



Pre-Departure Information

Comfort Tours

2026 / 2027

Welcome to Your Nomad Adventure!

Thank you for booking your tour with Nomad. We're excited to welcome you and share this incredible experience with you. Thousands of travellers from around the world have enjoyed our journeys, and with a great attitude, an open mind, and a little preparation, we believe your time with us will be truly unforgettable, offering an adventure of a lifetime.

For detailed route information, refer to your **Tour Dossier (Itinerary)**, available on our website: www.nomadtours.co.za. We recommend downloading your dossier 7 days before departure, as these documents are updated regularly. Please note that dossiers are intended as a guideline and may be subject to change.

Remember, you're travelling to Africa! This is a continent of big distances, changing conditions, and spontaneous moments. Standards may differ from those in first-world countries, but that's part of the magic. Plans may occasionally change, but always with the group's best interest in mind. Embrace the unexpected as it's included in the adventure!

With our **Pre-Departure Document**, we aim to give you all the information you need before you travel, therefore please read the information below to help prepare for your tour. It includes additional and useful detail; luggage and packing guidelines, meal and dietary details, and other important notes for your trip.

Thank you for choosing Nomad! At the end of your tour, you'll receive a confidential feedback form. Please place it in a sealed envelope and hand it to your crew.

If you prefer, you can email us directly at Nomad@nomadtours.co.za. Your feedback is highly valued and helps us keep improving.

If we've missed anything or you need assistance, just reach out as we're here to help.

Regards
NOMAD TEAM

Key points and a few things to keep in Mind!

✓ **Know what kind of tour you've booked.**

Nomad offers a range of tour styles, each suited to different travel preferences and comfort levels. Our tours are Value Safari Tours and not European coach tour experiences, so it's important to understand the style you've booked. Taking a moment to familiarize yourself with your tour type will help you know what to expect and ensure you're fully prepared to make the most of your African adventure.

✓ **Tour Dossier / Itineraries**

We recommend referring to your Tour Dossier (Itinerary) for detailed information about your specific tour. The tour dossier includes accommodation type, meal inclusions, key highlights, vehicle style, and the max participants on your departure.

A reminder that the dossier is a guideline and changes may occur. If a change to itinerary is required, we will do our best to find suitable alternative or replace with comparable experience.

✓ **Disconnect and enjoy.**

Many of our lodges are in remote, wild areas, and internet or mobile signal is often limited and sometimes only available in reception areas, if at all. There is no Wi-Fi on the trucks or mini-bus vehicles or on the road, so please plan accordingly. Take this as an opportunity to switch off, unwind, and truly immerse yourself in nature. Enjoy the sounds of the bush, the open skies, and the rare chance to disconnect from the outside world.

✓ **Pack smart.**

Please refer to our luggage section for details on luggage space and packing suggestions. We provide helpful recommendations on what to bring (and what to leave behind) to ensure your comfort and to make the most of the limited space available.

✓ **Each region is unique.**

Southern Africa and East Africa are completely different destinations, each with its own character, landscapes, and rhythm. If your travels have taken you through Africa before, please remember not to compare one region to another. Each destination offers its own unique charm, culture, and experiences.

Enjoy what each area has to offer, from its people and wildlife to its scenery and pace of life. Every journey through Africa is special in its own way.

✓ **Linked itineraries.**

Nomad operates a tour-linking system, which means your itinerary may form part of a longer journey. Depending on your booking, you might join or leave the tour partway through, and other travellers may do the same. If new faces appear or familiar ones depart along the way, it's completely normal and part of the Nomad experience. We're confident you'll offer a warm welcome to those joining, just as you'd appreciate in return.

Please be aware that if you have booked more than one tour with Nomad, the tours may operate using different vehicle styles. We recommend that you familiarise yourself with the vehicle assigned to each tour.

✓ **Respect your fellow travellers.**

You'll be travelling with people of different ages, nationalities, and backgrounds (each with their own story). Take the chance to connect, listen, and enjoy the diversity that makes group travel so rewarding.

As this is a group tour, please be patient, flexible, and respectful toward your fellow travellers. Avoid being overly assertive or taking charge so everyone can enjoy the experience equally and make room for a shared adventure.

✓ **Embrace the journey.**

Our tours are as much about the journey as they are about the destination. Prepare yourself for long travel days. Africa's distances are vast, and some days will be longer than others. Expect a mix of early sunrises, action-packed days filled with highlights, and more relaxed days on the road.

Because towns, villages, and attractions can be far apart, some travel days may involve up to 8–10 hours in vehicle / truck/ mini-bus or on the road or in the vehicle on the road. Make the most of this time and bring a good book, some music, a few games, or simply sit back, relax, and enjoy the ever-changing African landscapes (or even catch up on a quick nap!).

✓ **Tour Rates.**

We offer a set rate throughout the year, and our tours operate in all seasons. This means you may experience a variety of weather conditions; cold, hot, windy, or rainy, depending on when you travel. Please come prepared for all possibilities so you can enjoy the journey comfortably.

Who Travels with Nomad?

Nomad tours attract a diverse mix of travellers. While we originally (In year 1997) catered mostly to young backpackers, today (2026) our guests range from **6 to 80 years old**. Our Comfort Tours accommodate up to 12 Guests per tour.

Average ages:

- From 20 to 80+
- *(This varies depending on the tour.)*

Traveller mix:

- Guests come from all over the world
- You'll meet solo travellers, couples, and friends
- Most people get along well, sharing similar interests and values

Senior travellers & Disabilities

Guests 65+ are welcome on tour. A medical questionnaire will be sent to you to complete prior to departure.

