



SELF DRIVE MANUAL

VERSION 2021

JE KUNT OP MIJ KLIKKEN



INTRODUCTION

Karibu Kenya, Tanzania or Uganda. Thank you for choosing Charlie's Travels. Our self drive tips are the ultimate experience and are the best way to really explore the off-the-beaten track places in East Africa. Good choice!

This Self Drive Manual is made to make your self-drive journey enjoyable and as safe as possible. Please read this carefully and let your Smooth Operator or sales consultant know if you have any questions.

SAFARI NJEMA!

DEPOSIT PAYMENT

As discussed with your travel consultant, a deposit payment to the supplier of the rental vehicle is required upon drop off of the car. The deposit can be paid in cash to the supplier and is paid back upon returning the car in the state it was brought. More details can be found on the contract that the supplier will present upon drop-off.

CAR DROP OFF & PICK UP

The car will be dropped off by our partner at the agreed upon time. We will try to inform our partners to drop off the car in daylight where possible. The person dropping off the car will give you a quick tour of the vehicle and the different things to take into consideration. The car should be dropped off with a full tank, kindly make sure you have signed off the checklist that the person dropping off the car will be carrying.

The car will be picked up at your last location at the agreed upon time. Please note that if you want to extend the term of your rental car, this should be requested 48 hours prior to drop off. The extension is dependent on availability of the said vehicle. The car should be returned to full tank (as it was received). Please also ensure the car is washed and clean upon returning it to the partner. Cars can be washed at petrol stations, along the road, etc. If it's not possible due to time limitations in your itinerary, please arrange a payment of 500/- ksh to the supplier.

GENERAL TIPS

- X Check your vehicle's oil levels and tyre pressure before departure
- X Kindly only fuel at "Shell" or "Total" Petrol Stations
- X Do make sure you carry your passport and international driving license with you at all times
- X Take into account that there could be unmarked potholes or unmarked bumps on East African roads please adjust your speed accordingly. Max. 80-100kph.
- X Speed limits are not always clearly marked, please always limit your speed at any time
- X Try to avoid driving at night. Most streets (except highways) are poorly lighted at night adjust your speed accordingly
- X Be particularly careful around matatus (public transportation) and motorbikes
- X Install Google Maps or Maps.me before starting your trip
- X In case Google Maps or Maps.me cannot locate your destination, you can call the accommodation or your operations consultant for assistance.

SUSTAINABILITY

We pride ourselves on the premise of 'Positive Impact Tourism'. Your trip with Charlie's Travels has an impact on the environment we operate in both socially and environmentally. So it's only fair that we help you to compensate for that impact.

PILLAR 1: FAIR TO NATURE

- X** We challenge you to create as little waste as possible. Try not to fill the handmade basket made of sustainable materials
- X** Try to avoid use of single use plastics, if you have single use plastics please keep them in the car and leave them there. We will make sure they get back to us and we will bring them to our recycling center in Nairobi
- X** If your car has an eco-modus, kindly drive on eco-modus
- X** Wildlife first, please follow all rules and regulations in national parks

PILLAR 2: FAIR TO PEOPLE

- X Always respect local customs & traditions
- X Do not take pictures of people or post those pictures on social media without permission
- X Dress appropriately. If the people in the area are dressing conservatively, we advise you to do so too. This also applies to flashy accessories like phones, cameras, jewellery, and watches.
- X Try the local dishes and kitchen
- X Be mindful of where you buy your souvenirs
- X Don't be afraid to ask for directions to people, most of them will be willing to help.

PILLAR 3: AFRICA – THE OTHER STORY

We want to show you a different side of the African continent. Doing a self drive expedition is the best way to really explore the country and show you that other side. Open your mind to it and see that East-africa is not only about poverty, corruption and insecurity. It's about so much more. We are convinced you will see this on your trip, please share that information with the people in your social circle. Together we change that perception.

DRIVING IN NATIONAL PARKS

- X** Always obey park rules such as gate and driving time. Only exit the vehicle where allowed, do not leave the demarcated roads and tracks
- X** Animals may seem tame and relaxed when you are in the vehicle. This is because they do not recognize the human figure or scent. If you exit the vehicle their behavior will change.
- X** In most areas you are not allowed to drive at night. This is to minimize disturbances to the wildlife. If using spot lights, do not shine the light directly into the animal's eyes.
- X** Elephants are the only animals that really pose danger while in a closed vehicle. It is always important to respect these animals and keep a safe distance away.
- X** Keep the engine running in case of charge. Elephant bulls in musk (periodical hormone increase) and animals with young one's are the most aggressive.
- X** Do not litter.
- X** Do not feed the animals.
- X** Be cautious in unfenced lodges and camps at night, do not walk far from vehicles or buildings.

IN CASE YOU GET STOPPED BY THE POLICE

- X The police in Kenya can be quite intimidating. There are frequent road stops along the road in which they either check your speed, insurance, headlights, fire extinguisher or state of your tyres.
- X They usually ask for your (international) driver's license
- X In case they find anything wrong with the car they will ask you to pull aside and will explain to you the situation you are in.
- X Call the Charlie's Travels office and give the phone to the officer in question for one of our colleagues to talk to the officer.
- X In any case you must remain calm and friendly
- X Charlie's Travels has an anti-corruption policy and does not support bribing in any situation

IN CASE OF VEHICLE BREAKDOWN

- X Start with contacting the Charlie's Travels office as soon as possible. Please use the emergency phone number if you can't reach the sales or operations consultant.
- X If possible try to get the car off the road or to a safe space like a petrol station, parking lot, etc.
- X When you park the car at a petrol station there are always some mechanics around. They will offer to help you. Before agreeing to anything, put him in contact with the local hire representatives office in order to check what the problem is.
- X We will then assess the situation and see what can be done to help you as soon as possible
- X All parties will make sure that the situation is fixed as soon as possible by contacting our local car hire representatives.

IN CASE OF ACCIDENT

- X** In the unfortunate event of an accident, call Charlie's Travels as soon as possible. The Emergency number provided on the protocol can be used in this case.
- X** In the case of injuries, contact the emergency services and your Charlie's Travels operations consultant, record your position and have a contact number available
- X** Do not in any case admit liability or fault
- X** Make sure you record all the details of the other party including vehicle registration number, full name and identification/passport number, a contact phone number, copy all details of driver's license.
- X** Record any details of witnesses who may have observed the accident. Provide all your details to the other party.
- X** Luckily, people in East Africa are very willing to help you in case something happens. So assistance will be provided by bystanders.