

出發前

護照 / 簽證 / 旅行文件

1. 護照：持用任何護照，均須距回程日期至少六個月有效。南非及辛巴威嚴厲執行每次入境護照必須保留至少連續兩頁空白的政策，波札那則須保留至少三頁空白，以供出入境蓋章；違者將被拒絕登機、入境、罰款、甚至遭遣返，費用自付。本行程兩次入境南非，為謹慎起見，本公司建議旅客護照上至少要有十頁的空白頁。
2. 美國永久居民除護照外尚須攜帶綠卡以便再入境美國。
3. 隨身攜帶在美國的緊急聯絡人姓名、電話和地址。
4. 妥善保管旅行證件、護照、信用卡、電話卡、旅行支票、現金、機票等，影印留底，分開存放，最好也保存電子檔，俾需要時即能迅速取得。
5. 出發前最後一刻，務必再檢查，確定證件齊全。
6. 簽證：持用有效美國護照，進入南非及波札那旅遊，90 天內可免入境簽證，進入辛巴威旅遊，不須事先申請簽證，可在機場或其他入境口岸獲得簽證，停留 30 天內單次入境的觀光簽證，每人費用美金\$30。入境南非、辛巴威和波札那的簽證最新詳情，以及持用其他護照者，請查詢各國的領事館網站：

South Africa: <http://www.saembassy.org/>

Botswana: <http://www.botswanaembassy.org/>

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

旅遊諮詢

美國國務院為國民提供全世界每個國家的最新旅遊信息、旅行警報和警告。旅客查詢可致電 888-407-4747 或 202-501-4444，或上網 travel.state.gov。

行李

1. 行李規定以所搭乘的航空公司為準，或會隨時調整，一切費用及責任由旅客自行承擔，旅客行前應查詢航空公司。
2. 為了旅途的方便，行李盡可能的精簡，並預留空間存放沿途購買之物。托運行李箱應堅固耐用，附滑輪和安全鎖，建議使用美國運輸安全局 TSA 認證的安全鎖，配掛本公司提供之行李牌，寫明英文姓名、美國地址和電話、團體號碼，以利團體辨識。
3. 貴重物品及個人常用藥品應隨身攜帶，勿隨意放置車上和托運行李內。不論旅遊途中或巴士上，如有個人物品遺失

或損壞，本公司或巴士公司均不承擔任何責任或義務。

4. 考慮將一套衣服、內衣褲和盥洗化妝包放在隨身行李內，以免行李延誤或遺失等突發狀況時，造成不便。
5. 旅遊巴士行李限制：由於巴士上存放行李的空間有限，規定每位旅客以攜帶托運行李一件和隨身行李一件為限。切勿攜帶超出限額的行李，以免因行李超件而被收取額外的費用。
6. 有關美國機場安檢及 TSA 安全鎖詳情，請查詢美國運輸安全局的網站：<http://www.tsa.gov>




醫療 / 保險

1. 本公司強烈建議旅客，出發前應購買旅遊保險，以確保自身權益，安心旅遊。
2. 熟悉自身健康狀況，了解旅遊目的地，對旅遊而言是至關重要的。建議旅客行前諮詢美國疾病控制和防治中心 (CDC)，查詢至南非、辛巴威、波札那旅遊的疫苗及藥物的最新消息，電話 800-232-4636，或上網：<http://wwwnc.cdc.gov/travel>。
3. 檢疫規定：由美國出發的旅客入境南非、辛巴威、波札那，只要中途不於世界衛生組織認定的黃熱病疫區轉機或停留，無須持有檢疫證明；否則，至少需要在抵達前 10 天注射黃熱病疫苗，才會生效。欲知更多旅遊檢疫訊息，請查詢美國疾病防治中心 <http://wwwnc.cdc.gov/travel/> 或世界衛生組織網站 <http://www.who.int/countries/>。
4. 出發前四至六星期，諮詢您的家庭醫生，瞭解自身健康，甚至是牙齒的狀況，確定您兒時已按期接種一般傳染病的疫苗，以及是否須要追加注射或服用疫苗或服用抗瘧疾藥物。
5. 自備個人常用藥品如感冒、胃腸、暈車、消炎、止痛、維他命等。個人處方藥份量要足夠，放在隨身行李內，須具註明標籤或醫生處方證明，以備海關查詢或旅途中不時之需。
6. 到非洲避免感染瘧疾等疾病，應備足防蚊蟲藥及噴劑，日落、日出時最好待在戶內，盡量關閉門窗、使用風扇或冷氣，謹防蚊蟲叮咬。如出現發熱、出冷汗、頭疼、腹痛等症狀，一定要及時就醫。
7. 旅途中，如有醫藥健康方面的問題，請隨時告訴導遊，以便及早並盡力協助。

