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## Required Travel Documents

For *all international travelers*, it is recommended that you make copies of the inside photo page (front and back) of your passport. Leave one copy at home with a friend or relative and take one copy with you in your carry-on bag. Be sure to store your copy in the in-room safe. In the event your passport is lost or stolen, these copies will make it easier to replace your passport.

## U.S. Citizens

### **PLEASE CHECK YOUR PASSPORT EXPIRATION DATE!**

All U.S. citizens who are traveling internationally are required to carry passports valid at least six months *beyond* their travel dates, and they must contain at least two blank passport pages per destination. Without a valid passport, **which must match exactly to the name on your electronic ticket confirmation**, you may not be permitted to board your flight. If your passport is going to expire within six months of your travel dates, or does not contain at least two blank passport pages per destination, you must renew your passport prior to your trip.

- **Due to COVID-19, expect processing time for a passport renewal to be significantly delayed** and refer to the [Travel State.gov](https://travel.state.gov) for the latest updates. In addition, you may contact the National Passport Information Center (NPIC) toll-free at 877-487-2778 (TDD: 888-874-7793). Do not mail the completed passport application to Travel Headquarters. **Note:** Passport processing can take up to 8-11 weeks, so do not delay in applying for or renewing your passport.
- If this is the first time you are applying for a passport, you must have a certified copy of your birth certificate. If you do not have one, we suggest you contact the government records center of the state where you were born for instructions on how to obtain a **certified** birth certificate copy. It must bear the official raised seal of the city or county of the state where issued, or be printed on security paper with a watermark. **Ladies:** Since your birth certificate shows only a maiden name, a married female traveler needs to provide her marriage license.
- **To EXPEDITE processing of first-time or renewal passport applications**, contact [CIBT](https://cibt.state.gov) at 800-929-2428. **Note:** CIBT charges a fee to assist you in expediting your passport application/issuance of the passport, and these fees will be a personal expense. Please use account number 50049 and mention the account number should you call or email CIBT.
- You may wish to join the [Smart Traveler Enrollment Program](https://step.state.gov) (STEP) offered through the U.S. Department of State. This free service lets you register your upcoming overseas trip with the Department of State, which would allow the

staff at the nearest U.S. embassy or consulate to better assist you should an emergency arise.

### **All Other Citizens**

It is important that you check with your nearest consulate immediately for any special travel documents required for your trip. You are responsible for securing these documents. **Note: Your passport must be valid AT LEAST six months beyond your travel dates. If your passport is going to expire within six months of your travel dates, you must renew your passport prior to your trip.** You may be required to supply an emergency contact name/number, a return/forward flight reservation and destination hotel address/phone number (included in the “Contact Information” section).

**United States Visa Waiver Program:** If you are a citizen of a United States Visa Waiver Program (VWP) country, you are **required** to apply for an Electronic System for Travel Authorization (ESTA) at least 72 hours prior to travel to the U.S. or to transit through the U.S. Please be aware that a valid passport is required to apply for an ESTA, and it must be “electronic” with a digital chip containing biometric information about the passport owner **and** have a machine-readable zone on the biographic page. For additional information regarding the requirements/fees and to apply, visit [U.S. Customs and Border Protection](#). Once you have obtained your ESTA travel authorization, it will be valid for two years or the duration of your passport validity, whichever is shorter. Should you have questions or require assistance, contact your nearest U.S. Embassy. **Note:** You will still need to provide your airline or carrier with details of your passport, country of residence and the address of your first night’s accommodation.

**Customs & Immigration:** Entry forms for South Africa will be distributed in-flight by your airline.

### **Air Arrangements**

Konica Minolta Travel Headquarters will begin making the airline arrangements for your trip upon completion of your registration. Flights will be selected for you based on Konica Minolta’s guidelines and in accordance with the program’s designated airfares. When at all possible, we will select the flight with the shortest travel time and the least number of stops. Please be aware that the guidelines associated with these designated airfares may require:

- Traveling on a Konica Minolta preferred and preselected airline carrier
- Use of a non-refundable, non-transferable ticket
- The use of the lowest available fare, which may result in a non-direct flight

## Secure Flight

As part of the Secure Flight initiative and to comply with TSA regulations, all airline passengers will be required to provide their full legal first name, middle name (if applicable), legal last name, date of birth and gender. Not required, but optional if previously issued, will be a Redress Number and Known Traveler Number. **Note:** You may also be asked to provide this information during check-in at the airport.

