



Comfortable & Affordable, Safe & Secure Train Tours

JB Train Tours (Since 1975)

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Sunward Park
1470
South Africa

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25 September 2012

FREQUENTLY ASKED QUESTIONS (FAQ's)

GENERIC INFORMATION DOCUMENT TRAIN TOURS

What is the purpose of this document?

To answer in advance as much as possible of the questions normally asked by prospective clients/passengers. **PLEASE READ it THOROUGHLY.**

(The Reservation Form / Booking Form is on Page 9)

Why travel on JB Train Tours holiday train tours?

It is **Comfortable, Affordable, Safe, Fun-filled & Nostalgic**

PLUS

You don't get lost – we do the routing and driving
You won't be affected by petrol price increases – our tour price remains as advertised
Tour guides travel with you
You relive the nostalgia of travelling by train
It is safe and secure
You return from holiday with no post-holiday stress or tiredness
We do the planning, booking and organising – you just travel along
Because travelling by train is 'lekker'!

When last did you listen to the 'click-clack' sound of the train's wheels on the iron track?
When last did you taste the sumptuous 'Railway' meals?
When was the last time you've slept on a train...or experienced the peace of the Karoo while watching the sunset and the kilometres rolling by?

JB Train Tours relives these experiences on different train tours to various destinations in Southern Africa. Some of these trips are **exclusive** to our passengers on tour.

We host **budget**, **upmarket** and **luxury** train tours.

Please visit www.jbtours.co.za/upmarket for more information on the **upmarket & luxury** tours or contact our offices.

The pace of our train tours is slow and convenient, thus **all ages** would be able to enjoy it. We don't rush from Point A to Point B, but we still visit all the places worthwhile seeing. You will discover interesting places you've never heard of before!

Lately train holidays have become one of the most **affordable** and **comfortable** ways of travelling. We organise it and you sit back, relax and enjoy. **No more** holiday planning, looking for the best accommodation, driving long distances, getting lost, petrol & toll gate increases, eating poor food, worrying about safety and all these nibbling issues. We'll **add value to your life** in a pleasant, relaxing and safe way.

Southern Africa still has so much to offer and we want to show it to you. See our country from a different point of view. We go where cars normally don't and can't go.

JB Train Tours used to offer **chartered** train tours, for quite a number of years, from Gauteng (Pretoria and Johannesburg) to various destinations across Southern Africa.

On June 1st, 2006, **Spoornet** announced that no more Charter trains would run from 1 January 2007. Hence, we had to look for and find alternative means of taking our passengers to their holiday destinations. We have succeeded in doing so by organising some new tours and maintained some of our long-standing tours. The main difference now is that once we have arrived at our destination, we sleep **off** the train & we travel on the **scheduled Shosholozha Meyl** trains.

Our Company now utilises **Shosholozha Meyl's** (the government's train & service provider) **Tourist Class** trains. I.e.: The Trans Karoo, Trans Orange, Trans Natal & Algoa, as well as the **upmarket Premier Classe** & luxurious **Desert Express** (Namibian) trains, as well as the legendary, famous & ultra-luxurious **Blue Train**.

The majority of the rolling stock (carriages, wagons, coaches, locomotives, etc.) are fairly old and in need of an upgrade and proper maintenance – including hygiene.

We invite you to travel with us and would like to welcome you on board. You would most likely feel like a stranger when you board the train but when you get off you will be part of the "bigger train family".

Did you know that Shosholozha Meyl increased their tariffs (train ticket prices, meals, etc.) by **30%** in 2012? The current inflation rate is about 6%!

General Information – Questions and Answers:

This generic document gives you general information about the train, the tours, as well as all the arrangements made. Each tour has got its' unique atmosphere, qualities, highlights, fun and experiences. There is a detailed **Tour Information Document** for each train tour available. We will gladly make it available to you on request or visit our website at www.jbtours.co.za

Who may travel along? Any person who loves a train trip and holiday, who wants to travel safely, loves tasty food, doesn't want to drive long distances anymore or get lost and wants to explore new destinations. A **Train Holiday** is a joyful and fun filled experience. Book **NOW** to reserve your place on a tour.

Dates: Each tour has its own unique date. Please see the **Year Programme** and **Tour Information Documents**.