氣候

1. 出發前，請網路查詢旅遊目的地的天氣狀況：
www.weather.com。
2. 南非共和國，簡稱南非，位於非洲大陸的最南端，季節與北美相反。西部沿海乾燥無雨，東部屬副熱帶濕潤氣候，東北內陸是草原氣候，開普敦所在的西南部則屬地中海型氣候，5-8 月為冬季，白天夜間平均氣溫 18°C/1°C；9-4 月為夏季，平均高溫和低溫 28°C/8°C；冬季多雨，夏季乾熱，日照充足，向西愈乾燥，天氣常有變化。
3. 辛巴威，是個內陸國家，地處熱帶，但氣候屬於熱帶草原氣候，涼爽舒適，年均氣溫 22°C，10 月份溫度最高，達 32°C，7 月份溫度最低，約 13°C-17°C。11 月 - 3 月是雨季，4 月 - 6 月時維多利亞瀑布的水量豐沛，是旅遊旺季。
4. 波札那，同是位於非洲南部的內陸國，南鄰南非，東北與辛巴威接壤，大部份地區為典型的熱帶草原氣候，西部則為沙漠、半沙漠氣候，冬季（5-9 月中）溫暖，夏季炎熱，年均氣溫為 21°C (70°F)。

電壓

1. 南非、辛巴威和波札那的電壓 220 - 240 伏特，50 Hz。
2. 插頭及插座：
 M 型插頭：南非及波札那使用 M 型插頭（南非式 15A 三腳圓孔，類似 D 型插頭，但較大）。
 D 型插頭， G 型插頭：辛巴威使用 D 型插頭（印度式 5A 三腳圓孔），以及 G 型插頭（英國式 13A 品字形）。
3. 旅客應自備國際旅行變壓器和萬用插頭、吹風機、刮鬍刀、充電器等。

服裝與攜帶物品

1. 出發前幾天注意氣象報告，查詢當地的天氣狀況：
www.weather.com，根據季節和氣候變化準備衣物。
2. 衣著一般以輕便、實用、舒適、透氣為主。為適應日夜氣溫的變化，服裝穿著以分層次、容易穿脫為佳。可準備一套比較正式的服裝，以便進出高級餐廳、酒店時穿著。
3. 全年穿著舒適且便於行走的便鞋，冬天配備保暖襪子。

4. 野外活動或獵遊時，穿著以輕薄棉質、可以防止蚊蟲叮咬的長袖衣服及長褲為宜，以自然系色彩為佳，避免鮮艷色彩（尤其是白色）、容易吸引動物注意的服裝。
5. 輕便的外套或夾克。
6. 輕便的雨衣或雨具。
7. 太陽眼鏡、遮陽帽、防曬油、游泳衣、拖鞋。
8. 驅蚊蟲藥或噴劑、抗瘧疾藥、洗手液。
9. 輕便的望遠鏡。
10. 簡便急救包。

抵達後

入境機場 / 海關

1. 本公司當地導遊依法不可進入國際機場的移民檢查站、海關或領行李區。旅客抵達首站南非的開普敦機場後，須自行通過移民檢查站和海關，領完行李後，自行步出至抵達大廳，本公司當地導遊或代表將於大廳恭候。
2. 當地接待單位提供行李員服務，每位旅客限一件行李。