Fitness is useful, but the key ingredients are:

- Flexibility
- A good sense of humour
- Willingness to join in and embrace the adventure

Please also keep in mind that guests should be able to climb 4–5 steps to get into the vehicles use on Comfort Tours and comfortably get in and out of safari vehicles. Some activities may include hikes; please check with your guide regarding the difficulty level, as they will be able to offer appropriate guidance.

Travellers With Disabilities

We welcome guests with disabilities; however, please note that most tours are active and may involve steps, uneven terrain, and extended walking. Before booking, please share your level of mobility or other restrictions with us so we can confirm whether the tour can accommodate your needs. In some cases, a tailored or private option may be more suitable to ensure your comfort and safety.

Children

- Children **6 years and older** are permitted on tour. (Approval from Nomad required age 6-9)
- Up to **four children** may join a tour without prior notice. (ages 6-15)
- Requests for **additional children** will be reviewed by management.

Travelling in a Group

- Travelling with Nomad means joining others who share your sense of travel. Group travel offers safety, affordability, and the chance to meet people from around the world.
- With guests from different cultures, an open mind and friendly attitude help create a positive experience for everyone.
- Our guides help maintain a smooth tour and a healthy group dynamic. If another traveller's behaviour concerns you, address it politely or speak with a crew member.
- Being considerate, following instructions, keeping the vehicle tidy, and respecting group space helps ensure a great journey for all. Passenger conflict is rare, and many guests leave with lifelong friendships (and sometimes more!).

Communication

- Good communication ensures an enjoyable experience for everyone.
- Positivity, respect, and openness go a long way when sharing experiences with people from around the world.
- Keep communication open with your guides and fellow travellers. If something is bothering you, speak up early so it can be resolved quickly.
- Your comfort, safety, and overall experience matter, so please let the guides know if you need assistance or have any concerns.

Life on Tour:

An Average Day

- Days usually start early (around 06:00–07:00) with departure after breakfast.
- Some days may begin earlier for sunrise activities or long travel legs.
- Travel times vary; in winter, shorter daylight may mean arriving at properties in the dark or missing some optional activities.
- Guides plan regular stops for bathrooms, snacks, shopping, and photos, usually where facilities are good.
- Lunch is usually taken on the road and is not included on Comfort tours (please refer to your Tour Dossier for meal inclusions). Lunch on Comfort tours is generally a quick stop for a takeaway meal, such as a sandwich or light snack.
- Afternoons may involve relaxing, exploring, or optional activities.
- To break long travel days, the tour may occasionally include two nights in one location.

Managing Expectations

- Africa is unpredictable therefore weather, wildlife, road conditions, and vehicle challenges can affect the journey.
- It's important to distinguish between situations you can control and those managed by Nomad. Some things simply fall outside anyone's control and understanding this helps maintain perspective and set realistic expectations.
- Tours explore remote and wild areas, and sometimes the itinerary may need to change.
- If adjustments are required, guides will manage them safely and professionally, aiming to provide a comparable experience and value to the original plan.
- Flexibility and a positive attitude go a long way, and unexpected moments often become the best parts of the story.



We encourage **seat rotation**.

We encourage guests to rotate seats during the tour so everyone can enjoy different views and perspectives.

The Guide(s)

- Depending on your tour booked, each tour has either one or two experienced crew members. On some tours your driver may also be your Tour leader and guide.
- Guides are committed to sharing their love of Africa with you. Please treat them with respect.
- If you are unhappy or concerned, have a quiet conversation with your guide to resolve it during the tour.
- The Tour Leader / driver may make decisions based on health, safety, security, or unexpected conditions. These decisions may not always be popular, but your understanding is appreciated.
- At times, crew member(s) may be busy with operational matters and not always available. Please ask if you need information or clarification.
- Guests differ in how much information they prefer; let the guide(s) know if you want more or less so they can adjust.
- The Tour Leader has final authority throughout the tour, particularly regarding guest safety. Always inform the Nomad crew before leaving any overnight property.
- If you're not comfortable addressing a situation with a member of the crew, please reach out to your booking agent or contact the Nomad Head Office directly via WhatsApp on +27 (0)82 578 2199

Before You Depart: What to arrange:




Medical Insurance

- Mandatory for all travellers; you must provide your policy details before departure.
- Ensure your insurance covers trip cancellation and emergency evacuation (airlift), as many areas we travel through are remote and far from hospitals.
- Credit card “free” insurance may have limited coverage; we strongly recommend a comprehensive travel insurance policy from your home country.
- Check that your policy covers adventure activities (e.g., bungee jumping, skydiving) if you plan to participate.
- African insurance policies may only cover evacuation within the country; international coverage requires a policy from your home country.
- In an emergency, lack of insurance could mean paying thousands of USD or delaying critical care



Before you travel, it's a good idea to let family and friends know that you'll be on a Safari tour with Nomad. You will have limited to no access to Wi-Fi on some days. We suggest leaving a copy of your itinerary with your family and friends so that they are aware of your whereabouts.

How Family Can Reach You

- While you may not always have phone access, in an emergency, your family can contact us:
 -  Email: nomad@nomadtours.co.za
 -  Office hours: +27 21 845 7400
 -  After-hours emergency: +27 (0)82 578 2199
- We will ensure urgent messages reach you, wherever you are.
Please remind family and friends this line is for genuine emergencies

Pre- and Post-Tour Accommodation, Transfers & Onward Travel

- We're happy to help arrange accommodation and transfers before and after your tour.
- Add your accommodation and transfer requests when booking your tour.
- All services are provided by third-party operators and are subject to availability.
- Accommodation is usually at the tour departure point for your convenience, however if our preferred supplier is fully booked other recommendation will be available.
- If your transfer isn't there on arrival, call our emergency number: +27 (0)82 578 2199, we'll resolve it right away.
- If issues arise, don't let them spoil your trip, rather focus on enjoying your tour experience.

