



Frequently Asked Questions

Where is the Atzaró Okavango Camp located ?

Atzaró Okavango Camp is situated on the NG/32 private safari concession, located in the southeastern part of the Okavango Delta, a vast inland UNESCO world heritage listed river delta renowned for its expansive grassy plains and waterways, in Botswana. The concession area spans 1,100 square kilometers and is positioned between the iconic Moremi game reserve and the majestic Gomoti Plains.

How do you get to the Atzaró Okavango Camp ?

The main South African international airports of Cape Town and Johannesburg offer direct, daily scheduled flights to Maun in Botswana. The flight time is just over 2 hours from Cape Town, or around 1 hour and 30 minutes from Johannesburg. From Maun, a scenic 25-minute flight aboard a fixed wing aircraft will transport you to the Qorokwé airstrip adjacent to the Atzaró Okavango Camp, an exciting 40-minute game drive away. The recommended breathtaking helicopter transfers from Maun to the Atzaró Okavango camp take around 20 minutes and are the best way to arrive.

Is a visa required to travel to South Africa and Botswana ?

Most nationalities are eligible for a complimentary 30-day visa upon arrival in both countries. It is recommended to verify the latest information by contacting the embassies of Botswana and South Africa for accurate and up-to-date visa requirements.

Is travel and health insurance necessary ?

We strongly advise that all guests obtain comprehensive insurance coverage, including protection for cancellation, trip interruption, accidents, medical emergencies, and baggage. This ensures your peace of mind throughout your stay.

What is included in the safari trip rate ?

- Accommodation
- Satellite Wi-Fi is available in all the suite
- All meals, snacks and safari treats
- All beverages, including alcoholic and soft drinks, wines, cocktails, and non-alcoholic options. Premium alcohol and Champagne are not included
- All activities, including up to two daily safari game drives
- Guided Safari Walks
- Pool and gym
- High Tea Experience
- Wine Tasting & Sommelier Experience
- Personal laundry service.
- Bush transfers between the airstrip and the camp
- Camp activities

What is not included in the Safari trip rate ?

- International and domestic airfares, and baggage fees
- Passport and visa fees, airport taxes, both international and domestic
- Flights and accommodation preceding or following your stay at the camp
- Costs arising from circumstances beyond our control
- Premium and vintage alcoholic beverages, wine, and champagnes from the cellar and Palm Bar
- Spa massages and treatments
- Medical and personal travel insurance
- Fees for national parks, tourism levies, and value-added tax

What is the cancellation policy ?

- Cancellation of a booking 61 days or more before the travel date will result in forfeiture of the 20% commitment fee paid to confirm the itinerary.
- Cancellation of a booking between 60 and 46 days before the travel date will incur a 50% cancellation fee, calculated based on the total value of the itinerary. This 50% fee includes the 20% commitment fee paid upon acceptance.
- Cancellation of a booking 45 days or less prior to the travel date will result in a 100% cancellation fee, calculated based on the total value of the itinerary. This 100% fee includes the 20% commitment fee paid upon acceptance.
- Refunds will not be issued for any activities or travel that were part of the confirmed itinerary but were unable to occur due to events beyond the control of Atzaró Okavango Camp.

Are the suites air conditioned ?

Each of the 12 suites are equipped with air conditioning and the addition of two colonial fans for your comfort. The tented suites are designed with glass windows to optimise energy efficiency and maintain a consistently pleasant temperature year-round.

Is there Wi-Fi internet access available ?

Complimentary Wi-Fi access is available in all of the suites, and in the camp art gallery and boutique. The remote location limits the bandwidth available, but it is suitable for web browsing, emailing, and messaging communication. There is no mobile phone signal at Atzaró Okavango Camp.

Are children welcome at Atzaró Okavango ?

Yes, the Atzaró Okavango Team warmly welcomes families with children. The camp is unfenced, and wildlife often pass through the area, so it is important to ensure that children are under constant parent supervision. Some age-related restrictions apply to various activities for safety reasons, as determined by our guides.

Children 0 – 6 years, sharing with adults

No charge for accommodation. Transfer and conservation levies still apply. Some activities such as walking safaris and mokoro canoe expeditions may have age restrictions and are subject to the guides' discretion.

Children 7 – 15 years

For this age group is 50% of the adult rate. If a child occupies a single room, a single supplement will be applicable. Some activities may have age restrictions for safety reasons and are subject to the guides' discretion.