Times: The various tours depart at different times. Please see the relevant Tour Information Document.

Running Times & Routes: Shosholoza Meyl and Transnet schedule the running times of the trains. **JB Train Tours** cannot be held liable **for any delays** due to trains not running to schedule. Off-train excursions cannot be guaranteed and will only be undertaken if time and circumstances permit. Departure and arrival times are approximate and cannot be guaranteed. **Trains are often late.** We reserve the right to alter our routing at any time between departure and arrival points without giving notice if the situation warrants it.

Accommodation: You sleep on the train whilst travelling – unless otherwise advertised in the relevant Information Document. It is provided in a 4-bed Compartment or 2-bed Coupe. You determine how many passengers per compartment, according to the price structure per person.

We accommodate our budget tour passengers in upmarket hotels & lodges, as well as in hostels, guest houses and B&B's.

Compartment: A Compartment (cabin) consists of 4 **bunker** beds (sorry, no double beds available), a basin, storage space for your luggage, a convertible table, hanging and packing space for clothes.

Coupe: A Coupe exists of 2 **bunker** beds (the one bed above the other). The rest is the same as for a compartment.

Bedding: Shosholoza Meyl provides sufficient bedding (2 blankets, sheets, & pillows) on the train. See the relevant tour's Info Doc.

The colour, complexion and quality of material of bedding vary from train to train. Some are colourful whilst others would be a dull grey or blue!

Please bring your own towel & an extra blanket in winter. It can get VERY cold on a train.

Hygiene and cleanliness: The hygiene, cleaning and maintenance on the train, as well as the outside of the train, is the responsibility of Shosholoza Meyl. The tour operator and its staff are **NOT** allowed to clean the train before or during a trip! We endeavour during our regular meetings with Shosholoza Meyl to continuously emphasize that all trains **MUST** be clean & maintained.

When any passenger is not satisfied with the condition of any train it should be reported to the **Train Manager** on the train for immediate action & reporting purposes.

Meals: Meals are included as per the relevant tour's Information Document and is a **set menu**. Enjoy a glass of wine with your meal in the **air-conditioned** dining car or lounge. We receive many favourable compliments for the meals served on our tours.

Location of major train stations:

Johannesburg:	Rissik Street, CBD
Durban	Masabalala Yengwa Ave (ex NMR Road)
Cape Town	Adderley Street
Bloemfontein	End of St Andrews Street
Kimberley	Florence Rd, off Old De Beers Rd

You are welcome to contact us for **directions**.

Passenger trains from Johannesburg running 'South' (to Cape Town or PE) or 'East' (to Durban) do **not** depart from **Pretoria** anymore as from 1st July 2006.

Parking at Johannesburg station: **Covered** parking at the station at +R30 per night per vehicle. The entrance is corner of Leyds & Loveday Streets, close to the Rotunda building. **GPS:** S 26° 11.755' E 28° 02.404' (This is **not** included in your tour package).

Open air parking and **drop off** at Rissik Street parking at station. **GPS:** 26° 11.785' E 28° 02.462'

As from July 2006, the trains do **NOT** depart from Pretoria anymore. We recommend you make use of the **Gautrain** (As from August 2011) running from Hatfield in Pretoria, via PTA main station, Centurion, Midrand, Marlboro, Sandton, Rosebank as well as from ORTIA (JHB Airport) and Rhodesfield (Kempton Park) to **Jo'burg's Park station** (from where our train tours depart). (This is **not** included in your tour package).

Note: PTA to JHB on Gautrain = 35 minutes and = R46 pp (on 1st July 2011)

Parking at Durban station: **Open air** parking at the station at no charge. Entry to the Station & Platform is off Masabalala Yengwa Ave (previously NMR Road) into Jelf Taylor Street, up the ramp, turn **left** at the top and **right** after 50 meters. Main entrance (glass doors) is in front of you. **GPS:** S 29° 50.748' E 31° 01.388' (This is **not** included in your tour package).

Parking at Cape Town station: **Limited** covered parking is available at the Fountains Hotel in Adderley Street at +R35 per car per day. The hotel is right opposite CPT's station. (This is **not** included in your tour package).