Onward Travel

- Please arrange your onward travel before your tour starts, it's difficult to do while on tour.
- Recommended, do not book flights or onward travel on your final tour day, unless your itinerary ends after breakfast with no travel.
- Tours may run late due to unforeseen delays and Nomad is not liable for missed flights or connections.
- We won't rush the tour on the last day, as safety and enjoyment come first. Always expect the unexpected.

Outstanding Payments

- All outstanding balances must be paid at least 30 days before your tour departure.
- We reserve the right to cancel your booking if full payment is not received on time.
- Travelers with unpaid balances will not be permitted to join the tour.

Passport

- Your passport must have at least two blank pages per country you'll be visiting.
- South Africa requires two clear pages for entry. Keep this in mind if you're flying home from South Africa after visiting multiple countries.
- Ensure your passport is valid for at least six months after your departure from Africa.
- Keep a copy of your passport at home or with someone you trust.
- It's also recommended to take a photo or scan of your passport and email it to yourself for backup.
- You are personally responsible for all travel documents, visas, and vaccination certificates, as well as any related costs.
- Do not travel with multiple passports to avoid visa payments. Immigration officials (e.g., in Namibia) must see the correct exit and entry stamps in the same passport.

Immigrations

Additional details for each country are available through the links below.

Namibia: <https://eservices.mhaiss.gov.na/>

Botswana: <https://evisa.gov.bw/#/>

Zimbabwe: <https://www.evisa.gov.zw/>

Zambia: <https://eservices.zambiaimmigration.gov.zm>

Malawi: <https://evisa.gov.mw/>

Tanzania: <https://visa.immigration.go.tz/>

Kenya: <https://etakenya.go.ke/>

Uganda: <https://visas.immigration.go.ug/>

Mozambique: <https://evisa.gov.mz/>

Lesotho: <https://www.homeaffairs.gov.ls/e-visa/>

Eswatini: <https://www.gov.sz/index.php/services-sp-22242747/visa>

Visas

- Visa requirements vary depending on your nationality. Check with the relevant embassies or visa agencies at least four-six weeks before departure.
- Obtaining visas is the traveller's responsibility. Nomad cannot be held liable if you are denied entry due to missing or incorrect visas.
- You must have a valid onward/return ticket or proof of funds (e.g. credit card) to show you can leave the destination country.
- If your tour re-enters a country, make sure you have a multiple-entry visa where required.
- Visa regulations in Africa can change frequently therefore always confirm with the embassies of the countries on your route before traveling.
- Nomad does not arrange visas, and information provided may not always reflect the latest updates.
- On request, Nomad can provide a visa letter for use as supporting documentation in your visa application. Please request this through your booking agent or directly from Nomad if needed.



When travelling with a group, border crossings can occasionally take longer than expected.

To help your journey run smoothly, it's best to arrange any required visas before you depart. Because entry requirements and border rules can change at short notice, having your e-visas organised ahead of time offers added peace of mind. Keep in mind that visa approvals can take several weeks to process, so it's wise to apply well in advance.

Personal Medical Kit

Suggested items for a personal kit:

- Antihistamine cream or tablets
- Lip balm, Sunscreen & after-sun balm
- Pain killers, Anti-diarrhoea remedy
- Moisturiser, Rehydration salts
- Band-aids / Elastoplast
- Insect repellent, Antiseptic cream
- Sterile dressings, Personal hand sanitizer

Overnight Accommodation

- Accommodation providers listed in this dossier (itineraries) are our preferred options, but changes may occur due to unforeseen or unplanned circumstances.
- If this happens, we will arrange alternative accommodation of a similar standard, though en-suite facilities are not always guaranteed.



Bed Configurations

Please note that most of our accommodation providers generally offer single beds, which are often pushed together for couples. Double beds can be requested; however, these are not guaranteed and are always subject to availability with each supplier.

A request remains a request and cannot be guaranteed in advance. In some cases, you may wish to re-confirm your preference directly at the property upon arrival, as availability may have changed (for example, a double bed may not have been available at the time of booking but could become available on the day).



Packing for Your Tour

Clothing Tips

Pack light, versatile, and comfortable clothes for all weather:

- Shorts/skirts, T-shirts, long pants, long sleeves, jacket, pullover, raincoat
- Comfortable walking shoes, sandals
- Swimwear, hat, beanie, gloves (winter)
- Smart-casual outfit for evenings out
- Light fabrics, easy to wash and dry
- Remember: **Africa can get cold!**

Suggested Extras

- Towel, toiletries, wet wipes
- Torch/flashlight or headlamp + spare batteries
- Camera + memory cards
- Water bottle (Only trucks provide filtered water)
- Insect repellent, sunscreen, sunglasses
- Money belt, padlock, penknife
- Laundry detergent, clothesline, pegs
- Small first-aid kit & vaccination certificates
- Pillow & sleeping bag (for camping tours)
- Gloves (for gorilla trekking)
- Spare glasses or contact lenses
- Towel for use at swimming pool



Keep in Mind / Day Pack



- If your tour includes travel to Okavango Delta/ Khwai conservation area, you will need to pack your essentials into your day bag for this portion of the trip. Your main luggage will stay safely stored on the truck while you're away for 2-3 days, and you'll be reunited with your bags once you return.
- Must fit **toiletries and clothes for up to 2 nights** when separated from the truck.