語言

1. 南非共和國共有 11 種官方語言，其中最通行的是南非荷蘭語、英語、祖魯語及索托語。
2. 辛巴威：官方語言是英語，主要語言還有修納語和恩德貝萊語。
3. 波札那：官方語言是英言，但國家的主要語言為茨瓦那語，被廣泛使用。

時區

辛巴威及波札那同屬中非標準時間的時區，與鄰近的南非標準時間是一樣的。並且，因為靠近赤道，一年之中白天長短變化不明顯，三個國家均不施行夏令時間。美國夏令日光節約期間，當地的時間會較洛杉磯（美西時間）早 9 小時，較紐約（美東時間）早 6 小時。

貨幣 / 信用卡

1. 出發前應連絡信用卡公司，通知即將外出旅遊的訊息，並確認信用額度，確保旅途中能順利使用信用卡。

2. 南非：貨幣單位為 Rand (R, ZAR)，1 ZAR=100 cents。鈔票面值有 R200, R100, R50, R20, R10；硬幣則有 R5, R2, R1, 50c, 20c, 10c, 5c。可於抵達後以美金在國際機場、酒店或銀行，按當天兌換率兌換，兌換單據須妥善保存。超過 R10,000 的南非貨幣、郵票收藏品及未加工的黃金，按規定須申報海關。剩餘的 Rand 可以在出境前持先前兌換的單據，於機場內的銀行再換回美金。按 2020 年 1 月兌換匯率為：1 USD = 14.17 ZAR。
3. 辛巴威：辛巴威元 (Zimbabwe Dollar, ZWD, 縮寫為\$ 或 Z\$) 是辛巴威的法定貨幣，1 ZWD=100 cents。近年來，辛巴威因嚴重的通貨膨脹，貨幣不斷大幅的貶值，兌換率起伏相當大。當地銀行及提款機俱缺現金，旅行支票及信用卡使用不易，建議旅客攜帶足夠的美元現金，抵達後再兌換一些當地小額鈔票或零錢即可。按 2020 年 1 月兌換匯率為：1 USD = 361.90 ZWD。
4. 波札那：普拉(Pula)是波札那的流通貨幣 (當地語言意為「雨露」，簡稱 BWP)，1 BWP=100 Thebe (特貝)。美金是當地最受歡迎的外幣，可於國際機場、指定酒店、兌換站或銀行兌換當地貨幣，兌換單據須妥善保存。按 2020 年 1 月兌換匯率為：1 USD = 10.66 BWP。
5. 一般而言，大都市的大型購物商店、餐廳、酒店、機場多接受一般信用卡 (Visa, MasterCard)；但大部份商店，尤其是市集攤販等，只接受當地現金。旅行期間請帶足旅費，美元現金會比信用卡好用，只要準備一些當地小額鈔票或零錢，方便使用即可。

飲食

團費包括行程中所註明的膳食。非洲的氣候炎熱乾燥，應注意飲食衛生，多喝水，避免生食，不生飲自來水，只能喝燒開的水，或購買瓶裝水飲用。

購物

1. 多數的旅客會希望有機會購買當地的特產。本公司當地代表及導遊非常樂意協助旅客在購物上的需求，也可能會安排購物參觀；然而，這不應該被視為是本公司對該商店、商品或價格的認可。任何有關貨物價格、品質或

售後服務、運送等，純屬旅客與商家之間，請旅客購買前仔細考量和議價，購後自行負責。

2. 旅行中的購物是您個人的選擇，絕無強制性。旅途中，任何時候您感到購物變成一種壓力時，請立即與本公司當地導遊或代表反應。
3. 購物需注意營業時間，在非洲，部份超市下午 4 點以後才開始營業，週六、週日全天休息。行走在路上時，有很多想兌換外幣的人，最好不要理會。
4. 南非購物：外國遊客在南非購物金額超過 R250，從購物日起 90 天內，可於出境時在機場退稅處申請退稅，旅客只要保存好發票，向稅務人員展示所購商品，即可辦理退稅手續。
5. 攜帶外國商品入境美國，請遵照美國海關規定。詳細信息，請諮詢美國海關和邊境保護局的網站：
www.cbp.gov。

