



## FAQ Frequently Asked Questions

**Q: How do I book my trip?**

A: Contact your New World Expeditions Adventure Planner to book your Safari and accommodations at 513-4-SAFARI or email [reservations@newworldexp.com](mailto:reservations@newworldexp.com)! We will book your 7-day/7-night Adventure Package.

Very Important: FIRST book and confirm your adventure and accommodations with New World Expeditions plus any additional optional tours and excursions, ONLY THEN you should book your international and local flights.

NOTE: Your adventure will not be confirmed until the nonprofit organization you purchased your adventure from has completed and sent in their auction paperwork and requirements to New World Expeditions.

**Q: Does my package include airfare?**

A: No, it does not, booking your airfare is your personal choice! However, you can call New World Expeditions at 513-4SAFARI for advice or email at [info@newworldexp.com](mailto:info@newworldexp.com) to request help with a quote. We are wholesalers for airlines.

**Q: How long do I have to book my trip?**

A: Unlike most auction trips - the expiration is not until 2 years from the date of purchase.

**Q: How can I book extra day trips, tours, and excursions?**

A: New World Expeditions is a registered tour operator - a one-stop-shop for your southern Africa land only tours. Your New World Expeditions Adventure Planner can arrange all of your land accommodations for you at competitive rates to suit your budget. For example extra day trips can be purchased land tours in Cape Town, Victoria Falls or Botswana, Zambia, Zimbabwe and Namibia. As most people would like to extend their stay in Africa, our experienced team with more than 30 years of adventure planning and guiding will gladly assist you should you wish to extend your stay in southern Africa. When you contact your adventure planner to book, we will gladly provide you a complete listing of optional excursions and tours.

You may wish to consider some of the additional amazing specialty day trips. New World Expeditions is partnered with wonderful local guides offering a variety of adventures. Special day trips are handled by the New World Expeditions guides and all have additional fees associated. After all, you may only see Africa once, and you'll want to see as much as you can. These trips are optional and do not have to be booked until you are on your adventure, however, they are subject to availability, so booking before travel is advisable.



Q: What adventures are included with the Victoria Falls Adventure?

A: All of these exciting adventures are included in the Victoria Falls Adventure:

1. Premium Room w/ daily breakfast
2. Zambezi River Sunset Cruise
3. Flight of the Angels Helicopter Tour over Victoria Falls
4. Elephant-Back Safari w/ elephant interaction
5. Sunset/Night Safari and Bush Dinner
6. Upper Zambezi Rafting Trip
7. Historic Victoria Falls Bridge Tour
8. High Tea at Victoria Falls Hotel
9. BOMA Dinner-Cultural Dinner and Interactive Drum Show

Q: What does the travel to Africa look like?

A: First you take a flight to Johannesburg, South Africa to O.R. Tambo International Airport (JNB). Then you take an in-country flight to Victoria Falls International Airport in Zimbabwe.

For your international flights: Delta Airlines flies out of Atlanta and South African Airways flies out of JFK in New York or Dulles in Washington, D.C.

For your flights within Africa: SAA/Mango or Kulula Airlines/British Airways. This package includes transfers to activities and to and from the airport.

As this is a lengthy flight, we suggest that you consider staying at our partner hotels. As a further suggestion, you may wish to take the opportunity to stay an extra day in Johannesburg, where you could visit the Lion Park, where you can cuddle lion cubs and feed a giraffe by hand. You could also visit Nelson Mandela's home and the famous Apartheid Museum to take in the cultural history of South Africa. This would be an enriching experience on both counts. Then, rested and refreshed, the next day you would fly from JNB Airport to Victoria Falls International Airport in Zimbabwe. Please contact your Adventure Planner for these rates and all other tour rates.

Q: How do I book my flight?

A: Call New World Expeditions at 513-4-SAFARI for advice or email at [reservations@newworldexp.com](mailto:reservations@newworldexp.com) to request help with a quote. We are wholesalers for airlines.

NOTE: As stated in all materials the airfare booking is the personal choice and responsibility of the purchaser.



Q: How much does the flight cost to South Africa?

A: Generally, flights cost between \$1500 and \$2000. They tend to vary based on the time of year and how far ahead of the trip they are booked. However, there are several websites on the internet that offer plane tickets at a reduced price, so it is possible to fly there for less.

Q: When should I book my Adventure?

A: Most people book their reservations at least 3-6 months or more in advance and popular times to visit are March thru November. September, October and November are the busiest seasons so plan accordingly.