Meals on Tour

Included Meals

Your tour includes normally two meals per day - Breakfast and Dinner (unless otherwise specified in your tour dossier). Please refer to your specific day-to-day tour itinerary, which indicates which meals are included each day, for example: breakfast, lunch, and/or dinner.

If you have special dietary requirements, please inform us at the time of booking. It's difficult to advise suppliers once tour has started.

Meal Structure

Breakfast:

Served early, around 6–8am, before departures or activities. This is provided by overnight supplier. Some days may include a Breakfast pack for day that require an early start or departure.

Lunch:

- Typically, a roadside stop during travel.
- Quick, meals such as sandwiches
- Some days may include sit-down time, other may be a quick take-away stop.
- Luncheons for Comfort tours are generally not included in tour price.

Dinner:

Meals may be a set; pre-selected menu or some properties may offer a choice menu or full A la carte menu. Your guide will be able to advise you what arrangements are made at which property for each night. Bearing in mind that changes may occur

Beverages

- Your guide will often make stops during the day where you can purchase cold beverages (Even snacks) along the route.
- Please note that most overnight properties do not allow consumption of personal beverages on their premises. All drinks (including alcoholic beverages) must be purchased from the property's bar or on-site outlets.
- We kindly ask that any beverages bought elsewhere are **not** consumed at the overnight properties and that you support the establishments.

Dietary Requirements

Please confirm in writing if you have:

- **Allergies** (e.g., nuts, milk, fish)
- **Vegetarian or other dietary needs**

Our Accommodation providers will do their best to accommodate dietary intolerances such as gluten or lactose, but specialty foods are not guaranteed on tour. Guests are advised to bring or purchase their own specialty items if required.

What can and cannot be accommodated

- **Celiac / Gluten-free:** accepted
- **Vegetarian:** accepted
- **Vegan / Pescatarian:** accepted, but guests should bring specialty items (e.g., tofu, soya milk, quinoa)
- **Lactose intolerance:** accepted; lactose products will be excluded where possible, but guests should bring preferred items if required
- **Halal & Kosher:** Vegetarian meals are normally offered as standard.



Food preferences (likes/dislikes) cannot be guaranteed, only allergies or life-threatening dietary requirements are prioritized.

Additional Notes

- Evening briefings often follow dinner; guests can discuss tour matters with guide(s).
- Food in East Africa may be less varied and slightly lower in standard than Southern Africa due to longer travel days, higher costs, and limited availability.
- Vegan or specialized diets may require guests to bring supplemental items from supermarkets for their own use.
- Due to the remote locations of some of our suppliers in Africa, food variety may occasionally be limited.

NOMAD VEHICLE FLEET FOR COMFORT TOURS

For our comfort tours, we operate using three types of vehicles. Please familiarize yourself with which vehicle is assigned to your selected tour, keeping in mind that changes may occasionally occur.

Transport is a key part of our tours. These are true road trips with long drives, rough terrain, and the occasional mechanical challenge

12-SEATER NOMAD TRUCK

Our Nomad trucks are custom-built to handle Africa's tough conditions. We maintain them carefully and rotate them regularly, but breakdowns can still happen. If they do, please be patient, as our team will do everything possible to get you moving again. Remember, we travel in *trucks*, not buses and our crew are therefore *truck drivers*, not bus drivers.

The trucks use a heavy-duty spring pack suspension rather than coach-style air shocks. This makes for a firmer ride but is far more reliable in rough conditions. Even if a spring fails, the truck can still travel to a repair point, unlike with air shocks. Rest assured, any issue will be treated as a top priority by your guides and our operations team.

Nomad operates one of the newest, most modern fleets in Africa. Our trucks are built to the highest safety standards and approved by the South African NRCS. Trucks seat 12 (max 12 guests) and have extra storage for equipment.

In 2024 & 2025, we upgraded our fleet, refurbishing interiors, replacing key components, and respraying bodies. Trucks are serviced every 8,000–10,000 km and tyres are replaced well before legal limits. Each vehicle is designed for durability, comfort, and safety in tough African conditions.



Route

CVSG - Cape Town to Victoria falls - Comfort Tour
JMJSJG - Kruger & Mozambique - Comfort Tour

Luggage

- Limit: 1 backpack/Hiking bag/duffel bag (max 23 kg) + 1 day pack (Smaller backpack).
- If you can't lift it yourself, you've packed too much!
- Larger baggage requests can be emailed to nomad@nomadtours.co.za (subject to availability).
- Recommend using a soft, flexible duffel bag, (hard suitcases or trolley bags is not recommended as they don't always fit in lockers and are difficult to handle on safari trucks).
- Locker size: **±30cm x 60cm x 80cm deep.**
** Some Trucks may have one large luggage storage compartment instead of individual lockers.

12-Seater Truck Features

- 12 Reclining, Swivel seats
- Extra legroom for added comfort
- Air-conditioning (see note below)
- Individual USB charging points
- Personal safe for storing valuables



** The air-conditioning on the truck is better described as a cooling system, as it cannot be compared to the air-conditioning found in a home or car. Factors such as large windows, the overall interior space, opening and closing of windows and doors and extreme heat conditions can affect the cooling performance.

12-SEATER COASTER

The Coaster is the newest addition to the Nomad fleet. Designed to accommodate up to 12 clients, it offers comfortable seating, air-conditioning, and large windows, ideal for enjoying South Africa's diverse landscapes and scenic routes.