Children 16 and above

This age group is charged at the full adult rate. There are no restrictions on participating in safaris or activities.

Do you provide laundry or dry-cleaning services ?

Daily personal laundry services are included, subject to weather conditions and water availability. For your convenience, environmentally friendly detergent for handwashing is available in all the suites, and it can also be supplied upon request. We do not offer dry-cleaning services.

Is the water safe to drink ?

At the Camp we have our own state-of-the-art reverse osmosis treatment plant that purifies the drinking water to the highest standards. The bottled purified water is re-mineralised, ensuring its quality and taste. We offer bottled water in environmentally friendly glass bottles all around the camp and in your suite.

What types of safari vehicles do you provide ?

At Atzaró Okavango Camp, we offer custom-built 8-seater safari vehicles that are designed with your comfort and wildlife photography experience in mind. They are equipped to optimise your game drive experience. The seats are covered with comfortable cotton canvas, featuring adjustable armrests that can be locked into position for photography purposes. To add to the spirit of adventure, they are equipped with amenities for memorable refreshment stops, including tables, chairs, cold boxes, hot boxes, and picnic baskets.

Can you meet all dietary requirements ?

The skilled chefs are adept at catering to a wide range of dietary requirements, whether you have specific dietary needs or preferences. We recommend providing advance notice of your dietary requirements so preparation can be made for meals that meet your needs.

Is there a dress code ? What clothing should I bring ?

There is no specific dress code at Atzaró Okavango Camp, as we want our guests to feel relaxed and comfortable throughout their stay. For game drives and excursions, we recommend lightweight, neutral-coloured clothing. The Camp provides a daily laundry service at no additional cost, allowing you to pack less clothing. Please avoid bringing any clothing with a military or camouflage pattern, as wearing such patterns is discouraged in Botswana.

What is the best time to visit ?

The Okavango Delta is a destination that offers something special throughout the year, each season with its own unique qualities and experiences. The Autumn and Winter months, from May to October, are considered the high season and are commonly regarded as the preferred time to visit, perfect for summer trips for those from the USA and Europe. Perfectly positioned, in both the wet and grassy regions, wildlife viewing is guaranteed year-round at the Atzaró Okavango camp.

During the High Season, water born activities, such as a mokoro canoe expeditions, are common, whilst in the Emerald Season, spring arrives with the birth of thousands of new antelope for visitors to enjoy. The big cats of course follow these herds to the delight of those visiting in the shoulder seasons.

May – October

This period corresponds with the high season when the Delta fills with waters from as far away as Angola, and wildlife congregates, making game-viewing especially rewarding with the lack of vegetation and increased visibility. The floodwaters gradually rise, peaking around the end of September, when Spring arrives.

November – April

Referred to as the green or Emerald Season due to the onset of rainfall, this period, particularly January and February, is ideal for photography, birdwatching and viewing herds of newborn and young antelope throughout the concession's extensive network of grassy plains. Predators hunting the newborns can make for captivating game viewing experiences during this period.

What temperatures can be expected ?

The temperature variations in the Okavango Delta offer distinct experiences throughout the year.

May – August

These Winter months bring the most pleasant temperatures, with afternoons hovering around 20c or 68F. Occasionally, cooler weather might lead to a slight drop in temperatures. This period is comfortable for outdoor activities. Nights and early mornings can be cold and go down to 7c or 44.6 F so warm safari clothing should be packed for the early morning hours.

Late September – November

Temperatures start to rise during late September, then October and November are the hottest months of the year. During these months, temperatures can range between 28c or 82.4F and 36c or 96.8F. This warmer period requires appropriate summer attire to stay comfortable during the heat of day and consideration should be given to summer clothing.

December onwards

From December onwards, the temperatures gradually cool down. Daytime averages range from 28c or 82.4F to 32c or 89.6F, offering a more moderate climate for activities and exploration.

Are there any luggage restrictions ?

When preparing for your safari to Botswana, it's advisable to pack efficiently. For charter aircraft or helicopter flights, the maximum luggage allowance is 20kg (44lb) per person. You are also allowed one piece of hand luggage or a camera bag. If space permits, you can reserve additional seats to accommodate excess luggage. Booking extra seats allows for an additional 70kg (154lb) of luggage.