Q: When is the best time of the year to visit Africa?

Summer runs from October to April, during which time it gets quite hot - up to around 86 degrees Fahrenheit. Evening and night temperatures drop to approximately 57 degrees Fahrenheit. Dramatic thunderstorms may light up your afternoons, while the summer rains wash through the area between November and March.

Winter is from May to September/October. The days are mild and largely dry and sunny - around 68 degrees Fahrenheit, with the temperature at night drops and can sometimes get as cold as 41 degrees Fahrenheit.

Q: How does weather affect our stay?

A: The summer months (Oct. to April) are generally hotter and the short afternoon thunderstorms often make way for magnificent sunsets. This is the time of year where you can get your tan on at your poolside hotel and head back home a bronzed version of yourself.

The winter months (May to Oct.) are characterized by long sunny days with cold nights where warm clothes will be needed. Swimming isn't really recommended at this time of year, unless cold water temperatures are your thing! The Zambezi River's waters are high in the month of April meaning white water rafting isn't normally possible at this time. However, this activity is dependent on seasonal change, so be sure to check with your Adventure Planner first!

The dry winters often result in sparse vegetation which makes game viewing a treat in the Victoria Falls area. Wildlife are forced to congregate around water sources and large herds of elephant and buffalo are often spotted along the water's edge jostling for a drink.



Q: What is the lodging like?

A: There are two types of accommodations available and can be booked subject to availability. Please book your accommodations directly with New World Expeditions. Regardless of which lodge you choose, you are certain to enjoy the ambiance and considerate service by the wonderful staff.

Q: What are the amenities can I expect?

A: All the rooms are air-conditioned with ensuite bathroom including full amenities, hair dryer tea/coffee facilities and telephone. The beautifully appointed rooms have TVs. Internet services are available in the reception area and some rooms. Laundry facilities are available at extra cost.

Q: What language is spoken there?

A: The main language is English.

Q: How will we view the animals?

A: For animal viewing you will be in open land cruisers that accommodate maximum 10 people plus your guide. The guides are dynamic and extremely knowledgeable.

Q: What to pack?

A: For this safari, formal clothes are not necessary. We generally recommend that people bring shorts & cotton t-shirts, good comfortable walking shoes, and casual lightweight cotton khaki or neutral colored clothes for safari, fleece or sweater and a warm jacket for game drive or cool evenings, wide brimmed hat, personal toiletries, sunscreen and lip creams, binoculars, camera, converter to recharge your camera (we use 3 round pin plug – 220V) and accessories, sunglasses. For a low cost, you can get your clothing laundered at the lodge.

Q: What will we eat?

A: The meals are extraordinary. The auction package includes breakfast daily and some meals while at your activity. The food is wonderful and plentiful. There is a buffet breakfast from 7 to 9 AM. We leave room here for you to experience the local restaurants, there are many to choose from. You may dine at your convenience and the dining rooms offer a variety of table sizes so you may have an intimate dinner for two, four, or join a table of eight of your new friends. For more assistance please speak to the Restaurant Manager. ALL beverages are your expense.



Q: Is my trip transferable?

A: The New World Expeditions Unforgettable African Adventure to Victoria Falls for Two auction package is NOT transferable. It is non-refundable and may not be given to any other person or organization to be resold or auctioned. It may not be passed to other organizations and may not be bartered or sold in any other manner. The trip is valid for 2 years from date of purchase. Should you wish to extend the one year, please contact New World Expeditions and for an administrative fee this can be arranged.

Q: What is the value of the Photo Safari for Two Auction Package?

A: The Photo Safari Auction Package Value is \$7,595.

Q: What if I wish to invite extra guests? How much does that cost?

Extra Adult:

Sharing room \$1,890 per person plus additional activities fees depending on those chosen.

Extra Child:

Over 5 years old sharing \$ 1,525 per person

Over 12 years old sharing \$1,790 per person

\*Note: Minimum child age for Game Drive is 5 years old. Minimum child age for Bush Walk is 15 years old\*

Extra Couple attending with Winning Bidder of Safari Package

Two Adults Double room-Contact your Adventure Planner at 513-4-SAFARI

Q: Do the Safari prices include taxes?

A: Yes, all taxes have been taken care of.

Q: Do the prices include gratuity?

A: Tips and gratuity are not included. Feel free to tip the staff as appropriate. U.S Dollars are accepted.