Route

The Coaster is primarily used on our South African tours. (Discover South Africa)



Luggage

- 1 x suitcase or travel bag per person (maximum approx. 23 kg)
- Recommended size guideline: 35 x 35 x 80 cm
Luggage is transported within the vehicle (Luggage area at back)
- We recommend a small daypack to keep in overhead storage area for easy access to personal items

Coaster Features

- USB charging points
- Air-conditioning for comfort
- Overhead storage for small daypack

12-SEATER QUANTUM

The Quantum is ideal for up to 12 clients and designed with your comfort in mind, offering spacious seating, climate control air-conditioning, and large windows for viewing of Africa's beautiful landscapes and wildlife.

Route

VVSG – Etosha, Delta and Chobe – Comfort Tour
ZJJSJ – Best of Zimbabwe & Kruger – Comfort Tour

JCSG – Discover South Africa – Comfort Tour

** Normally operated on Coaster, but could also operate on Quantum



Luggage

- 1 x suitcase or travel bag per person (maximum approx. 23 kg)
- Recommended size guideline: 35 x 35 x 80 cm
Luggage is transported in a Trailer
- Recommend a small day pack/bag to keep beneath the seats for easy access.

Quantum Features

- Ceiling window (Skylight)
- Reading lights
- Drinks cup holders
- USB charging points
- Air-conditioning for comfort

Subcontracted & Safari Vehicles

During peak season (July–October), some tours may use subcontracted trucks of similar standard.

Khwai Conservation

Safari drives in parks such as Khwai Conservation are done in 4x4 vehicles suited to the terrain.

Etosha National Park

Game viewing drives in Etosha National Park are conducted in our Nomad truck.

Optional 4x4 game drives are available at an extra cost, but the Nomad truck follows similar routes in the park and often provides an equally, if not more, enjoyable experience. Many clients have shared that the Nomad truck offers a better overall game viewing experience and feel that the extra cost of the 4x4 is generally not worthwhile.



Safari Drives:



- Stay quiet and avoid sudden movements to maximize wildlife viewing.
- Binoculars are highly recommended.
- Wildlife sightings cannot be guaranteed; nature is unpredictable.
- Guides and local partners are experienced and knowledgeable about the best times and locations for spotting animals.

Responsible Safari Driving and Game Viewing:

We aim to provide a memorable safari while always prioritising safety, wildlife welfare, and a responsible approach over chasing crowds. Our guides follow responsible practices and will not pursue wildlife in a way that disrupts the environment or other guests. Our partnered suppliers are also instructed to step back if situations become crowded or chaotic, ensuring a more enjoyable and ethical safari for everyone.

Distances & Road Conditions

Traveling through Africa's vast landscapes means spending plenty of time on the road. Our routes cover long distances and diverse terrain (part of what makes the journey so unique).

What to Expect

- Average driving distance: around 350 km per day
- Occasionally longer stretches of up to 650 km
- Speed: Our Vehicles generally travel at a maximum speed of around 80-100 km/h but may drop to as low as 30 kph on rough or unsafe sections.
- Roads range from tarred to gravel and unpaved tracks
- Road conditions can change daily due to weather, limited maintenance, or unexpected obstacles
- Roads may be washed away, requiring alternative routes
- Your vehicles may rattle more than usual due to road conditions
- Driving can be dusty, especially on dry dirt roads
- Some sections may be bumpy, sandy, or slippery
- Wildlife, livestock, or local traffic may occasionally slow progress
- Remote areas may have limited facilities and services along the route
- Keep in mind that roads are maintained by governments, so standards can vary greatly.
- Namibia Roads in particular are really bad.
- Seasonal floods or rains may temporarily block certain roads

Electricity Supply



- Reliable electricity is not always guaranteed while travelling in Africa.
- Remote areas may have no access to electricity.
- Some locations rely on generators or solar, which may switch off at certain hours and provide intermittent power.

Load Shedding in South Africa

In countries like South Africa, planned power outages (“load shedding”) can occur, sometimes lasting 2 hours or more per day.

- Load shedding (planned power outages) may occur to manage electricity demand.
- Outages can happen with little notice: typically, 2.5 hours in the Western Cape, up to 4.5 hours elsewhere.
- Some activities or facilities may be temporarily unavailable during these times.
- While we do our best to minimize disruptions, load shedding is beyond our control.

Laundry & Handwashing

- Laundry services may be available in Swakopmund, Victoria Falls, and some other towns on the Discovery South Africa Route, but availability is not guaranteed.
- Short layovers may mean laundry cannot be completed in time.
- Bring a small amount of eco-friendly hand-washing powder for basic washing and drying.
- Accommodation Suppliers rules need to be followed regarding where to hang laundry; avoid rails, windows, or balconies unless allowed.
- If using laundry services, check with reception for costs and timing to ensure items are returned before departure.

Local SIM Cards

- The easiest way to stay in touch is to buy a local SIM card in the countries you visit.
- SIM cards are usually available in major cities and sometimes at border crossings.
- Signal coverage can be limited in remote areas

Water



- **Stay hydrated:** Drink at least 2 litres of water per day, more in hot conditions. Dehydration is one of the most common issues on tour.
- **Tap water:** Local tap water is not always safe to drink, therefore follow your guides’ advice.
- **Filtered water:** All Nomad trucks are equipped with water filtration systems, providing safe drinking water while travelling with the truck. On “off days” when you are not travelling with the truck, such as in Khwai Conservation, the Okavango Delta, Masai Mara, Zanzibar, or Serengeti, the truck filtration systems will not be available.
Note that the Quantum and Coaster Vehicle does not offer a Filtration system and bottled water need to be purchased for consumption. (Bottled water is not included in Tour price)
- **Bottled water:** Available at most Overnight Properties and local shops, but it can be more expensive. Guides will advise where to purchase if preferred.



