

General Information

Currency

In South Africa – Rands only. We accept all major credit cards on the train.

Outside of South Africa – Any off-train expenses or excursions booked while on the train are to be paid with US Dollars. Hotels and major dealers accept credit cards except in the Sudan.

US Dollars printed before year 2001 won't be accepted. Low denominations recommended for shopping/gratuities. Larger denominations recommended for exchanging money to local currency (especially in Tanzania) as you get a better rate. The Gift Shop on board might exchange money if currency is available – it is not normally catered for

Cuisine

Meals are served in one sitting only in the charming Victorian atmosphere of the dining cars and are complemented by a selection of fine South African wines. Breakfast: 07h00-10h00 • Lunch: 13h00 • Tea: 16h30 • Formal Dinner: 19h30. All meals are served at these times unless otherwise stated in the timetable. A gong heralds lunch and dinner.

Dietary Requirements

We will do our best to cater for dietary requirements provided a detailed request has been made on the Reservation Form. If a special request has not been made, the chefs will endeavor to prepare suitable meals with the ingredients available on board. We regret we are unable to provide meals requiring strict religious observance in the preparation.

Dress

For days on the train dress is smart casual. Evening attire is more formal – for the gentlemen a jacket and tie is a minimum requirement while for ladies we suggest cocktail/evening dresses or suits. Please include warm clothing for cold mornings and evenings. With regard to off-train excursions, we strongly recommend 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.

Dress code on the golf courses

Acceptable clothing:

- Shirts with collars and sleeves must be tucked in
- Traditional long or short golf trousers
- Short trousers with knee-length stockings or short white socks
- Ladies skirts or culottes must be knee-length
- Golf hats or peaks worn with peak forward
- Golf shoes with soft spikes (most clubs)

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Not acceptable:

- T-shirts, vests or sleeveless shirts
- Denim jeans
- Sweatpants or cargo pants
- Drawstring shorts
- Shoes without socks
- Cross-trainer sports shoes

Electrical Current and Adaptors

220V AC 50Hz 3-point round-pronged wall plugs, 110V/220V 2-pin plugs for shavers. International adaptors available.

Gift Shop

There is a small gift shop on the train and at Rovos Rail Station. Due to the varying exchange rates, credit cards are preferred. The host/ess on duty has a basic First Aid Kit and personal essentials (toothbrushes, razors, earplugs etc.). He/she will also fulfill any administrative requirements and check your onward arrangements. Stamps are available for sale and postcards may be posted in the post box at the entrance to the Observation Car or at Rovos Rail Station.

Gratuities

Gratuities for the staff are at your discretion. If you wish to show your appreciation in this manner, there is a suitably marked envelope in your suite that you can hand directly to the Train Manager who will distribute any amounts on a pro-rata basis amongst the staff on board. An amount between US\$10 and US\$20 per person per night is suggested.

Laundry

There is a limited laundry service on board comprising household washers, dryers and steam irons. The turnaround is 48 hours so we are not able to handle a week's worth of washing. Please note that while we are providing a complimentary service we 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.

Luggage

Each suite has a luggage rack that runs its length providing ample space for storage. On selected annual journeys, guests are provided with a Rovos Rail tog bag that can be used for overnight trips or hand luggage on aircraft. On the Cairo journey, luggage will be limited to the requirements of each aircraft – enquire with reservations@rovos.co.za.

Locomotion

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Use of steam has become increasingly difficult over the years as more and more water and coaling facilities have been scrapped. Diesel or electric locomotives are used while steam is used in and around the area of Rovos Rail Station.

Mobile Devices and Internet

In maintaining the spirit of travel of a bygone era, there are no radios or television sets on board. The use of mobile phones, laptops and essentially anything that has the ability to disturb other passengers is confined to the privacy of your suites only. The reception is 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 is available at our Cape Town Lounge, Rovos Rail Station, Tau Game Lodge and Victoria Falls Hotel and at most of the accommodation used on the Cairo journey.

Safes

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

Smoking

On board the train, smoking is allowed in the Club Lounge only. Please note on the Reservation Form provided if you are smoking or non-smoking so that the appropriate room might be requested at the hotels. Smoking is allowed in the privacy of your suite, but please be mindful that the train is generally made up of wood; please don't throw flammable items such as cigarette or cigar butts off the train as bush fires in Africa are a constant and dangerous hazard.

Special Occasions

We would like to celebrate your special occasion with you. Upon boarding the train, please advise the Train Manager. Books, Magazines and Games There are board games, playing cards, a card table (dependent), books and magazines available for your use in the Lounge and Observation Cars whilst on board the train.

Telephone

There is an internal telephone system on board. Numbers are listed on the provided Guest List.

Temperature and Air-conditioning

All public cars are fitted with gas-filled air-conditioning systems. Each suite has an individual air-conditioner with individual temperature controls that can also be set to heat mode. Fresh-air intake is solved by opening a window. Windows should be closed while operating the air-conditioning unit. Electric under-blankets are fitted on the bed.

The Track

The track over which we travel is inconsistently maintained. If you wake at night imagining the train is travelling at high speed, be assured it is the state of the track

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below that is creating that impression. We restrict the train to 60km/h and over the bad sections reduce speed to as little as 20km/h. If you find it noisy, earplugs are available.