Since its establishment in 1989, Rovos Rail has earned an international reputation for its truly world class travel experiences and we are delighted to offer their luxury train the Pride of Africa. Step aboard the wood-panelled coaches and enjoy fine cuisine in five-star luxury as some of the most varied scenery imaginable unfolds beyond the windows. Recapture the romance and atmosphere of a bygone era when privileged travellers experienced the magic and mystery of Africa in a relaxed and elegant fashion.

**ACCOMMODATION**

The train carries a maximum of 72 passengers in 36 superbly appointed suites. All have en-suite bathrooms with original fittings that combine with the modern technology of hot showers, hairdryers and shaver plugs. All are equipped with a writing surface and a personal safe for valuables. There is also a bar fridge filled with beverages of your choice and room service is available 24 hours a day. There are three categories of accommodation available:

**Royal Suites (16 sqm/172 sqft):** The Royal Suites are both spacious and elegant. Each has its own private lounge area and full bathroom with Victorian bath and separate shower. The epitome of luxury with handsome wood panelling and period Edwardian features, the air-conditioned suites accommodate two people offering the option of side-by-side twin or spacious double beds.

**Deluxe Suites (10 sqm/108 sqft):** The Deluxe Suites accommodate two passengers in either twin or double beds and have a lounge area and en-suite bathroom with shower. The wood-panelled rebuilt sleeper coaches, remodelled and refurbished to mint condition, offer every modern convenience and comfort.

**Pullman Suites (7 sqm/76 sqft):** The Pullman Suites are equipped with a comfortable sofa-seat during the day with a conversion to double or twin beds for the evening, and also have an en-suite bathroom with shower. The wood-panelled rebuilt sleeper coaches, remodelled and refurbished to mint condition, offer every modern convenience and comfort.

**ADAPTORS**

A limited number of international adaptors are available on board.

**AIR CONDITIONING**

All public cars are fitted with gas-filled air-conditioning systems. Each suite has an air-conditioning unit with individual temperature control (this can also be set to heat mode). Fresh-air intake is solved by opening a window, however windows should be closed while operating the air-conditioning unit.

**ANNOUNCEMENTS**

Pre-departure announcements will be made prior to boarding the train by the Train Manager. Any further important information will be personally announced by your on board hostess.
COMMUNICATIONS
In maintaining the spirit of travel of a bygone era, there are no radios or television sets on board. There is an internal telephone system in all suites. The use of mobile phones, laptops and anything else that has the ability to disturb other passengers is confined to the privacy of your suite only. The reception can be poor while the train is moving. It is advised to contact your service provider to ensure the correct settings for network services are activated. Internet will be available at many of the Rovos Rail lounges and accommodations en-route.

You can contact the train by email at reservations@rovos.co.za. Please indicate the passenger name and departure date as the subject.

DAILY PROGRAMME
A day to day itinerary is placed in all suites detailing the arrangements and this will be available for you when you board the train. Any updates will be communicated as necessary.

DIETARY REQUIREMENTS
If you have any dietary requirements such as vegetarian, low salt, gluten free and low cholesterol, please notify the Reservations Department at Noble Caledonia. We regret that not all dietary requests can be guaranteed. If you have any specific or special foods that you require we recommend that you take some with you although the on board staff will endeavour to accommodate your needs. Once on board, please speak with the chef at dinner on your first evening to reconfirm your needs.

DISABLED FACILITIES
The train is able to accommodate passengers with walking difficulties although it is recommended that an able-bodied passenger accompanies them. We regret that the train is not suitable for wheelchair dependent passengers as wheelchairs, even collapsible ones, cannot manoeuvre along the train or between some carriages where there are 90 degree turns. Any mobility impairments should be notified at the time of booking.

DISEMBARKATION
Guests should wait in public areas or in their suite until an announcement is made with instructions for disembarking.

DRESS CODE ON BOARD
For days on the train, the dress code is smart/casual. Evening attire is more formal – for the gentlemen a jacket and tie is a minimum requirement while for ladies cocktail/evening dresses or suits are suggested. Please include warm clothing for cold mornings and evenings. With regards to off-train excursions, it is strongly recommended to have comfortable walking shoes, sun lotion and hats as well as warm clothing for the game drives, which are on open vehicles and can get very cold.

ELECTRICITY
The electricity on the train is as follows: 220V AC 50Hz 3 point round pronged wall plug. International adaptors are available – please ask your host/ess.

EMERGENCY PROCEDURES
In the unlikely event that this should occur during your journey, we ask that you remain calm and follow the instructions of the train staff. There is a fire extinguisher in your suite and if a fire should break out here, please be quick to apply. If it cannot be controlled, please advise staff immediately. There are large extinguishers at the end of each carriage for staff application. The train will be brought to a halt for the required action. Do not jump from a moving train.