WATER BOTTLE

Please pack a reusable water bottle. Filtered water will be available for refills as per above, and several overnight properties also offer refill stations. Having your bottle with you on game drives is highly recommended

Wi-Fi

- Vehicles do not have onboard Wi-Fi.
- Some stops may offer Wi-Fi (free or paid), but signal strength and reliability vary and cannot be guaranteed.
- Where Wi-Fi is available, it may only be accessible in communal areas such as reception, not in rooms.

Okavango Delta / Khwai Conservation Area

- No mobile signal or Wi-Fi while in the Delta.
- You will be offline for 2–3 days.
- Inform family and friends beforehand so they know you’ll be out of contact.
- Being unreachable in the Delta is normal and not a cause for concern.

Money

Good money management helps you get the most out of your tour. Plan your budget to suit your interests and enjoy the experiences that excite you most. Optional activities add extra adventure and are listed in your tour dossier so you can choose what's right for you.

Cash

- Bring US Dollars printed after 2008 as older, or damaged notes may not be accepted.
- Request a mix of small and large denominations (small bills for tips, large for payments).
- Carry cash in a flat money belt, with a small amount easily accessible for daily use.
- USD mostly accepted in Botswana, Zimbabwe, Zambia and Tanzania

Credit Cards

- Widely accepted in major cities.
- Visa and MasterCard work best; Diners and Amex are less reliable.
- Cards should have a chip and PIN for ATM use.
- Inform your bank before travelling to avoid card blocks.

ATM / Debit Cards

- ATMs are available in most towns and cities for withdrawing local currency.
- Ensure your card has a chip and PIN.
- Withdraw enough cash for your stay, factoring in activity and meal costs.

Street Vendors

Avoid changing money with street traders, even if they offer better rates. It's risky, illegal, and unsafe to display foreign currency in public.



Note:

For the 2 days in the Okavango Delta / Khwai Conservation area, only cash is accepted. Commonly accepted currencies are USD, GBP, or EUR.

Tipping Guidelines

- **Restaurants**
 - Tipping is generally expected.
 - ~10% for good service.
 - More for exceptional service.
 - No tip is necessary for poor service.
- **Taxis & Similar Services**
 - Tipping is discretionary and not always expected.
 - If unsure, ask your guides.
- **Porters & Car Guards**
 - Tipping is expected.
 - Ask your guides for appropriate amounts in local currency.

Tipping the Crew / On Tour



Tipping or gratuities for the crew are not compulsory. They are entirely at your discretion and should only be given if you feel the crew has delivered excellent service. You should never feel pressured to tip. Your comfort and judgement are what matter most.

- You may tip the crew if you feel they have done a good job or gone above and beyond.
- The easiest method is to elect one person in the group to collect and distribute the tips.
- Recommended tip: USD 2–5 per person, per day, per guide.
- If there are 3 crew members, prepare three envelopes, each labelled with the crew member's name.
- Place whatever you feel is fair into each envelope, and the elected person can hand them over at the end of the tour.
- If you do not feel the crew deserves a tip, you are under no obligation to give one.
- Remember: tipping is a gesture of appreciation, not an expectation.

Health / Medical



- Inform us of any medical conditions or prescription medications (e.g., diabetes, asthma), especially if medication needs temperature control.

Carrying Medication on Tour

- Each truck has an insulated cooler box for drinks, which guests are welcome to use.
- If you need to refrigerate medication, this is the best place to store it.
- Store medication in a hard, watertight container to protect it from ice, water, and drinks.
- Please note that there are times when you won't be with the truck (e.g., 2-night stays in Khwai Conservation area). During these periods, cool storage may be limited.
- Guests are responsible for keeping the cooler clean and providing ice if needed.

First Aid

- A First Aid Kit is available on the truck for emergencies. Guides are qualified in First Aid, but the kit is not a dispensary, bring your own personal medical kit.

Medical Treatment on Tour

- Extended treatment may require signing off the tour.
- You may re-join later if fit to continue.
- All costs for missed days are your responsibility, but Nomad can provide a letter of support for insurance claims.

Personal Hygiene

- Keep hands clean, wash and sanitize frequently, especially before eating and after using the restroom. Bring your own sanitizer.
- Practice good hygiene: use antibacterial soap and wash thoroughly, as this helps prevent group illness.
- Traveller's diarrhoea is common, usually mild, and often caused by new foods, water, or anti-malarial medication, rather than food poisoning. Please inform your guide immediately if you experience any symptoms.
- Maintaining hygiene in hot climates is vital for your health and the enjoyment of the whole group.

(CPAP) Machines - Continuous Positive Airway Pressure

- Reliable electricity is not always guaranteed while travelling in Africa.
- Remote areas, such as Khwai Conservation Area (Botswana), may have no access to electricity.
- Some locations rely on generators, which may switch off at certain hours and provide intermittent power.
- In countries like South Africa, planned power outages ("load shedding") can occur, sometimes lasting 2 hours or more per day.
- Guests who rely on CPAP machines should plan accordingly and bring any necessary battery backups or alternatives.

Vaccinations



Important: This is for guidance only. Always consult your doctor or a travel clinic for the latest info and requirements.