Q: How do I tip the staff?

A: You are not obliged to tip. However, you may wish to tip the staff in restaurants, bars, lounges or room service. There is no automatic gratuity, and should you decide to leave a tip - most people leave 10% of their final bill or 10 dollars per person/per day. Should you wish to tip someone directly, you are most welcome to do so. For the pick-up driver, we suggest +/- \$10 per couple and you can tip him directly.



Q: How do I tip the guide?

A: This is usually done on a personal basis at the end of your visit and given directly to the guide, amount decided by you.

Q: Do I pay extra for beverages?

A: Yes, all personal beverages are extra; including beer, wine, and soft drinks.

Q: What are the extra charges?

A: The extra charges are your airfare, drinks (non-alcohol and alcohol), laundry, telephone, gratuity, internet, some lunches and some dinners and extra activities and tours.

Q: What forms of payment are accepted at New World Expeditions?

A: New World Expeditions accepts Visa, MasterCard, and American Express. New World Expeditions does not accept personal checks. To use a credit card there is a fee imposed 2.5%-3.5% here in the US.

\*Note: If you plan on using a credit card during your stay with us, please inform your bank of your plans to travel to South Africa or adjoining country, prior to your trip, as some banks will decline overseas credit card transactions without prior notice.\*

Q: Do I need vaccinations or Malaria prescription?

A: Check with your local public health department or, Physician. Please check the CDC to see what is currently advisable.

<https://wwwnc.cdc.gov/travel/destinations/traveler/none/zimbabwe>

Q: Do I need a passport?

A: Yes. **IMPORTANT NOTE:** Make sure your passport is valid for your entire stay, has a minimum of 4 blank pages and will be valid 6 months after your travel dates.

Q: Do I need a Visa?

A: Citizens of the United States do not need a Visa to visit South Africa. The visa is needed to enter Victoria Falls, Zimbabwe and it is paid for on arrival in US dollars cash, approx., \$30 each person.

Q: Do you donate the "Unforgettable African Adventure to Victoria Falls for 2" to other nonprofits and charitable organizations and schools?

A: YES! Do you know other non-profits, schools, churches and charitable organizations that would benefit from this unique Unforgettable African Adventure to Victoria Falls for 2 auction package? We are delighted to offer New World Expeditions Safari Packages to your friends, family members and colleagues and other nonprofit organizations. Please email your request to [info@newworldexp.com](mailto:info@newworldexp.com)



For additional Safari Auction Packages contact: 513-4-SAFARI

Q: What kind currency is used where we are traveling?

A: The currency is South Africa is the Rand. In Zimbabwe it is the US Dollar.

Q: What if I need to go the bank?

A: Banking hours are between 9h00 and 15h30 weekdays and 8h00 to 11h00 on Saturdays. There are banks with foreign exchange services and automatic teller machines at the international airports.

Q: How much money should I bring?

A: It's advisable to bring \$200.00 to \$400.00 U.S. dollars in small denominations for small purchases. Larger establishments accept most international credit cards, but cash is preferred when buying at smaller shops or curio stalls. 14% Value Added Tax (VAT) in South Africa, is charged on most purchased goods and services however, tourists can claim refunds of VAT paid for goods (not services) when exiting the country – information is available at the international airports.

Q: What if we need to see a Doctor?

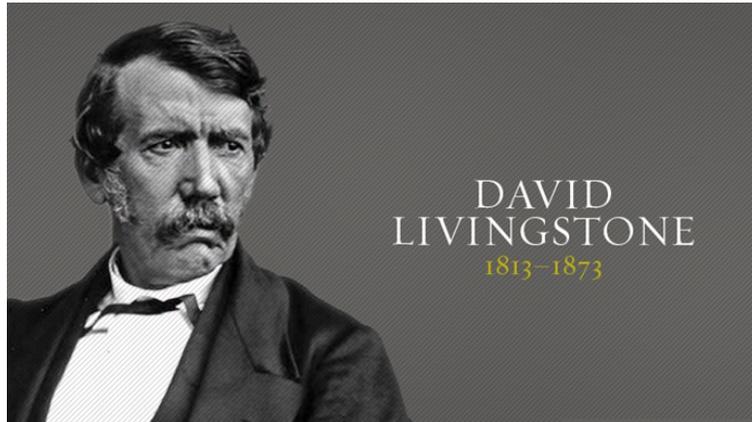
A: There are excellent private medical practitioners in most towns. Malaria is endemic to the area and it's advisable to take precautions especially in the summer months. Consult a doctor or pharmacist and be familiar with the CDC ([www.cdc.gov/travel](http://www.cdc.gov/travel)) It is advisable to use a mosquito spray or cream in the outdoors especially at night.