It is important to consider not only the weight but also the shape and dimensions of your luggage. Your bags need to fit within the cargo pod beneath each helicopter or aircraft. To ensure convenient transportation, we recommend using soft-sided holdalls or duffel bags instead of rigid hard suitcases. If your luggage doesn't fit in the cargo pod, it will need to be carried inside the aircraft, incurring additional charges.

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Do I need vaccinations ?

Planning a visit to Botswana, it is important to consider certain vaccinations. It's highly recommended to consult your doctor or a healthcare professional to determine the vaccinations that are relevant and necessary for your specific health needs and travel plans. Additionally, keep in mind that specific areas of Botswana may be considered malarial, so discussing malaria prevention strategies with your healthcare provider is also crucial for a safe and healthy trip.

What about Malaria ?

The Atzaró Okavango Camp is situated in a remote area with a very low risk of malaria. We do however recommend taking precautions. It's advisable to use anti-malarial prophylactics as a preventive measure. To ensure your health and safety, we recommend consulting your doctor or a healthcare professional at least three weeks before departure to Africa. They can provide personalised advice and recommendations based on your individual health profile and travel plans.

How can I pay for extras ?

Payments for additional services and purchases such as spa treatments, spa products, and items from the Atzaró Okavango Camp gallery and boutique can be conveniently made at the location. You have the option to pay using either cash or credit card. We accept various currencies including Botswana Pula (BWP), Pounds Sterling (GBP), Euros (EUR), South African Rand (ZAR), and US Dollars (USD). Additionally, we welcome major credit cards such as MasterCard, Visa, and American Express for your convenience.

What are the guidelines for tipping ?

Gratuities are always appreciated by the staff, but they are entirely at your discretion. Our staff are committed to the highest standards of hospitality and wish to make your experience exceptional. Should you wish to express your satisfaction with the service, we offer the following suggestions.

Guides and Specialist Guides

You may choose to provide a direct one-time payment to the guide at the conclusion of your stay.

Mokoro Canoe Polers

It is customary to offer payment directly after the service. This team is from the local village and we recommend tipping them if your experience warrants it, as this their key source of revenue.

General Camp Staff

A one-time payment at the end of your stay is customary. We collect these contributions in a communal tip box, which is then distributed evenly among all the staff except for the guides. Please note the gratuities to guides or staff are made in cash.

What is your smoking policy ?

Smoking and the use of e-cigarettes are only allowed in designated areas of the camp, which our staff will identify upon request. Smoking is strictly prohibited in the main camp area, safari vehicles, mokoro canoes, and guest suites. However, you are welcome to smoke on the outdoor decks of your private suite. During game activities, there will be designated stops for refreshments, during which smokers may enjoy a tobacco moment of their choosing.

Do you allow drone cameras at the Atzaró Okavango Camp ?

The use of drone cameras is not permitted at Atzaró Okavango Camp. This policy is in place to safeguard the well-being of the wildlife, preserve the privacy of our guests and staff, and adhere to local regulations and protected area guidelines. It is important to consider that drones can potentially disturb animals and pose risks to the environment. We appreciate your understanding and cooperation in adhering to this policy.

Are there running paths at the Atzaró Okavango Camp ?

Whilst we prioritise the safety of our guests, we regret to inform you that jogging or running in the bush is not recommended due to the presence of wild animals in and around Atzaró Okavango Camp area. However, an alternative for your fitness routine is available with the fully equipped gym facilities. Alternatively, please book a bush walk. The safety of our guests is of utmost importance, and we encourage you to enjoy your exercise within the designated gym area for a secure and enjoyable experience.

Is the Atzaró Okavango Camp sustainable ?

At Atzaró Okavango Camp, our commitment to sustainability is a core value. We strive to minimise our environmental footprint and contribute to the conservation and preservation of the pristine areas of our concession. Atzaró Okavango Camp has been designed with sustainability in mind, and features semi-permanent structures constructed using only sustainably sourced materials, which allows us to minimise our impact on the surrounding environment.

Additionally, we take pride in our solar panel farm, which serves as a reliable and eco-friendly source of electricity for the camp. This solar initiative not only reduces our reliance on non-renewable energy sources but also aligns with our goal to operate in an environmentally responsible manner. We are committed to nurturing the natural beauty of the areas we are privileged to be a part of, and our sustainability efforts are a testament to this.

How do you support and work with the local community ?

Our commitment to the local communities is at the heart of our mission. In partnership with the African Bush Camps Foundation, our charitable organisation, we actively support and engage with those who call the surrounding all the region home.