Transport to the station: JB Train Tours does **not** organise transport for individuals to the station but we can help you to arrange it. Please contact us.

Tour price: Please see the relevant tour's **Tour Information Document**.

Tour price increases: The tour price will remain as advertised for a whole year, unless one or more of the service providers increases their price substantially more than the national CPI. In such a case the tour price could increase without notice to the public. I.e.: Shosholozza Meyl increased their train ticket prices by 30% effective 1st April 2012. We had to make adjustments on our tour package prices.

Discount: Group bookings are welcome. **Discount** is applicable for group bookings of 20 and more passengers on certain tours.

Free Pass Holders: As from 22nd May 2009, ex & retired Spoornet & Transnet employees may **NOT** use their Free Pass vouchers on JB Train Tours' anymore. There was a tax directive from SARS on it.

Reservation Form: Please complete the **Reservation Form** below, **in full**, (your e-mail address and cell phone number are both **very** helpful) and reserve your place on an unforgettable train tour. **Remember to post or fax your bank deposit slip with the Reservation Form.**

Note: **NO** telephonic bookings are done NOR are places 'provisionally kept' for anybody. Only written & **fully completed** Reservation Forms are accepted.

NB!! Write **your Initials, Surname** and **tour number** at *Ref./Verw.* on the Bank deposit slip **before** you deposit the money.

Example of Bank Deposit Slip:

A	J		B	O	T	H	A					K	K	1
Initials & Surname											Tour Number			

Both the Reservation Form and Bank Deposit Slip **must be faxed or posted together** to us.

Deposit: A **Non-refundable** deposit is payable when you make a booking. The balance must be paid **by the latest six weeks** before the tour departs. See the relevant Information Document per tour to see the applicable amount.

Note!! Your booking will be cancelled automatically **without further communication** if your balance is not paid on time. Normally latest six weeks before departure date.

Our Banking details: See at the bottom of the Reservation Form. Payments can be made by EFT into our bank account. Sorry, no credit card facilities are available.

Confirmation: Your tour booking will be **confirmed in writing by us** once your money deposited reflects in our bank account. If you have not received it within a week, please enquire with us.

Cancellation of tour: If the tour should be **cancelled** for whatever reason by **JB Train Tours, prior to departure** of the tour, your booking fees paid **will be refunded**. You are allowed to cancel, **in writing**, up to six weeks before the tour departs. (See '**Deposit**' above). Thereafter you are responsible for the full outstanding amount. Remember, the deposit is not refundable.

Insurance: As a rule we **highly recommend** our passengers to arrange **comprehensive travel insurance** once booked for a tour to cover all possible losses, injuries, cancellations, **change in mode of transport**, etc.*

NB

- JB Train Tours shall not be held responsible for damage to, or loss or theft of personal luggage and belongings, nor can we be liable for personal injury, accident, illness or death. JB Train Tours will also not be responsible for refunds for instances where circumstances beyond its control lead to an interruption, earlier termination, change in transport mode or cancellation of any particular trip. Such circumstances shall include, but not be limited to instances of vis major/force majeure and/or casus fortuitus (acts of God such as floods and other natural disasters, fortuitous and unforeseen events, etc.) nor strikes. We **strongly urge you to adequately cover** for any eventualities with your insurance agent. We recommend that you also purchase a "trip cancellation" protection insurance to cover yourself in the unlikely event of a late cancellation or loss.
- Furthermore, if any **mode of transport changes** during or before the course of the tour due to reasons beyond the control of JB Train Tours, the operator will endeavour to continue with the tour with alternative means. This does NOT warrant booked passengers to withdraw from the tour and allow or permit them to claim fees or expenses from the operator.

On the train: An air conditioned **dining car** with sit-down meals and/or a **lounge OR** tuck shop, showers, two toilets per carriage, **limited** electrical points (**only at certain places**) for cell phones, fresh drinking water in the passage. **Ice is very limited** on the train. Please bring your own.

Classes of trains: Shosholozza Meyl does **not** refer anymore to '1st or 2nd or 3rd class' of passenger train. It is either Tourist Class or Economy Class.

A **Tourist Class** train could have 4-bed or 6-bed compartments, whilst an **Economy Class** train could have 6-bed compartments (with lesser quality material) and seating carriages.

