

TRAVEL INFORMATION SOUTH AFRICA



IMPORTANT CONTACT INFORMATION

Pleasant Holidays Customer Service

Prior to Departure 1-800-448-3333
Day of Travel..... 1-800-247-4958
In Destination 1-805-744-6251 or email last.minute@pleasant.net

During Your Stay

To schedule activities and excursions, please call:

South Africa

Thompsons Africa

From U.S. cell phones..... +27 31 275 3500
When using local telephones in South Africa 31 275 3500

Should you need assistance during your stay with hotel, land or air services, please call 1-877-295-1855 or email last.minute@pleasant.net. Please note that a fee will be charged when dialing toll-free numbers while in South Africa.

TRAVEL WISELY

U.S. Citizens

Entry, Exit and Visa Requirements

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.

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 to South Africa without one or both parents, if applicable.

Non-U.S. Citizens

When visiting South Africa, citizens of other countries may need a visa in addition to a valid passport and should consult the nearest Consulate or visit www.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.

Before you leave on your trip, please take the time to visit the U.S. Customs and Border Protection website at: <https://www.cbp.gov/travel>

Customs and Import Restrictions

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.

Flight Times – Day of Departure

Please reconfirm your flights at least 24 hours prior to departure by contacting your airline directly.

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 for assignment in advance.

Airport Check-in

Arrive at the airport at least three hours prior to departure to ensure a smooth check-in process. You will need this time for documentation, luggage and security screening. Place all valuables or personal necessities in your carry-on luggage.

Traveler Support Portal

Visit our [Traveler Support](#) portal for access to the latest information on destination travel guidelines, supplier health and safety protocols, traveler resources and more.

DURING YOUR STAY

Your Pleasant Holidays Representative

If you have pre-purchased transfers through Pleasant Holidays, your transportation will be located outside the customs and baggage claim areas. Look for an escort holding a sign with your name wearing a Thompsons Africa uniform. He/she will escort you to your prearranged transportation. If transportation is provided by your hotel, please look for your hotel’s representative.

Checking Into Your Hotel

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.

Optional Tours and Activities

If you purchased optional tours and activities as part of your Pleasant Holidays vacation package, please note that pick-up stations for these excursions are located throughout the city, based on the location of your hotel; pick-up for optional activities may not be at your hotel. Some pick-up stations may be within a short walk of your hotel while others will require that you arrange for a taxi transfer with the hotel’s concierge. Transfers are not included in the tour and activity rates unless specified and 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).

RETURNING HOME

Please be certain to check out of your room and be in the hotel lobby at the designated time if you have pre-purchased transfers through Pleasant Holidays.

Each United States citizen returning from foreign countries is required to go through U.S. Customs when re-entering the country. Your travel professional will be happy to provide you with the latest information concerning U.S. Customs policies and procedures.

VISITOR INFORMATION

Currency

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 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.

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.

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.

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.

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.

THANK YOU FOR TRAVELING WITH PLEASANT HOLIDAYS

We look forward to serving you again during your next vacation to South Africa. We also provide complete vacation packages for Asia, Canada, Caribbean, Central & South America, Europe, Hawaii, Mexico, South Pacific (Cook Islands, Fiji and Tahiti), United States and cruise vacations.