DINING & DRINKING
The Pride of Africa has two 42-seater Dining Cars to accommodate the maximum complement of 72 passengers in total comfort at one sitting. An enthusiastic team of chefs are responsible for overseeing the very important task of ensuring guests’ every need is catered for. There is an emphasis on fresh local ingredients and traditional dishes such as game are a specialty. Every morning there is a full breakfast with dishes cooked to order and a buffet selection of fresh fruits and yoghurts. Lunch and dinner are set menus and both are complemented by a selection of excellent South African wines. Normally breakfast is between 7.00 am and 10.00 am, lunch at 1.00 pm and a formal dinner at 7.30 pm. All meals are served at these times unless otherwise stated in the timetable.

All drinks on board are included with the exception of certain premium label spirits, wines and champagnes.

GIFT SHOP
There is a small gift shop on board which is located in the central lounge and is open between meal times. The host/ess on duty here has a basic first aid kit and a limited supply of personal essentials.
GRATUITIES
Gratuities have been included in your holiday price.

HEALTH MATTERS
Please ensure you have indicated any medical conditions, physical disabilities or allergies you might have at the time of booking. There is a basic first aid kit on board the train.

LAUNDRY SERVICE
There is a limited laundry service on board comprising of household washers, dryers and steam irons. The turnaround is 48 hours so it is not possible to handle a week's worth of washing. Please note although the train provides a complimentary service, both Rovos Rail and Noble Caledonia cannot be held responsible for items that may be damaged or lost in the process. There are no dry-cleaning facilities en-route or on board the train.

LOST PROPERTY
Before you leave the train, please check your suite carefully to ensure you do not leave anything behind. If you discover you have left any items behind, please contact Noble Caledonia. If we are able to recover your item(s) we will contact you to arrange delivery or collection, and any costs incurred will be at your own expense.

MAIL
Although your host/ess will be happy to post letters on your behalf, they may not be able to do so straightaway at the stop at which you make such a request. Some postal services are unreliable and many letters or postcards that you ask to be delivered on your behalf may be delayed or even lost en route.

MEDICAL FACILITIES
There is a basic first aid kit on board the train.

MINI BAR
All suites have a bar fridge filled with beverages of the passengers’ choice and room service is available 24 hours a day.

NEWS
There are no television sets on board the train and there is no Wi-Fi on board the train. Internet is available within the Rovos Rail lounges.

ON BOARD ACCOUNT
Any extra expenses can be settled directly on the train with the host/ess. All major credit cards are accepted on the train.

PASSPORTS
All passports are collected by the Train Manager upon embarkation. Passports are necessary to facilitate immigration formalities between borders. If required, your manager will also provide necessary forms for you to fill out.

PUBLIC AREAS
On board there is a non-smoking Observation Car at the rear of the train, while the coach next to it contains a small smoking lounge. A unique feature of the Observation Car is the enlarged windows and open-air balcony. At the centre of the train there is a non-smoking Lounge Car, which also houses the Gift Shop. Deep sofas and wingback chairs make for an extremely comfortable car. In maintaining the spirit of travel of a bygone era, there are no radios or television sets on board. As with all the service cars the lounges are air-conditioned, yet the windows can be opened allowing in the sights, sounds and scents of Africa.

END OF STAY QUESTIONNAIRE
Your comments are important to us therefore we ask that you fill in the questionnaire sent with your final documents. We are always looking for ways to improve your holiday and in order to do this we need some feedback from our guests.

SAFE
An electronic safe is provided in the cupboard of each suite.

SECURITY
Whilst on board, passengers are encouraged to close shutters (and preferably windows as well) in the suites. If not in the suite, passengers are specifically requested to close windows and shutters. The train doors in the passages are all locked from the inside. Your suite door can also lock from the inside.

SERVICE
A dedicated host/ess is available for full 24-hour room service. He/she can be called from the telephone in your suite. The Train Manager and Deputy Train Manager are also on hand throughout the journey to help with any queries.
SMOKING POLICY
On board the train, smoking is only allowed in the Club Lounge. Please notify us at the time of booking if you are a smoker or non-smoker so that the appropriate room might be requested at the hotels. Smoking is allowed in the privacy of your suite, but please be aware that the train is generally made up of wood. Please do not throw flammable items such as cigarette or cigar butts off the train as bush fires in Africa are a constant and dangerous hazard.

TELEPHONE CALLS
There is an internal telephone system on board. Please check the room list which details all telephone numbers – this will include the number of your host/ess should you need their service between midnight and 6.00 am.

TELEVISION
There are no television sets on board the train.

TOILETRIES
All suites are supplied with following complimentary amenities:
• Shower gel
• Conditioning Shampoo
• Body lotion
• Soap
• Shower caps
• Nail file
• Shoe polish
• Tissues / Cotton buds
• Emergency sewing kit

TRACK
The track over which the train travels is inconsistently maintained. The train is therefore restricted to 60km/h (37mph) and over bad sections the speed is reduced to as little as 20km/h (12mph). If you find it noisy, earplugs are available.

WAKE UP CALL
Wake up calls can be requested via your host/ess.

WATER
Tap water on board the train is not potable and therefore bottled water is supplied and will be replenished on a daily base. Tap water is perfectly fine for showering.

PLEASE BE ADVISED: These details should be used as a guideline only. Information is subject to change.