通訊 / 緊急電話

1. 南非國際冠碼 09，國碼 27；辛巴威國碼+263；波札那國碼+267；美國國際冠碼 011，國碼 1。
從海外撥回美國：該國國際冠碼 + 美國國碼 (1) + 受話號碼
從美國撥往海外：美國國際冠碼 (011) + 該國國碼 + 受話號碼
2. 緊急救助電話：
南非：112 (行動電話), 10111 (警察/消防), 10177 (急救)
辛巴威：999、993 (消防)、994 (急救)、995 (警察)
波札那：911、997 (急救)、998 (消防)、999 (警察)

網路

多數酒店提供免費的無線網絡連接以及商務中心。有關每個酒店的具體詳情，請諮詢酒店前台。

小費

團費不包含小費。小費是一般國際禮儀，目的在鼓勵和獎勵優質的服務，也是旅客在接受各項服務後，表示謝忱的一種方式。若有服務不週之處，歡迎旅客不吝來電或來函指正，本公司將善盡督導之責，令當地負責單位全力改善。本行程小費建議標準，除一般導遊和司機之外，還有野生動物園區

的嚮導，旅客可參酌實際情況適當增減。

- 當地導遊: US \$10 - \$15 (每人每天)
- 追蹤嚮導: US \$5 - \$8 (每人每天)
- 旅館服務員: US \$5 - \$10 (每人每天)
- 司機: US \$5 - \$7 (每人每天)

旅遊安全

1. 南非、波札那、辛巴威的道路通行方向均為靠左行駛，旅客行路時請小心！
2. 辛巴威的通貨膨脹嚴重，經濟情勢較差，至維多利亞瀑布旅遊應隨時注意自身安全及飲食衛生。
3. 國家公園一般是安全的，然野生動物與生俱來攻擊性，為了您自身的安全，應嚴格遵守公園規定及導遊指示，避免觸碰死亡動物，與野生動物保持適當距離，不餵食動物，以確保安全！勿在河流、湖泊、池塘或小溪戲水或游泳，因水中可能有血吸蟲或水源性疾病，或受野生動物如鱷魚、河馬攻擊之危險。
4. 非洲大陸蟲蛇多，遊客應小心提防。進入叢林最好穿上長統靴、厚襪、長袖衣服和長褲，使用防蟲噴劑，以防跳蚤、蟲子、蚊蟲的叮咬，感染瘧疾，並且特別留神您所在的位置，免得走失。
5. 至野生動物區遊覽，應穿中性顏色的衣服，如棕色、米色和土黃色。白色和其他鮮艷的顏色會令動物不安。

其他注意事項

1. 出外旅遊首重安全，應提高警覺，隨時留意自己的行李，貴重物品應隨身攜帶或託放至飯店保險箱，切勿放置車上，小心扒手，多一分留意，少一分麻煩。
2. 尊重導遊及其他團員的權益，當導遊解說時，仔細聆聽，保持安靜。
3. 夜間或自由活動時，若須外出，請告知領隊，攜帶印有酒店地址和電話的名片，以防迷路，最好能結伴同行，避免單獨活動，注意安全。

4. 住宿飯店時，請注意門窗安全，隨時將房門扣上安全鎖，不輕易開門。
5. 為了您的利益，行前請詳讀行程表說明，將日程及旅館酒店等資料留一份供家人參考或聯絡。
6. 團體旅遊須全體團員的合作與配合，旅途中請謹記並遵守集合時間與地點，佩戴本公司提供之胸章，以利領隊辨識及協助。搭乘美國國內班機，須於至少兩小時前抵達機場，國際班機須於至少三小時前抵達機場，以便從容通過機場安檢。任何班機延誤、取消或其他的緊急狀況，請立即與勵馳旅遊名人假期連絡：

