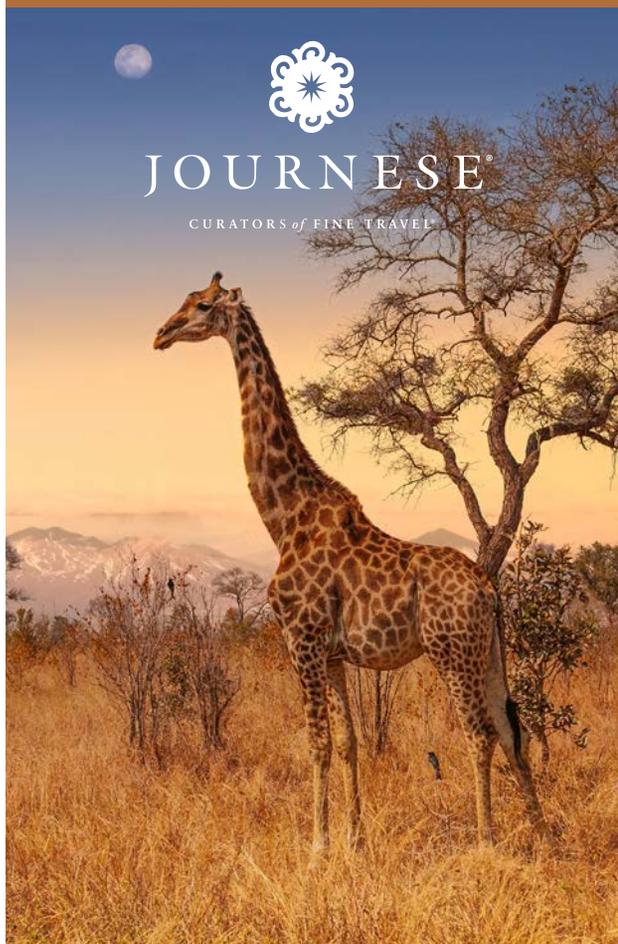


SOUTH AFRICA



JOURNESE
CURATORS of FINE TRAVEL

THE JOURNESE® EXPERIENCE

Welcome to Journese – Curators of Fine Travel®. When you travel with us, you not only receive superior service and an exquisite vacation, you also enjoy peace-of-mind and the assurance of a luxury brand serving travelers since 1977. We make sure your journey is memorable and seamless – from beginning to end. Enclosed you’ll find tips, contact numbers and helpful details to accompany you on your vacation. Enjoy fine travel made easy – enjoy the Journese experience.

PREPARING FOR THE JOURNEY

The perfect journey starts with being prepared. That’s why we created a list of tips and reminders to help.

- Ensure your passport is signed, valid at least six months past your return date, and your name matches your boarding pass. If you need a new passport, you may choose expedited service. Call 877.487.2778 or visit travel.state.gov/passport for more information.
- Review and prepare required travel protocol documents and forms; information can be found at journese.com/travelersupport.
- Check your flight seating and contact your travel advisor if you need to request changes.
- Talk with your travel advisor to add excursions.
- Leave a copy of your ID and itinerary with family.
- Prepare small bottles for carry-on – the TSA only allows 3.4 oz. bottles, fitting in a quart-size bag.

24 HOURS UNTIL DEPARTURE

- Confirm your flight’s time with your airline and check in online, paying any baggage fees.
- Call your travel advisor or airline if you have questions about check-in times (generally three hours before flight), baggage limits or other regulations.
- Check against your packing list to include:
 - Valid passport (details above)
 - Confirm required travel documents or forms (including online forms) are prepared
 - Power adapter/converter, cell phone and charger
 - Wallet, credit cards and cash (spread among multiple locations)
 - Toothbrush, toothpaste, make-up, toiletries
 - Layered clothing for diverse weather
 - Paper and pens, magazines or reading material
 - Vitamins and snacks
 - Medications and doctor information

TRAVEL DOCUMENTS

For travel to South Africa, a valid U.S. passport and an onward/return ticket for tourist/business “visa free” stays of up to 90 days are required for all U.S. citizens regardless of age. Passports must be valid at least six months beyond intended stay. You must have at least two blank pages in your passport when entering South Africa. Visit <https://travel.state.gov> for more information. A Green Card is not acceptable as the sole means of identification for U.S. residents. Please contact your travel advisor, consulate or embassy for further information. Non-U.S. citizens should ask their embassy or consulate what travel documentation is needed. Ask your travel advisor about special laws for minors traveling without both parents, if applicable.