The Foundation focuses on essential projects that encompass education, community empowerment, and wildlife conservation initiatives. We believe that by investing in education, we can empower future generations and create lasting positive change. Our projects aim to improve access to education, provide scholarships, and enhance educational facilities for local children.

We are also dedicated to uplifting the local economy by sourcing resources from nearby communities. We utilize sustainably sourced building materials, and local labour, furniture, clothing, decor, and food supplies whenever possible. This not only supports local businesses but also fosters a sense of collaboration and sustainability.

In line with our commitment to wildlife conservation, we recognise our responsibility to protect and preserve the diverse wildlife in the regions we operate in. Our safari activities are designed to promote ethical wildlife viewing and conservation awareness. We believe that responsible tourism can play a significant part in safeguarding the incredible natural heritage of the areas we are privileged to be in.

Through these efforts, we strive to make a positive and meaningful impact on both the local communities and the natural environment that we hold dear.

Do you employ local staff ?

Yes, we are deeply committed to empowering the local communities by providing employment opportunities. All our staff members, including guides, hosts, and chefs, are recruited from the local communities of Botswana.

We believe in nurturing talent and providing opportunities for personal and professional growth. Many of our staff members have progressed from entry-level positions, such as kitchen staff or mechanics, to becoming skilled professionals in various roles. This is a testament to our commitment to training, development, and creating a supportive work environment.

By employing local staff, we contribute to the economic growth of the communities, enhance local livelihoods, and strengthen the bond between the camp and the surrounding areas. Our aim is to not only provide excellent service to our guests but also to create a positive impact on the lives of our staff and the communities they call home.

What about safety on the Camp ?

The safety and well-being of our guests are of paramount importance to us. Upon your arrival at Atzaró Okavango Camp, our dedicated staff will provide you with a thorough and comprehensive safety briefing. This briefing is designed to ensure that you have a clear understanding of the camp's layout, facilities, and safety protocols.

During the safety briefing, you will be informed about emergency procedures, including evacuation routes, assembly points, and the location of safety equipment. Our goal is to ensure that you feel comfortable and confident during your stay and that you are well-prepared in case of any unforeseen circumstances.

We maintain stringent safety standards across the camp premises to provide a secure environment for all our guests. Additionally, our knowledgeable guides and staff are available to address any safety concerns you may have and can help whenever needed. Your safety and peace of mind are central to our commitment to delivering a memorable experience at Atzaró Okavango Camp.

Does the camp have electricity ?

Yes, Atzaró Okavango Camp is equipped with a reliable and sustainably generated power to ensure that you have a comfortable and convenient stay. The camp operates primarily on solar power, utilising a state-of-the-art solar farm to generate electricity. This environmentally friendly approach allows us to minimise our impact on the surrounding ecosystem and reduce our carbon footprint.

In addition to solar power, we do have a backup generator in place to ensure a continuous supply of electricity, generally on used during times of limited sunlight and rain. This backup provides a reliable source of power to support the camp's operations and ensure that you have access to electricity for all your needs, from charging devices to lighting.

Our commitment to providing a sustainable and comfortable experience extends to our energy infrastructure, reflecting our dedication to preserving the environment while offering you modern amenities during your stay at Atzaró Okavango Camp.

Are personal grooming products presented in the suites ?

Yes, we want to ensure that your stay at Atzaró Okavango Camp is as comfortable and convenient as possible. Each suite is thoughtfully equipped with a selection of essential cosmetic and personal care products to enhance your experience and provide for your needs. The range of products available in each suite include sunscreen creams, mosquito repellents, after-sun lotions, moisturisers, shampoo and conditioner. Our goal is to make your time at Atzaró Okavango Camp as convenient as possible, so you can focus on immersing yourself in the beauty of the surroundings and the incredible experiences we offer.

Can we buy the products from your Spa ?

We are delighted to offer you the opportunity to take a piece of the Atzaró Okavango Camp experience home with you. The products used in the spa and provided in the suites are available for purchase, allowing you to continue enjoying the delightful scents and benefits of these products even after your stay with us. Whether it's the soothing after-sun lotion, the moisturising creams, or any of the other products that have enhanced your experience, you can take them home to enjoy as part of your daily routine. Should you decide to purchase these products, our staff will be more than happy to assist. It's all part of our commitment to making your stay with us memorable and ensuring that your experience continues even after you leave.