In some cases a Tourist Class train and an Economy Class train could be joined as one with the dining car and kitchen separating the two 'Classes'.

The **Premier Classe** train (Class with an extra 'e') is much more luxurious. Cabins are **not** en-suite.

The luxurious **Desert Express** train is only used whilst on tour in Namibia. All cabins are en-suite.

The ultra-luxurious **Blue Train** is in a class of its own!! It has received many international accolades, prizes and distinctions over many years. All cabins are en-suite.

Smoking on the train: Not allowed.

Medical: Please take your own medication and Medical Aid Card.

Any first aid or medical treatment provided by the Company at its expense to any Traveller, shall be discretionary and on a compassionate basis. Under no circumstances shall the provision of such treatment be tantamount to an admission of liability by the Company for any injury or illness sustained by the Traveller.

Boarding & Disembarking: You may board at "virtually **any place en route**". Please indicate accordingly on the Reservation Form. The tour price remains unchanged when boarding en route.

Transport at destination: Bus transport is provided where applicable as per the relevant Info Doc. In some cases we make use of public transport. I.e.: At the KKNK, Innibos, etc.

Bus Transport: When we make use of bus transport (i.e. Excursions and on day trips), we make use of reliable and credible bus companies with good safety records and proper support systems.

Tour Guides: We make use of qualified tour guides. They all add value to your train tour experience. Tours are conducted in both English and Afrikaans.

N.B. Should the Company appoint a tour guide in respect of any tour, then the Traveller **shall be obliged** to comply with all reasonable instructions of such tour guide.

Travel along: Every tour is a good experience and with a train it's even better. It's **not** a tour for moaners, whiners or people complaining about simple matters, but for those people who love to mingle, who want to make new friends, who want to travel comfortably and who enjoy life.

Not allowed on the train: Firearms, pets, Hi-Fi's, radio's, TV, long faces, fighters, house troubles, whiners and 'moaners'.

To take with: Each person has his/her own needs, but we do recommend you take with you a towel, extra blanket in winter, pocket money, magazines, sweets, shower sandals, camera, a big smile and friendliness.

Luggage: You are allowed to take **one** reasonable size suitcase per person plus **one** hand-luggage item. Weight **NOT** to exceed **20kg**. Each passenger must be able to handle, carry or pull his/her own luggage. (See note about porters).

Porters: The availability of porters at stations is VERY limited. Many stations do NOT render such a service anymore. If a porter is used (at the station or at hotels), it is custom to tip R5 per item being carried or transported. **This is for the account of the passenger.**

Note: The porter carrying your luggage from your car **into** the station is **NOT** allowed **onto** the platform. A different porter will take over the duties. You then have to tip both porters.

Tips/gratuities on tour: It is custom to tip if **you** are satisfied with services rendered. This could be done individually (I.e.: When served by a waiter) or at the end of a tour (I.e.: Tour guide or bus driver).

Passports: You **do** need your passport when you travel abroad (Namibia, Botswana, Mozambique, Swaziland, etc.). If you are not a South African citizen, please find out if you need a visa and get one in time.

Cell phones: Cell phones can be used on the train and reception is available on most routes. When you travel abroad you'll need 'International Roaming'.

Closing date: As soon as the tour is fully booked. We recommend you book **NOW**

Security: There is security staff working on the train.

Safety: **JB Train Tours** and **Shosholozza Meyl** will do their utmost to offer you a safe train tour. Travelling by holiday train is after all currently the safest way to travel in South Africa.

Pregnant Passengers: "Shosholozza Meyl takes no responsibility for pregnant female passengers whilst travelling on Shosholozza Meyl trains. Women more than 6 months pregnant, may **not** travel on a Shosholozza Meyl train, unless in possession of a doctor's certificate declaring her fit to do so.

Where a pregnant female passenger does travel on a Shosholozza Meyl train this will be at her own risk." (Sho Meyl Sales and Reservation Policy, Version 2.1, 30 November 2006). JB Train Tours subscribe to the above.

Unruly passengers: The Company and Shosholozza Meyl reserve the right to terminate the tour of any Traveller who wrongfully or unlawfully fails to adhere to the reasonable instructions of an appointed tour guide and / or causes any wrongful disruption, disturbance or nuisance to any other traveller, tour group or service provider or cause any damage to property or person.