- **Recommended vaccinations for Africa include:**
Hepatitis A (Havrix) | Yellow Fever | Rabies
Cholera | Tetanus booster

Yellow Fever

- Mandatory if you are coming from, or travelling through, a Yellow Fever-infected area.
- Proof of vaccination may be required to enter certain countries, especially if travelling north of Victoria Falls.

Malaria

Malaria is a serious health risk in Africa, but you can stay safe by being vigilant with prevention and medication. Key points:

- Avoid mosquito bites: Wear long sleeves, long pants, socks, and shoes after dark as most bites occur below the knee.
- Use nets when available at Overnight Properties: Keep mosquito nets closed, especially at sunset when mosquitoes are most active.
** Not all properties provide mosquito nets.
- Take prophylactics: Consult your doctor about effective antimalarial tablets.
- Use insect repellent: Bring plenty of DEET-based repellent (stick or lotion) and apply frequently.

Safety

Safety & Security

Your safety and peace of mind is our top priorities.

Please read the following carefully:

- Our experienced drivers always prioritize your safety.
- Regular breaks are scheduled to allow time to rest and stretch your legs.
- Please be patient during long or bumpy sections, as it's all part of the adventure!
- Always wear your seatbelt while the vehicle is in motion, as unexpected bumps can occur.
- For your safety, please remain seated whenever the vehicle is moving.
- Remember: the journey is just as much a part of the experience as the destination.

During your tour

- Cameras, phones, or electronics. Always keep these in your day pack and with you.
- Lock your bags with a padlock
- Overnight Properties are generally safe but stay alert and use common sense. Tourists can be targets anywhere.
- Your belongings are your responsibility; Nomad is not liable for lost, stolen, or damaged items. Travel insurance is strongly recommended, especially for valuables.

General Safety on Tour

- Report even minor illness to your guide promptly. Many travellers feel unwell in the first weeks due to unfamiliar germs.
- HIV/AIDS awareness: Please be careful and practical and act responsibly and take necessary precautions to protect yourself.

Local Laws & Customs

- Obey all laws of the countries you visit, particularly regarding drugs, firearms, and contraband. Violations may result in immediate removal from the tour with no refund.
- Respect local customs and cultural norms as we are guests in each country.
- Petty theft is common in some areas:
 - Avoid bringing unnecessary valuables (jewellery, expensive electronics, watches).
 - Never leave personal possessions unattended.
 - Walk in groups, especially at night.

Criminal Matters

- Nomad reserves the right to request a police report if a criminal matter is brought to our attention while on tour. A thorough investigation will be conducted to ensure due diligence and that unbiased facts are presented.

Summary

- Use safes when available, lock bags, and stay vigilant.
- Keep guides informed about your health.
- Respect local laws and customs.
- Insure valuables and luggage.

Alcohol & Drugs

- **Alcohol**
 - We encourage you to relax and enjoy a drink around the campfire, but excessive drinking from morning to night can lead to dehydration and unpleasant experiences.
 - Most camps have bars; please drink responsibly for your own enjoyment and safety.
- **Drugs**
 - Nomad has a zero-tolerance policy for illegal drugs.
 - Police regularly inspect trucks and camps, and multiple border crossings mean possession can lead to serious legal consequences.

Foreign Language Tours - Translators

Translators Guided Tours - (German and Italian)

- Available on some **Comfort tours** for guests less confident in English.
- Translators are often foreign students or volunteers, not professional guides or certified interpreters.
- Their role is to assist with communication between the English-speaking guide and guests, not to provide full line-by-line translation unless specifically requested.
- Tours are conducted in English by the guide; translators provide general clarification and support.
- Translators may not know all details about locations, logistics, or wildlife. The guide remains the primary source of information.
- They enhance the experience but are not a substitute for the guide. Guests should manage expectations accordingly.

Lost Luggage



- Airlines may occasionally misplace luggage. While Nomad can assist by advising on suitable joining points and the nearest airports, it remains the traveller's responsibility to follow the correct procedures.
- If your luggage does not arrive, you must obtain a lost-luggage report from the airline *before leaving the airport* and contact your travel insurance provider as soon as possible.
- All costs associated with reuniting your luggage with the tour are the responsibility of the traveller. Please keep in mind that your bag will need to catch up with the group, which can take time. We strongly recommend arranging with the airline to send the bag ahead by a few days to ensure it reaches the tour successfully.

Photography & Drone Usage



You're welcome to ask your guide to stop for photos. Everyone's photography needs are different. Be sure to bring enough memory cards, spare batteries, and charging cables before departure, as these can be hard to find en-route and charging facilities may be limited.

If you're visiting National Park, you'll likely take many photos, so please protect your camera gear from dust. Some camps offer power points to recharge batteries, but you'll need to bring your own adaptors and connections

Drone Usage

Each country has its own strict drone regulations, managed by the local Civil Aviation Authority, and drones are banned in all National Parks and game reserves. Permits are often required, and failure to comply can result in fines, confiscation, or travel delays at borders and park entrances.

We strongly discourage bringing drones on tour, as they can:

- Cause delays at border crossings or park gates
- Violate Park policies and conservation rules
- Disturb wildlife and fellow travellers

Please be respectful and considerate of others and the environment by leaving drones at home.

Respectful Photography

- Do not take photos at border posts, government buildings, or of military or police personnel.
- Always ask your guide first before photographing local people or cultural groups as in some areas, photography is restricted or may require a small fee (e.g., the Masai or Himba).
- Remember, we are guests in the countries we visit, and respecting local customs ensures a positive experience for everyone.
- Reminder, there may be fellow travellers that do not consent that their pictures are taken, therefore please ensure you prior permission to take a photo of some-one

Climate and Weather Conditions



Africa's weather can be extreme and unpredictable, so it's important to check expected conditions for your specific tour and pack accordingly. Expect heat in the dry season and rain in the wet season. It's all part of the adventure!

