretoria and at most off-train accommodation (although not always guaranteed).

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 Shongololo Express at the time of booking. See Mobility Info on shongololo.com.

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

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

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

SMOKING: On board the train, smoking is allowed in the smoking Club Lounge only. Smoking of vapes and e-cigarettes is allowed in your cabin. **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.

SPECIAL OCCASIONS: Please note at the time of your booking if you are celebrating a special occasion as we'd like to share it with you.

THE CABINS & COACHES *Measurements in centimetres (cm) = Length x Width*

Each train has accommodation carriages, dining cars, a lounge car and smoking lounge (±23 seats), small gift shop and observation car (±32 seats) with open-air balcony. The cabins are refined 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-suite bathrooms with toilet, basin and shower, tea facilities, safes, air conditioning, linen and amenities and are serviced daily. There is adequate storage and small cupboards with hangers and shelves.

1. **Emerald Cabins** (±10m²/±108ft²) have a lounge area and en-suite bathroom with toilet, basin and shower. **BEDS:** Lengthways Double 189x189 • Crosswise Double 189x160 • Split Twin 189x75.
2. **Gold Cabins** (±7m²/±76ft²) have an en-suite bathroom with toilet, basin and shower. **BEDS:** Lengthways Double 189x189 • Crosswise Double 189x160 • Split Twin 189x75.

TEMPERATURE & TIME ZONES: All public cars are fitted with gas-filled air-conditioning systems. Each cabin 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.

AVERAGE TEMPS °C	JAN/FEB		MAR/APR		MAY/JUN		JUL/AUG		SEP/OCT		NOV/DEC		Rainfall Months	TIME ZONE
AREA	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max		
Cape Town, South Africa	16	28	13	26	9	21	7	19	9	22	13	27	Apr-Aug	GMT+2
Pretoria, South Africa	18	30	15	27	7	23	4	22	13	28	16	30	Oct-Mar	GMT+2
Durban, South Africa	21	29	19	28	12	25	16	25	16	26	19	28	Oct-Mar	GMT+2
Mbabane, eSwatini	16	28	13	27	5	23	5	23	10	26	14	28	Nov-Feb	GMT+2
Vic Falls, Zimbabwe	15	29	14	29	8	23	7	27	16	28	16	26	Dec-Mar	GMT+2
Maputo, Mozambique	23	31	21	30	15	27	15	26	18	28	21	30	Nov-Mar	GMT+2
Beira, Mozambique	23	31	20	30	17	27	16	26	19	28	22	31	Dec-Mar	GMT+2
Lilongwe, Malawi	17	26	15	26	10	24	9	24	14	29	17	28	Dec-Mar	GMT+2
Lüderitz, Namibia	15	24	15	24	12	22	11	20	12	20	13	20	Jan-Mar	GMT+2
Walvis Bay, Namibia	16	22	15	22	11	22	10	22	11	18	13	20	March	GMT+2
Etosha Pan, Namibia	18	30	17	30	10	27	10	27	15	32	18	33	Jan-Mar	GMT+2

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.

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. Water inside the cabins has been filtered and chlorinated; it is safe for bathing and brushing teeth only. Please use the bottled water provided for drinking.



SHONGOLOLO
EXPRESS

TERMS & CONDITIONS

DIRECT GUESTS AND AGENTS: THE BELOW PAYMENT AND CANCELLATION POLICIES APPLY. IF YOU ARE A GUEST THAT HAS BOOKED THROUGH AN AGENT, THEIR PAYMENT AND CANCELLATION POLICIES APPLY.

PROVISIONAL BOOKING: Upon written request via email/fax and subject to availability, we will provisionally book your place on the chosen tour. Space is allocated and held BUT if another client requires definite cabins, the holding agent/guest will be asked to confirm with a deposit payment or release the cabin. **CONFIRMED BOOKING:** Upon written confirmation via email/fax and a completed Reservation Form, final confirmation details and an invoice will be sent. Upon receipt of the relevant payment the booking will be confirmed. **On confirmation of a reservation, our T&C will be deemed to have been accepted and will be strictly adhered to.** **CANCELLATION:** Cancellation of a confirmed booking received prior to departure is subject to a fee of the per person tour price (see below). **Cancellation insurance is compulsory as these fees will not be waived.**

INDIVIDUALS: PAYMENT SCHEDULE

TO CONFIRM A BOOKING A DEPOSIT PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE THE DEPARTURE DATE	61+ DAYS BEFORE	60 DAYS BEFORE	A provisional booking will be held for 14 days after which a 25% deposit is due. Final payment is due 60 days prior to travel.
Malawi Meander, African Trilogy, Good Hope, Southern Cross, Dune Express	25%	100%	