美國 / 上班時間 (週一至週五, 9am-5:30pm)

總公司 (626)289-2450

洛杉磯分公司 (626)289-1010

舊金山分公司 (650)259-9983

紐約分公司 (212)973-1998

美國 / 下班時間 (626)592-8448

BEFORE YOU GO

PASSPORT & VISA

1. Passports: Passports must be valid for at least 6 months from the return date of your trip. However, both of Zimbabwe and South African law requires travelers to have at least two consecutive blank visa pages (Botswana requires at least three blank pages) in their passports for entry stamps. Travelers without the requisite blank visa pages in their passports may be refused entry, fined, and returned to their point of origin at their own expense. This tour itinerary will enter South Africa twice. To ensure you are covered for all the countries in this tour, Peony Tours recommends that there should be at least ten blank pages in your passport.
2. U.S. Resident Aliens need both passports and Alien Resident Cards for re-entry to the United States.
3. Carry emergency contact person's name, address and telephone number with you.
4. Keep travel documents, passport, personal necessities and valuables with you at all times and make a digital copy of them.
5. Be sure you have all the necessary documents and money before leaving for the airport.
6. Visa: Tourists with valid U.S. passports to South Africa and Botswana do not require visas for stays of up to 90 days. For Zimbabwe, U.S. passport tourists are not required to apply a visa before traveling, but may pay USD 30 for and obtain a 30-day/single entry visa when entering Zimbabwe. For non-U.S. passport holders and for the latest visa requirements please check the Embassy websites:
South Africa: <http://www.saembassy.org/>
Botswana: <http://www.botswanaembassy.org/>
Zimbabwe: <https://www.evisa.gov.zw/ regime>

CONSULAR INFO

The U.S. Department of State provides Country Specific Information Sheets for every country in the world, as well as Travel Alerts and Warnings. Find this information by calling 888-407-4747, or 202-501-4444, or online at travel.state.gov.

BAGGAGE

1. Baggage charge and insurance are at the owner's responsibility. Baggage allowance varies by airline and is subject to change at any time. For up to date baggage allowance restrictions and fees, always check with the appropriate airline before traveling.
2. It is recommended that all checked luggage has a lock (TSA approved locks are recommended) and a luggage tag showing the name and contact information of the owner. **(Use Peony Tours tags for easy identification)**
3. All baggage and personal effects are at the passenger's risk at all times and in all circumstances. DO NOT pack medicine, valuables or other personal necessities in checked luggage or leave them in the bus. Keep them in carry-on bag with you at all times.
4. Consider packing one change of clothing, one set of underwear and toiletry in your carry-on bag to avoid inconvenience caused by delayed or lost luggage.
5. Baggage allowance on coach: Peony Tours welcome each passenger to bring one suitcase and one carry-on bag on coach.

Due to the limited capacity for luggage storage on the vehicle, Peony Tours does not accept more than one suitcase per person in order to avoid any additional charges for excessive luggage.