See notes of Tour guides above.

Why are all the Information Documents mainly in English? Why not in Afrikaans as well?

The business environment where we do our business in caters for everyone in South Africa (11 official languages) as well as for passengers from abroad (many more languages to serve). It is practically **NOT** possible for us to write and maintain all documents in all languages. Hence, we have decided many years ago to use English as our business language, but when phoning our offices we can assist you in Afrikaans if preferred so.

BONA FIDES – JB TRAIN TOURS (Since 1975)

Due to the recent number of mal practices & unethical actions committed by certain so-called Train Tour Operators in South Africa, we are more than willing to share with you the contact details of some of our regular and big **service providers**. You are welcome to contact **any** or **all** of them regarding our company's bona fides, existence and services rendered over the years.

Shosholoza Meyl	Mr. Poena Pretorius	Accountant	Tel: 011 773 7551
The Fountains Hotel	Reservations		Tel: 021 443 1100
Pro Tours Buses	Accounts		Tel: 012 664 9000

Enquiries: Contact our offices at **JB Train Tours** at Tel: **0861 JBTOURS** or **0861 52 86 87** or **011 913 2442**, or E-mail us at info@jbtours.co.za or Fax us at **086 687 7344** or **011 913 0552** or visit our website at www.jbtours.co.za or write to us at PO Box 17406, Sunward Park 1470.

Last Note: We have scheduled and hosted a variety of train and other tours during 2011 of which the majority was fully booked. We've added a few new **train and bus tours** for 2012, but unfortunately we had to cancel some very popular train tours due to the fact that Shosholoza Meyl has stopped running certain trains. I.e.: The **Trans Orange** Tourist Class train between Cape Town and Durban via Bloemfontein and back. This has affected MANY of our very popular train tours negatively.

Note: **Don't change/cancel your holiday – change your way of going on holiday! Travel with JB Train Tours. It is Comfortable, Affordable, Safe, Fun & Nostalgic.**

"When you travel, remember that a foreign country/city is not designed to make you comfortable. It is designed to make its own people comfortable." - Clifton Fadiman

Travel greetings

**Johan Badenhorst &
The JB Train Tours Team**

PS Ons doen ook graag sake in Afrikaans

BOOKING FORM

PLEASE WRITE WITH A **BLACK PEN** AND IN **BOLD LETTERS**
Complete in **full. One form** per person/couple.

FAX TO: 086 687 7344 or 011 913 0552

Attention: JB Train Tours

Train Tour Name: _____

Tour date: _____ **Tour No:** _____

Herewith the Reservation for above mentioned tour:

(Please tick) Compartment (4-bed) _____ **or** Coupe (2-bed) _____

Name and Surname: _____ **Male/Female:** _____

ID or Passport No: _____

Tel No: _____ (Code) _____ (W) _____ (Code) _____ (H)

Cell phone: _____ **Fax No:** _____ (Code) _____

E-mail address: _____ (NB!)

Postal address: _____

Code: _____

I want to share with the following person/people:

1. _____ Male/Female 2. _____ Male/Female
Adult/Child Adult/Child
3. _____ Male/Female **Total number of people in the compartment:** _____
Adult/Child

Attached is the *Proof of Payment* for the **deposit** or **full payment** of: **R** _____
(I understand and accept that my deposit is non-refundable)

Where will you board the train? _____

Indemnity: I have read JB Train Tours Generic Information Document (FAQ's) and agreed to it. I understand and accept that the organisers will not be held liable for any losses of any kind, injuries, inconvenience, cancellations, changes or delays that may occur. (Full details on www.jbtours.co.za)

Signature: _____ **Date:** _____

Next of kin Name: (for emergencies): _____

Tel No: _____ (Code) _____ **Cell:** _____

Banking details: **Account Name:** JB Tours **Bank:** ABSA
Account No: 405 307 1777 **Branch:** Boksburg (632005) **Type of Account:** Cheque

Please attach the bank deposit slip (see example below)

Example: Deposit Reference/Deposito Verwysing

A	J		B	O	T	H	A		K	K	1		
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Initials & Surname

Tour Ref Number