INDIVIDUALS: CANCELLATION POLICY

CANCELLATION OF A CONFIRMED BOOKING RECEIVED PRIOR TO DEPARTURE IS SUBJECT TO A FEE OF THE PER PERSON TOUR PRICE	365-91 DAYS BEFORE	90-61 DAYS BEFORE	60-31 DAYS BEFORE	30-0 DAYS BEFORE
Malawi Meander, African Trilogy, Good Hope, Southern Cross, Dune Express	10%	25%	50%	100%

GROUPS of 10 or more guests: PAYMENT SCHEDULE & CANCELLATION POLICY

TO CONFIRM A BOOKING A NON-REFUNDABLE PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE DEPARTURE	365-246 DAYS BEFORE	245-181 DAYS BEFORE	180-121 DAYS BEFORE	120-61 DAYS BEFORE	60 DAYS BEFORE
Malawi Meander, Trilogy, Good Hope, Southern Cross, Dune Express	10%	30%		50%	100%
<ul style="list-style-type: none">For every 15 paying passengers, the 16th person sharing travels free of charge, confirmed at final invoice 60 days before departure.275 days before departure: the agent/group must provide an allocation sales update and release 20% of the unsold space (if a waitlist persists).245 days before departure: the agent/group must release a further 50% of the unsold space (if a waitlist persists).180 days before departure: the agent/group must release 100% of the unsold space.					

DIRECT GUESTS, AGENTS AND GUESTS WHO HAVE BOOKED THROUGH AN AGENT: THE BELOW T&C APPLY.

MAXIMUM TRAIN CAPACITY: 36 cabins/72 guests. We reserve the right to alter this capacity as circumstances require.

MEDICAL: Guests are solely responsible for ensuring they are capable of undertaking the tours. Anti-malarial and Yellow Fever precautions may be required in countries being visited.

PASSPORTS & VISAS: 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.

PAYMENTS: We are a South African company and reserve the right to charge/refund in ZAR. As legally required, refunds are processed into the same account from which the initial payment was received.

Journeys invoiced in ZAR: All bank transfers are processed/refunded in ZAR. **Journeys invoiced in USD:** USD bank transfers are processed/refunded in USD. All credit card payments for all journeys are processed/refunded in ZAR. Shongololo Express is not liable for any loss in currency due to rate of exchange fluctuations. There are no refunds for any part of a tour that might be missed due to personal reasons. **Cancellation insurance is compulsory.** Shongololo Express will never change our banking details via email. Should you receive an email whether on the company's letterhead or in any other form advising you to use alternative banking details, ignore same and please notify Shongololo Express immediately.

PHOTOGRAPHY: Shongololo Express 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.

RATES: We will do our utmost to keep to the prices published. However, if increases are forced on us, Shongololo Express reserves the right to amend the tour price at any time prior to written confirmation of the reservation. Rate inclusions and exclusions are specified on the itineraries.

SCHEDULING TIMES, ROUTES & EXCURSIONS: Shongololo Express 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. Shongololo Express 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 Shongololo Express. Shongololo Express 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. Shongololo Express 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.**

DIRECT GUESTS AND GUESTS WHO HAVE BOOKED THROUGH AN AGENT: THE BELOW GUEST INDEMNITY APPLIES.

GUEST INDEMNITY: Although certain limited insurances have been arranged, neither Rovos Rail Tours (Pty) Ltd and Shongololo Express, 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 and Shongololo Express, 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 Tours (Pty) Ltd and Shongololo Express, its servants, agents, employees or subcontractors (all of the aforementioned being collectively referred to as 'Rovos Rail and Shongololo Express') for any injury and/or loss of any nature whatsoever (including, without limiting the generality of the 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 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 and Shongololo Express shall, unless given in writing, not prejudice this waiver in any manner whatsoever. The passenger indemnifies Rovos Rail and Shongololo Express 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. PERSONS COMPLETING THIS FORM ACCEPT AND AGREE TO ALL T&C. PERSONS COMPLETING THIS FORM ON BEHALF OF OTHERS WARRANT THAT THEY HAVE FULL AUTHORITY TO DO SO AND, ON THEIR BEHALF, ACCEPT AND AGREE TO ALL T&C.

Date of Trip: _____ Route: _____ Name: _____ Signature: _____