

FREQUENTLY

Asked Questions

WHAT IS THE BEST TIME TO VISIT AFRICA?

Africa is a year-round destination, and the best time depends on your client's travel preference. While the dry season is one of the best times to get a fill of Mother Nature, that also differs by destination and depends on your interests. For instance, the Green Season is a wonderful time of year that buzzes with new life and is a great time to avoid the crowds of high season while saving money. Also, not all the animals are migratory so you will see wildlife and spend more time with your guide viewing them.

HOW PHYSICALLY DEMANDING ARE PROGRAMS?

Generally, the safari programs are not physically demanding. Walking safaris can require more levels of fitness, but usually they are not strenuous. Participation in these activities is at your discretion.

DO YOU HAVE ANY SAFETY TIPS FOR PLANNING A SAFARI?

We have a team both here and in Africa to answer your questions and respond in real time in all phases of your trip. Now more than ever it is also important to work with a partner with rock-solid financial independence that you can count on. If you have concerns about traveling during Covid-19, speak to your travel advisor.

IS THERE A MINIMUM AGE FOR CHILDREN?

We cater to all families. It is best to talk to our safari specialist to advise the best destination based on age, family travel style and any other requirements.

DO CHILDREN NEED SPECIAL DOCUMENTS?

African Travel, Inc. advises travel partners to review all documentation requirements when booking minors to or from South Africa and Botswana. Travelers who arrive in South Africa or Botswana without the required documentation can be detained and/or deported immediately.

HOW DO YOU ACCOMMODATE SINGLE TRAVELERS?

Single travelers can pay a single supplement rate or choose a set departure tour where the single supplement rate has been waived. Some of our journeys offer discounted rates for solo travelers.

DO I NEED A VISA?

Visa requirements vary by country. For more information speak to your travel advisor.

IS INTERNET ACCESSIBLE THROUGHOUT MY JOURNEY?

City hotel and many lodges and camps have Wi-Fi, however some areas in the bush are more remote and have less access to the internet. Depending on your needs to connect or disconnect, we can tailor the right experience for you.

IN ADDITION TO BOOKING A TOUR, CAN I ALSO BOOK AIR TRAVEL WITH YOU?

You certainly can. We have contacts and rates with many airlines and our team can assist with booking your client's flights. You can either request to add flights at the time of booking, or we can add flights at a later stage.

WHAT TRAVEL PROTECTION DO I NEED TO PURCHASE?

If you choose to purchase African Travel's own Travel Protection plan, you will have the flexibility to cancel your trip for ANY reason, up to 24 hours before departure. Depending on the plan you select, you will be eligible for either a Future Travel Certificate, or a mix of 60% cash back insurance benefit with a 10% Future Travel Certificate. Both plans include additional coverage for COVID-19. Speak to your travel advisor for more information.

HOW WILL YOU TAKE CARE OF MY HEALTH AND WELLBEING?

When you travel with us, you can rest assured your health and wellbeing are our top priority. African Travel is endorsed by the World Tourism & Travel Council (WTTTC), each of our safaris is locally hosted by guides who will ensure that all protocols are adhered to, and who will provide support and guidance to our guests. You can also view our wellbeing protocols before and during travel.

IF I BOOK MY TRIP AND I THEN NEED TO CHANGE MY BOOKING, WILL MY MONEY BE SAFE?

Absolutely. You can choose new dates and/or a new destination prior to final payment (subject to terms and conditions). African Travel is a proud member of The Travel Corporation, which is a stable and solvent company. African Travel is also A member of US-TOA (United States Tour Operator Association) and maintains a \$1 Million Dollar bond for customer assistance.

PASSPORTS

Passports are required for international travel. Client passports must be valid for at least 6 months after their scheduled return date and should have sufficient blank pages for visas and immigration stamps.