6. Consult www.tsa.gov for USA restrictions on baggage and TSA approved locks.

HEALTH & INSURANCE

1. For travelers' peace of mind and protection, you are strongly advised to purchase travel insurance prior to departure.
2. It is important to familiarize yourself with any potential health issues or concerns related to your destination, and so we strongly recommend consulting the Center for Disease Control and Prevention (CDC) for up-to-date information on required and recommended vaccines and medications. Visit them online at wwwnc.cdc.gov/travel or call 800-232-4636.
3. Health requirements for entry into South Africa, Zimbabwe and Botswana may depend on the country of origin and countries visited en route. Vaccinations are not required for travelers coming directly from the United States. For travelers originating from or transiting through WHO designated yellow fever countries, the proof of yellow fever vaccination is required and it should be administered 10 days prior to travel in order for it to be effective. Further information on vaccinations and other health precautions for travelers may be obtained from the Centers for Disease Control's (CDC) website <http://wwwnc.cdc.gov/> or the World Health Organization's (WHO) website: <http://www.who.int/countries/zaf/en/>.
4. It is strongly recommended that you consult your doctor for existing medical conditions four to six weeks before you leave. Vaccination is one of the best ways to reduce the infectious risk. Ensure your routine childhood vaccinations are up to date. Some vaccinations may require booster doses. Ask your doctor and get the boosters.
5. If you are taking prescription medication, pack in your hand luggage sufficient quantity for the duration of the trip and make sure it is fully labeled.
6. In Africa, malaria is found in some areas. If you travel to a malaria-risk area you must take prevention drugs and avoid mosquito bites:
 - wear long sleeves, long trousers and socks
 - apply insect repellent containing DEET to exposed skin
 - spray your room with aerosol insecticide
 - use mosquito-proof bed net
 - stay indoors between dusk and dawn
 - close doors and windows or protect them with screens
 - switch on fans or air conditioners
 - use mosquito mats or coils during the night
7. In case of illness during your trip, please notify your tour guide for immediate assistance.

WEATHER

1. Use a website such as www.weather.com to find average temperatures and rainfalls during your travel times.
2. South Africa: This country has two climatic systems. The south-western Cape has a Mediterranean climate with winter rainfall (May-August) and a dry hot summer (September to April), whilst the rest of the country has exceptionally sunny weather throughout the year, broken only by spells of rain in the summer months. The long spring and summer months – late August to mid May make South Africa a holiday-maker's paradise, whilst in the winter months the weather is

still beautiful, with generally warm sunny days and cool nights (except in the South-Western Cape where this is the green season).

- In Zimbabwe, the annual average temperature is 22°C. October is the hottest month, the temperatures are around 32°C. July is the coolest, the temperatures are typically 13°C - 17°C. Rainy season is from November to March. April to June is a stunning time to visit Victoria Falls when the water levels are at its highest for the season.
- Botswana: Botswana's climatic pattern is typical of southern Africa, although its rainfall is less than countries further east. The rain in Botswana come mostly between December and March, when average minimum temperatures are in the low 20's. Some days will be bright and sunny, some will have afternoon thunderstorms, and some will just be grey.

ELECTRICITY

- Domestic supply for South Africa, Zimbabwe, and Botswana is between 220 and 240 volts AC, 50Hz.
- Plug sockets:



Type M: Most of South Africa and Botswana use the plug M (3-round pins, South African type, looks like plug D, but with larger pins).



Type D and



Type G: Zimbabwe uses the plug D (3-round pins, India type), and plug G (3-rectangular pins, UK type).

- We recommend you pack a universal travel voltage converter and plug adapter, hairdryer, and chargers for the trip.

CLOTHING & THINGS TO BRING

- Use a website such as www.weather.com to find average temperatures and rainfalls during your travel times.
- Dress should be informal and comfortable throughout the trip. Prepare at least one nice smart/casual outfit for better hotels and lodges. Bring a collar or tie with you.
- It's best to wear good walking shoes throughout the trip.
- On Safari, you will require casual, neutral colored, cotton clothing (no bright colors or whites), light-weight trousers, slacks, and long-sleeved shirts are ideal.
- A warm light-weight jacket is recommended.
- A light waterproof jacket or umbrella is necessary for the summer shower months.
- Bring a sun-hat, sunblock lotion, sunglasses, swimwear, sarong, and comfortable sandals.
- Insect repellent, hand sanitizer, and anti-malaria tablets (if applicable).
- Bring binoculars and a small first-aid kit.

WHEN YOU ARRIVE

CUSTOM & ARRIVAL

- Peony Tours representatives cannot enter the baggage claim area. Baggage carts are available at all airports. Collect your luggage and exit, our local representatives will be waiting for you outside.
- All baggage from the group will be collected for transport

between the airport and hotel in a separate vehicle. Baggage service to/from the airport is limited to one bag per customer.

