

Guest Essentials



South Africa

THE EVOKE | INSPIRE EXPERIENCE

Welcome to EVOKE | INSPIRE. Every remarkable journey begins with a moment, sometimes small, sometimes unexpected, that quietly shifts the way we see the world. At EVOKE | INSPIRE, we believe those moments are what transform travel into something far more meaningful. To that end, we ensure your entire journey is memorable and seamless. Enclosed you'll find tips, contact numbers and helpful details to accompany you on your journey. Enjoy fine travel made easy – enjoy the EVOKE | INSPIRE 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 – ask your travel advisor for guidance on what is required
- Check your flight seating and contact your travel advisor if you need to request changes
- Talk with your travel advisor to add destination experiences
- 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 if possible, 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, cell phone and charger
 - › Wallet, credit cards and cash (spread among multiple locations)
 - › Toothbrush, toothpaste, make-up, toiletries
 - › Layered clothing for diverse weather
 - › Swimsuits, sandals, sunglasses and sunscreen
 - › Paper and pens, magazines or reading material
 - › 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 and have at least two blank pages when entering South Africa. Visit travel.state.gov for more information.

A Green Card is not acceptable as the sole means of identification for U.S. residents. Any person younger than 18 is considered a minor for travel purposes. Minors traveling with only one parent must have a notarized written permission statement from the other parent. In the case of deceased or divorced parents, legal proof of custody must be carried to accept just one signature on the letter. Minors traveling unaccompanied or with anyone other than their legal parents or guardians must obtain an original notarized letter of permission signed by both parents. Airlines will also require the name, address and phone number of the person meeting the unaccompanied minor upon arrival. Ask your travel advisor about special laws for minors traveling without one or both parents, if applicable.

NON U.S. CITIZENS

Citizens of other countries may need a visa in addition to a valid passport and should contact the nearest Consulate or visit travel.state.gov to confirm entry requirements. It is each customer's sole responsibility to provide all appropriate documents in accordance with his or her country of origin, destination and any countries in which a stop is scheduled. No refunds will be made in cases where travelers did not provide appropriate documents.

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.

TRANSFERS

If you confirmed a private transfer, please refer to your itinerary for details. For airport pickups, a driver will generally greet you outside the

airport's main exit with an EVOKE | INSPIRE or supplier sign with your name on it. If your hotel provides a transfer, look for your hotel representative or resort kiosk in the arrival terminal.

HOTELS

Simply show your itinerary and photo ID to the front desk. Your room and taxes are prepaid, though hotels require a credit card for incidentals. The standard check-in time is 3:00 P.M. and check-out time is 11:00 A.M. Please consult your travel advisor if you need to request early check-in, late check-out, or a day room.

EXPERIENCES

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).

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. Always be sure to check your bill for any added service charges which can be common. In this case, it is always a nice gesture to leave an additional small tip for the workers as they rarely get any of the added service charges.

CELL PHONES

Please contact your mobile phone carrier to determine whether your cell phone service extends to the islands you plan to visit. If you have an unlocked phone that takes a SIM card, you may be able to purchase a SIM card for use abroad.

CURRENCY & EXCHANGE RATES

The official 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 cards are widely accepted here, 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 wherever there's a MasterCard or Visa sign. As a rule of thumb, it is always best to have some local currency on hand when traveling to another country. Find the latest exchange rates at xe.com.

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.

DEPARTURE TAX

Some destinations may require a Tourism Tax per night, which is paid directly to the resort at check-out. Please refer to your itinerary to advise if tourism taxes apply.

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.

We are available any time at **866.602.8650** or email **last.minute@evokeinspire.com**, or our local representatives below can assist you.

SOUTH AFRICA

Thompsons Africa +27.31.275.3500
Please have your booking number available.

TERMS & CONDITIONS

Please visit evokeinspire.com or reference your itinerary for full terms and conditions.

ABOUT EVOKE | INSPIRE

At EVOKE | INSPIRE, we craft journeys shaped by memorable moments, tailored experiences designed with intention, sophistication, and a deep understanding of what moves today's discerning traveler. Because luxury isn't found in extravagance alone; it's found in meaning, in authenticity, and in the details that elevate every step of your journey. Thank you for choosing EVOKE | INSPIRE.