CUSTOMS

Many countries have restrictions and prohibitions on what you can bring into a country including currency, produce, chewing gum, tobacco and religious literature. Be sure to check with the foreign embassies and consulates in the U.S. for your destination country before your departure. For details, visit cbp.gov/travel, call 877.227.5511, or speak with your travel advisor. Allow at least three hours to clear customs when connecting to another flight.

SEAT ASSIGNMENTS

Whenever possible, our system will assign your airline seats in advance. Please contact the air carrier directly if you wish to change your seat assignments. Airline seats are subject to change and may not be available in advance.

ATMS & CREDIT CARDS

Contact your bank before departure for information on using your ATM and credit cards while abroad. Notify your bank of your travel dates so your cards will not be suspended due to “suspicious” charges. You may want to leave a photocopy of your cards with someone at home.

TRANSFERS

If you confirmed a private or shared transfer with Journese, transportation will be located outside the customs and baggage claim areas. Look for an escort holding a Journese sign or a sign with your name. You will be escorted to your prearranged transportation. If transportation is provided by your hotel, please look for your hotel's representative.

HOTELS

Your accommodations are pre-paid. Please show your itinerary to the front desk upon check-in. You will be asked to provide a credit card or cash deposit to cover any incidental charges.

ELECTRICITY

The standard electrical service in South Africa is 220/230 volts AC 50Hz, while the USA is 120 volts AC 60Hz. Therefore, you may need a voltage converter to charge some American electronic appliances in South Africa. However, these days, the vast majority of personal electronics are dual-voltage, which enables them to run on either system. A common exception is a portable hairdryer, which often uses a fixed 120V. Always check the label should you have any doubts. A 3-pronged plug ("M" type) is most common in South Africa so an adapter is needed to fit the outlet.

WATER

Drinking water in South Africa is safe to drink and cook with when taken from taps in urban areas. Not all tap water in rural areas is safe for consumption, so it is advised you take precautions if necessary.

TIPPING

South Africa has a tipping culture, and the general rule is to start at 10%. Many people who work in the service industry rely on these tips to make a living wage, so often tips are higher than 10%. In some restaurants, you will notice that the tip is included in the total.

ACTIVITIES

Don't just visit South Africa – fully experience it. If you confirmed a private or shared excursion or activity, you will find the details and a voucher with your itinerary. If you would like to add experiences, please call your travel advisor before leaving the United States. Please note that pick-up stations for some excursions may be located throughout the city and may not be at your hotel. Some pick-up stations may be within a short walk while others may require that you arrange for a taxi transfer with the hotel's concierge. Transfers which are not included in your activity rates are additional, at your own expense. Your travel documents include an activity voucher that identifies the excursion(s) you purchased as well as pick-up information, including location(s).

CELL PHONES

Please contact your cell phone carrier to determine whether your cell phone service extends to South Africa. You may be able to purchase a SIM card for use abroad.

CURRENCY & EXCHANGE RATES

The currency in South Africa is the South African Rand (ZAR). It is recommended to exchange some currency prior to exiting the airport where there are exchange windows. Major credit card brands, namely MasterCard and Visa, are widely accepted, and debit cards and cheque cards, which give you access to your bank account in your home country, can generally be used over the counter and at ATMs. U.S. dollars are accepted in South Africa. However, it is important to note that the exchange rate between the two currencies will vary and that U.S. dollars may not be accepted at all businesses in South Africa. It is always best to have local currency on hand when traveling to another country.

TERMS & CONDITIONS

Please visit [Journese.com/terms](https://www.journese.com/terms) or reference your itinerary for full terms and conditions.

CUSTOMER SERVICE

From start to finish, we want to make your vacation seamless and memorable. If there are questions before your vacation, your travel advisor will assist you. The day of your journey we are available anytime at **800.247.4958**. While in South Africa, including after hours, call **805.744.6251** or email last.minute@journese.com or our local representatives below can assist you.

THOMPSONS AFRICA

From U.S. cell phones +27 31 275 3500
When using local phones 31 275 3500

Please have your booking number available.

Visit [Journese.com/travelersupport](https://www.journese.com/travelersupport) for information on airline, resort and cruise health and safety protocols, COVID-19 testing, travel protection plans and more.

ABOUT JOURNESE

The Luxury Brand of Pleasant Holidays

Journese is a boutique travel provider, creating customized journeys across the globe. As the luxury brand of Pleasant Holidays, Journese embodies the promise of an immersive vacation experience, with fine travel made easy through world-class concierge service and innovative travel planning. Our vacationers enjoy the world's top resorts, villas, luxury homes, cruises and trains through an inspiring journey of the senses.