The TSA has incorporated privacy laws and practices into all areas of the Secure Flight program. The information gathered is a requirement of the TSA and DHS for purposes of watch list screening. For more detailed information regarding Secure Flight, please check the [TSA website](#).

## Frequent Flyer Guidelines

Frequent flyer programs vary from airline to airline. Please be aware of the following general guidelines:

- Availability of frequent flyer upgrades is extremely limited.
- Due to negotiated airfares, the use of your frequent flyer airline or frequent flyer upgrade may incur additional costs or may not be possible.

## Trip Extension and Special Requests

Should you require special travel arrangements; we strongly suggest you submit your request as soon as possible as space may be limited or unavailable.

### Notes:

- Any charges incurred as a result of your special request will be a personal expense and cannot be submitted for reimbursement.
- We must have your completed registration before we can finalize your request. Once we have received your registration, a travel associate will contact you to verify your request.
- Pre-extension room rates at the One&Only Cape Town and post-extension room rates at the InterContinental O.R. Tambo vary based on date requests and availability. Post-extension accommodations at the lodges are not available. Extension rooms are limited in availability and not guaranteed until the time of booking.
- As a reminder, **all guests must be 21** years of age or older.

Also, please be aware:

- Airlines have advance purchase requirements and limit the number of seats available at reduced fares.
- Airfares are subject to change without notice. Therefore, airfares quoted cannot be guaranteed until you have approved the issuance of your airline ticket.

- Changes in flights once the ticket has been issued that result in additional fees will be a personal expense and cannot be submitted for reimbursement.

### **Program Inclusions**

You are the special guest of Konica Minolta. Compliments of Konica Minolta you will receive: airfare according to the Konica Minolta guidelines, transfers on the group arrival and departure dates, resort and lodge accommodations, designated meals and activities, one safari duffle bag per person, luggage handling, transfers and taxes connected with events specified in your agenda.

### **Travel Directors**

During your leisure hours, Travel Directors will be located at the Konica Minolta Hospitality Desk in the resort. All times, function rooms, bulletins and schedule changes will be posted there. Stop by often for help in arranging personal plans, for answers to travel questions and to reconfirm your daily activity schedule.

### **At Leisure Meals**

Konica Minolta has arranged for all meals as designated in your agenda. Meals will be provided as part of group functions, in conjunction with an activity.

### **Internet Access**

Complimentary wireless internet access is available in each guest room at the One&Only Cape Town. Kruger National Park Game Lodges offers complimentary internet access; **however, due to the remote location of the lodges, internet service may be slow and limited.**

### **Gratuities**

Konica Minolta covers gratuities for all program activities; however, you may tip on your own for any special or personal services you may receive during your stay. These additional gratuities are non-reimbursable.

### **Personal Expenses**

You will be responsible for any additional charges you incur. These include long-distance phone calls, meals and activities not included in your itinerary, laundry services and minibar/personal bar bills. The resort and lodge staff will keep a separate record of these applicable expenditures for you. Please be sure to settle your personal account prior to departure.

### **ATM/Debit Cards**

For locations where you can use your ATM/debit card to obtain cash contact the financial institution that issued your card or visit [MasterCard](#) or [Visa](#). **Note:** For your

convenience, One&Only Cape Town has an ATM on property; however, ATMs are not available in Kruger National Park Game Lodges.

### **Cellphones and Long-Distance Telephone Calls**

Please check with your local service provider regarding service availability and roaming charges that may apply for cellphone use in South Africa. **Note:** Phone calls (local, long-distance or international) can be very expensive when charged to your room. Most resorts levy a service charge for every call made – local, collect or international – plus the applicable rates. For international calls, we suggest using a calling card if calling from your room. You may also consider Skype, FaceTime, Tango or a similar app or internet-based communication platform for reaching friends and family at home. **Due to its remote location, internet access may be slow and limited at the Kruger National Park Game Lodges.**

### **Credit Cards**

For your convenience, One&Only Cape Town and Kruger National Park Game Lodges accept American Express, MasterCard and Visa for your personal expenses.