Q: What is Victoria Falls History?

A: Dr. Livingstone's great gift to the Queen of England Scottish explorer David Livingstone was famous for many things. Hailed as one of the most enigmatic explorers of all time, he also had an impressive moustache, and was the first European ever to lay eyes on **Victoria Falls**. He was led to the waterfall in 1855, by the Makalolo tribe in a dug-out canoe, during his travels from Luanda to Sesheke. Although Livingstone named the Falls after his queen, Victoria, it's known locally as Mosi-oa-Tunya – the Smoke that Thunders.

### **The Smoke that Thunders**

Anglo traders began to amass by the Falls after Livingstone's reports reached their ears, which led to a makeshift trading settlement popping up on the Zambian riverbank, named Old Drift – the first Victoria Falls town. Increasing numbers of visitors from the Transvaal and South Africa arrived, travelling by horseback or ox-wagon. Malaria began to ravage the settlement, forcing its relocation to the site where Zambia's town of Livingstone now resides.



### **Dr Livingstone I presume...**

Explorers lead hard lives if history is to be believed. Livingstone's 14 years that followed his Victoria Falls 'discovery' included a nasty altercation with a lion that limited his use of one arm. The outside world got concerned about the poor chap when they didn't hear from him for four years, so the New York Herald sent Henry Stanley off to look for him. After a long search, Stanley found Livingstone on 10 November 1871 in a small African village, greeting him with the immortal words, "Dr Livingstone I presume". The two bonded over their brilliant facial bristles (and a few other common interests) and became fast friends until Stanley headed back to Britain in 1872, having failed to convince Livingstone to join him.

After travelling some 50 000km through Africa, and opening up the previously unknown continent to the world, the legendary Livingstone died from malaria and dysentery on 1 May 1873, at age 60. His loyal attendants buried his heart under a tree in Africa (the site now known as the Livingstone Memorial), while the rest of his body was ultimately flown back to Britain.

### **Victoria Falls Bridge**

Built in 1905, the Victoria Falls Bridge was created to connect what are now Zimbabwe and Zambia. Cecil John Rhodes commissioned the project, ambitiously desiring the 'spray of the Falls on the train carriages', but he died before its completion. Sir Ralph Freeman (also responsible for the Sydney Harbour Bridge) designed the arch from steel, which spans 156.50m, at a height of 128m above the Fall's valley floor. Carrying cars, trains and foot traffic, the bridge is also the spot where the daring can do the famous 111m Shearwater bungee jump. The railway brought numerous guests to the Falls, prompting the building of the original **The Victoria Falls Hotel** in 1906. The village earned town status 66 years later. Today, train enthusiasts can pop into the railway museum near the Falls for more information.



## World Heritage

The Victoria Falls was declared as a World Heritage Site in 1989 for being one of the most spectacular waterfalls in the world. When the river is in flood, the Falls are the largest curtain of falling water in the world. The Falls and the surrounding rainforest are preserved as a 23.4 kilometre National Park and form one of Zimbabwe's four World Heritage sites.

Q: What metric conversions should I be familiar with?

A: Common Metric Conversions

1. Celsius to Fahrenheit

Celsius temperature x 2, add 30 degrees.

E.g.  $25C = 25 \times 2 + 30 = 80F$

If Celsius temperature is minus, ignore the minus sign, double it and subtract from 32

e.g.  $-10C = 32 - (10 \times 2) = 12F$

2. Kilometres to Miles

Take the number of kilometers, drop off the last digit and multiply by 6. e.g.  $80 \text{ km} = 8 \times 6 = 48 \text{ miles}$ . For a lone-digit figure, multiply by .6

3. CONVERT INTO MULTIPLY BY

Centimetres inches 0.3937

Inches centimetres 2.54

Metres yards 1.093

Yards metres 0.914

Litres gallons 0.264

Gallons litres 3.785

Kilograms pounds 2.2046

Pounds kilograms 0.454

4.  $1 \text{ acre} = 0.4047 \text{ hectare (ha)}$   $1 \text{ ha} = 2.47 \text{ acres}$   $1 \text{ ha} = 100 \times 100 \text{ m}$