General Climate Tips

- The African sun is intense – use SPF 50+ sunscreen and wear a hat.
- October–April: very hot, occasional rain.
- May–September: dry, with cold nights (sometimes below 0°C).
- Weather patterns vary by region and year, so pack for all seasons and expect the unexpected!

Regional Overview

Kenya & Tanzania Best wildlife viewing from Dec–Mar (calving season) and Jul–Oct (river crossings). Expect warm, dry days and cooler evenings.

Uganda Travel is good year-round. Best months: Jun–Oct and Dec–Mar. Rainy seasons (Mar–Apr) make gorilla trekking muddy but rewarding. Average daytime temperature: 25°C.

South Africa Kruger & KwaZulu-Natal: Best safaris Jun–Oct (dry season). Cape Town: Best weather Sep–Nov and Jan–Mar. Cooler, rainy winter from Apr–Sep.

Mozambique & Malawi Best travel months May–Nov (dry season). Expect hot, humid, and wet conditions Dec–Feb.

Botswana Rainy season Nov–Apr (great for birding); best game viewing May–Oct when the Delta floods and animals gather at water sources.

Namibia Hot days, cool nights year-round. Coastal areas are mild; inland areas can reach high temperatures with cold nights.

Eswatini (Swaziland) Best weather May–Oct (dry winter). Don't miss the Reed Dance (Aug–Sep) or First Fruits Festival (Jan).

Zimbabwe Victoria Falls is at its fullest Apr–May; lower water levels Sep–Dec allows swimming in the Devil's Pool. Best safari time May–Sep (dry season).

Optional Activities

Optional activities can be booked during your tour. Availability may be limited by season, daylight, timing, or camp arrival, and rates are subject to change. Some activities may overlap with included itinerary items; in these cases, the included activity will be forfeited. Your guide will help you select safe, professional options, and some activities may require group decisions.

Pre-bookable options

For information on pre-bookable experiences, please contact our Sales team or refer to the tour dossier/itinerary for the options available on your specific tour.

Do What You Can Afford

We keep our tour prices low so you can choose the optional activities that best suit your interests and budget. These experiences add variety and excitement to your journey and are selected for their value, fun, and guest feedback. Participation is entirely your choice, as they are not operated or endorsed by Nomad.

Why Optional Activities Aren't Included:

Not everyone can or wants to do them all. Availability depends on time, season, and weather. Activities are run by specialist operators for your safety and enjoyment. Nomad handles the travel logistics, while the professional operators run the activities themselves.

Sustainable Travel

Nomad is committed to the principles of responsible environmental tourism. We kindly ask that you respect the customs, laws, and environment of the countries and areas we visit. Please be 'green-minded' and dispose of rubbish responsibly. A dustbin is available on board, and we ensure that all areas are thoroughly cleaned before leaving our campsites.

NOMAD AFRICAN TRUST

At Nomad we are passionate about the people, places and wildlife of Africa that make our tours so special. To give back, we have set up the Nomad African Trust. If you would like to find out more about the Trust, our beneficiary projects and how you can help, contact us on trust@nomadtours.co.za

PEOPLE



PLACES



ANIMALS



GREEN SEATS

The Nomad African Trust is our way of giving back to the continent we love. We're deeply conscious of the impact travel has on the environment and the communities we visit, which is why we established this non-profit trust — to help protect and uplift Africa's people, places, and wildlife. Our ongoing mission is to secure funding from the tourism industry and related sectors to support the very communities and ecosystems that make these journeys possible. Travellers can also make a difference by purchasing a Green Seat, with each contribution going toward initiatives that drive real, lasting change. All funds are carefully directed to projects that provide long-term, meaningful benefits to those we support.



SUITCASE

Seeking Unity in Travel, Creating & Aiding Sustainable Environments—SUITCASE—is the latest initiative by the Nomad African Trust. This project invites our guests to bring along useful items in their luggage when travelling to Africa, just before starting their tour. Donations can include stationery, books, clothing, and non-perishable food items—simple contributions that make a big difference. Collection points will be available at all major Nomad starting locations, where items will be gathered and distributed to the communities and projects most in need. Through SUITCASE, travellers can directly support meaningful change and help uplift the very regions they journey through.



PLEDGE A TREE

The Nomad African Trust, in partnership with Nomad Africa Tours & Safaris and Greenpop Foundation's Forests for Life programme, works to support small-scale organisations across Sub-Saharan Africa. Together, we aim to plant trees, restore degraded forests and woodlands, protect vital catchment areas, and uplift the communities that depend on these natural resources. This initiative not only increases biodiversity and strengthens ecosystems but also helps build a more sustainable future for people and the planet. By restoring forest habitats and expanding ecosystem services, we can create lasting environmental impact. Every tree matters—pledge yours today and be part of the change.



JARS OF HOPE

Over the last few years, the trust has partnered with Taste + See, a program that provides otherwise unobtainable opportunities to those in poverty who are looking to better their futures through skill-development and resource expansion. One of the largest hurdles within impoverished communities is food insecurity and is a core starting point of Taste + See's upliftment program. As such, Nomad focused on supplying Jars of Hope, which is a nutritious mix of food containing 4 meals per jar. The entire in-office staff pitched in to clean, fill and hand-deliver each jar to a total of 200, amounting to 800 meals, some of which were immediately distributed to a new group in the process of changing their lives.