LANGUAGE

- South Africa:** 11 official languages, English, Afrikaans, Sotho, Xhosa and Zulu are the most commonly spoken.
- Zimbabwe:** English is the main language used in the education and judiciary systems. The Bantu languages Shona and Ndebele are the principal indigenous languages of Zimbabwe.
- Botswana:** The official language is English. However, Setswana is widely spoken across the country.

TIME ZONE

The South African Standard Time (South Africa) and Central African Standard Time (Zimbabwe, Botswana) do not utilize Daylight Savings. During the Daylight Savings Time, these countries are 9 hours ahead of Los Angeles (PST), and 6 hours ahead of New York (EST).

MONEY MATTERS

- It is suggested to inform your credit card company of your traveling and to confirm your credit line prior to departure.
- South Africa:** The currency is the Rand (R, ZAR). One Rand equals to 100 cents. There are R200, R100, R50, R20, and R10 notes. Coins come in R5, R2, R1, 50c, 20c, 10c, and 5c. South African bank notes in excess of R10,000 gold coins and stamp collections and unprocessed gold have to declare. Most international credit cards are accepted, as are traveler's check. Foreign currency may be exchanged at the international airports, commercial banks and hotels. It is advisable to carry cash with you for small payments. As of January 2020, the exchange rate is: 1 USD = 14.17 ZAR.
- Zimbabwe:** Following the collapse of the Zimbabwe Dollar (ZWD), the country has adopted a multi currency scheme using U.S. dollars and South African Rands into everyday usage. Travellers' cheques and credit/debit cards are not widely accepted. ATMs are hard to find. It is recommended to bring enough cash to cover your stay in Zimbabwe (in either USD or ZAR) especially in small denominations like 1, 5, 10 as there is always a shortage of change and shops often refuses larger bills. As of January 2020, the exchange rate is: 1 USD = 361.90 ZWD.
- Botswana:** The currency is the Pula (BWP, which means "rain" in Setswana). One Pula equals to 100 thebe (which means "shield" in Setswana). Traveler's cheques and foreign currency may be changed at banks, change stations, and authorized hotels. The US dollars, Euros, British Pounds and the South African Rand are the most easily convertible and acceptable currencies. As of January 2020, the exchange rate is: 1 USD = 10.66 BWP.
- Major credit cards such as Visa and Master Card are accepted in large department stores, restaurants and hotels in major cities. However, we suggest traveling with sufficient US dollars to be exchanged for local currency for small payments. Always make sure you have cash on you as some small shops won't accept credit card. Plus you'll need it for tips.

FOOD & DRINK

Some meals are included as per itinerary. It is advisable to drink plenty of water in the heat and drink only sealed bottle water at all times which is available almost everywhere and is to be paid for. Take special precautions in rural areas.

SHOPPING

1. Most travelers enjoy the change to purchase items that reflect their destinations, and so as a courtesy, your guide may recommend a particular shop or arrange a shopping visit. Please note, however, that these recommendations should not be taken as Peony Tours' endorsement of the shops, merchandise and/or pricing. You assume all responsibilities for any transaction that take place, including shipping arrangements that are made.
2. The decision to shop while traveling is personal choice and shopping is never compulsory. If at any point during your journey you feel pressured to shop or make purchase, please contact the tour leader or our local representative immediately.
3. Prices at hotel shops and tourist shops in big cities are generally fixed; however when shopping at local markets or stalls by the streets, bargaining is expected.
4. Goods and Services Tax (GST) and Value Added Tax (VAT): In South Africa, VAT is levied at 14%. Foreign visitors may claim back VAT on purchases taken out of the country with a total value exceeding R250. In Zimbabwe, GST is currently 15% and is included in the price of most goods. You are recommended to check the current regulations prior to completing your purchases in foreign countries.
5. Observe U.S. Customs restrictions when bringing in goods from tour. Consult the U.S. Customs and Border Protection website at <http://www.cbp.gov> for details.