### **Currency**

The monetary unit of South Africa is the Rand (ZAR). Currently, one U.S. dollar (USD) equals approximately 18 ZAR, and 10 ZAR equal approximately \$.55 USD. For up-to-date conversion rates, please log on to [XE](#).

### **Laundry**

Dry cleaning, laundry and pressing services are available at One&Only Cape Town and each lodge; however, please keep in mind that laundry and pressing services can be costly and will be a personal expense.

### **Minibar**

Please review the price before using any of the minibar contents. One&Only Cape Town will keep a separate record of these expenditures for you, which you must settle prior to departure. Please note, many minibars are outfitted with motion and/or weight sensors. If the minibar in your room has these sensors, you may be charged for items simply by moving them. **Note:** At Kruger National Park, the in-room “house brand” bar/refreshments are refreshed daily and are included in your stay.

### **Travel Funds**

We strongly recommend that you bring most of your personal travel funds in the form of a credit card, which is easy to replace if lost. ***Please notify your credit card company prior to your departure that you will be traveling to avoid delays with card***

**authorization. Note:** MasterCard and Visa are widely accepted cards in South Africa. Some restaurants and shops do not accept American Express or Diners Club.

### **Travel Insurance**

You may wish to consider purchasing your own travel insurance to supplement your regular life, accident, medical and personal property insurance.

### **Travel Tips**

The following are helpful travel tips to consider when preparing for your trip.

### **Airport Security**

Security staff at the checkpoints may ask you to turn on any electronic devices that you are carrying with you. You may want to limit the electronic devices you carry, and make sure the batteries work. With heightened security at airports, you can expect physical baggage checks. Please be patient and cooperative with airport officials. [TSA](#) can provide additional information and security tips.

### **Customs**

Be sure to declare valuable foreign-made articles (laptops, cameras, watches, etc.) at a Customs office in your home city prior to your departure. Without a Customs declaration or sales receipt, the Customs official may assess duty on these items upon your return.

### **Electric Current**

The electric current in South Africa is 220/230-volt, 50-cycle AC with socket type M. For more information on the voltages of these plugs, please visit [WorldStandards.eu](http://WorldStandards.eu).

## Type M



In addition, please note the following:

- For your convenience, both One&Only Cape Town and Kruger National Park Game Lodges provide a hair dryer and USB ports in each guest room. **Note:** At One&Only Cape Town, you must call housekeeping to have an iron/ironing board delivered to your guest room.
- Prior to departure, it is recommended to purchase and pack your own adapters so you are certain you have a current converter appropriate for the wattage of the appliance/electronics you are taking, along with a corresponding plug adapter.

### **Insect Repellent**

Please use insect repellent during your stay. The Kruger National Park lodges provide insect repellent in your guest room as well.

### **Language**

Although there are 11 official languages in South Africa, there are four predominant language groups: English, Nguni (Zulu and Xhosa), Afrikaans and Sotho. Most individuals involved with the tourist industry and those in some shops do speak English, so you should not encounter any communication problems during your stay.

### **Time**

Cape Town and Kruger National Park (outside of Johannesburg) observe South African Standard Time year-round; therefore, the time will be as follows during your stay:

Los Angeles	Denver	Chicago	New York	<b>Cape Town &amp; Johannesburg</b>
8:00 AM	9:00 AM	10:00 AM	11:00 AM	5:00 PM

While jet lag cannot be avoided entirely, there are a few precautions you can take to minimize the effect that the change in time zones will have on you and your body:

- Begin to “reset” your body to the new time zone by going to sleep early for a few nights leading up to your trip.

- Sleep as much as possible on the plane; when you are awake, take every opportunity to stretch and stand, if possible. Avoid crossing your legs on long flights.
- On the plane and for the first 24 hours after arriving, **drink plenty of water to stay hydrated.**
- When you reach the One&Only Cape Town, eat a light meal and try to stay awake until the appropriate local hour.

### **Sun Warning**

The sun's intensity can be quite strong in South Africa. To avoid burns, it is advisable to limit your sun exposure, wear a hat or visor, sunglasses and use plenty of sunscreen.

### **Valuables**

Safeguard your valuables. It is best to leave valuable jewelry at home and use the resort's in-room safe for your excess cash and travel documents. Keep purses, wallets, money and cameras close to you at all times, especially in crowded public areas.

**Reminder:** If you use the resort's in-room safe, do not forget to retrieve your items upon departure.