TELEPHONE & EMERGENCY NUMBERS

1. International Calls: South Africa's international access code 09, country code 27; Zimbabwe's country code +263; Botswana's country code +267; USA's international access code 011, country code 1.
 - Dial to USA from S. Africa: 09+1+City code+Local number
 - Dial to S. Africa from USA: 011+27+City code+Local number
2. Local Emergency Numbers:
 South Africa: 112 (for any emergency from a cell phone), 10111 (police & fire), 10177 (ambulance).
 Zimbabwe: 999, 993 (fire), 994 (ambulance), 995 (police)
 Botswana: 911, 997 (ambulance), 998 (fire), 999 (police)

INTERNET ACCESS

Most hotels in big cities offer free Wi-Fi in all areas as well as business center. Please consult the front desk for specific details in each property.

TIPPING

Gratuities are not included in your tour cost. They are customary, and their purpose is to encourage and reward quality service. Our tour guides, drivers, hotel porters and other service personnel do their utmost to make your trip smooth and pleasant. Gratuities are a way of showing your appreciation and also constitute a large part of their monthly income. However, tips are NEVER mandatory. For this tour, Peony Tours suggests tipping in the following manner (per person per day in USD):

- Local Guides: US \$10 - \$15 (per person per day)
- Trackers: US \$5 - \$8 (per person per day)
- Misc. Lodge Staff: US \$5 - \$10 (per person per day)
- Driver: US \$5 - \$7 (per person per day)

SAFETY

1. In South Africa, Zimbabwe, and Botswana, driving is on the left

side of the road. When walking you need to keep to the left and pass on the right.

2. Zimbabwe has certainly economic challenges at the moment. Even though Victoria Falls has been safer from the rest of the country, you are advised that always make sure to secure your possessions in public areas, watch what you eat, and be aware of pick-pockets. There are "Tourism Polices" on patrol throughout the town. Ask them for help in the event of any difficulties.
3. All national parks and reserves have a set of rules that you need to follow to ensure your safety. Many of the animals you'll come across, particularly lion, hippo, elephant and buffalo, are dangerous. Stay in your car and keep a reasonable distance. Never get off the jeep without permission. Never feed the wild animals. Avoid swimming in rivers that have hippos and crocodiles.
4. Africa has its fair share of poisonous snakes—though they are rarely encountered. If you plan on doing any walking, take along boots, socks and long trousers as a precautionary measure (which also helps with ticks) – and always look where you're going.
5. In wildlife areas, visitors are advised to wear neutral colored cotton-wear clothing, lightweight trousers, slacks, and shirts. No bright or colorful clothes or too much perfume

GENERAL TIPS

1. Keep eyes on your personal belongings and valuables at all times.
2. Respect other group members, your tour guides and drivers. Refrain from talking when tour guide is speaking.
3. Safety of travelers has always been our number one concern. For your safety, notify tour guide ahead of time if you plan to go out at night or roam at free time alone.
4. Always be cautious when staying at a hotel. Keep doors locked at all times. Never allow strangers into your room.
5. For the protection of your own interests, read your itinerary and hotel information prior to the tour. Leave a copy to your family.
6. A nice and smooth trip counts on every group member's high cooperation. It is important to follow the indicated meeting time and meeting point. **Use the name badge and luggage tags provided by Peony Tours** for easy identification. To make your trip as enjoyable as possible, allow enough time for flight check-in, security screening and boarding: 2 hours for US domestic travel, 3 hours for international travel. For flight delay, cancellation, or any emergency, please contact Peony Tours immediately:

USA – Office Hours (Monday - Friday, 9 am - 5:30 pm)

Headquarters	(626)289-2450
Los Angeles	(626)289-1010
San Francisco	(650)259-9983
New York	(212)973-1998

After Office Hours (626)592-8448