



Dear Wildlife Friends,

The entire Safari West staff welcomes you! As you enjoy the beauty of our exotic wildlife and the sights and sounds of our African landscape, it is our desire to make your stay both exciting and memorable.

Before you join us, please review our check in, payment and cancellation policy outlined in your confirmation. Also, we recommend that if you haven't already done so, you reserve tours, meals, and special activities in advance.

If you plan on arriving during the winter months, please read our [recommendations for a warm and cozy stay](#).

Good to Know in Advance...

We certainly don't want to disappoint anyone - extra activities such as a 'Behind the Scenes' tour, cheetah photo, or Swedish massage need to be booked **prior** to your visit – not when you arrive.

Pets

For the safety of our guests and your pet, plus the well being of our animals, please leave your pets at home.

Check-In

Tent assignments are not guaranteed. Check in time is 3:00 P.M. to 5:00 P.M. For guests arriving after 5:00 P.M., please call us and we will make every effort to assist you. Please understand that due to the nature of our wildlife preserve and tent camp it is not easy to accommodate late night arrivals.

Check Out

Check-out time is before 11:00 A.M. Guests who have early morning tours and/or activities are asked to come to the office first to make arrangements for their luggage and to expedite checkout.

Cancellation Policy

Lodging cancellations must be made two weeks in advance of your arrival date. We will be happy to refund your deposit, less a \$20 cancellation fee, if you notify us two weeks in advance of your scheduled arrival date. A change in your arrival date shall be considered a cancellation of the original reservation. However, this action is only subject to the cancellation fee if a refund to your credit card is made or if you make more than two changes to your upcoming visit.

If you need to cancel or change your reservation, please call 1 (800) 616-2695 or email: reservations@safariwest.com.

Directions

Please visit our website: <http://www.safariwest.com/findus/> or call us at 1 (800) 616-2695.

Safety Guidelines and Policy

For your safety and the well being of our animals, no feeding or touching of the animals is allowed. Please review our safety guidelines and policy included with this confirmation with your entire party. If you need any additional information or have any questions prior to your arrival, please phone us directly at 1 (800) 616-2695.

To make your stay more enjoyable, we have a few tips to keep in mind. Before your visit please review our *Vision Statement*, *Safety Guidelines*, and a short description of our Luxury Tents.

Our Vision Statement

We can, we should, and we must dedicate ourselves to living in a world that values all living creatures, great and small. Thank you for your support, without friends like you our mission would not be possible.

Protection of our Animals

We have new babies and expect more to be born or hatched in the near future. We need everyone to make an extra effort to be calm and quiet while enjoying their stay at Safari West. Please help us keep our moms and babies happy and healthy.

Please do not pet or feed any of the animals without a staff member present. Many of our resident critters are on special diets and should not have extra treats (*not even just once.*)

We know we don't have to mention this...but please...absolutely no running, growling, leaping, throwing, taunting, or loudness anywhere near the cheetah enclosure or any of the other animal enclosures.

Our goal at Safari West is for every one of our guests to experience firsthand the principles and practical applications of conservation in ways that will impact their lives and attitudes for many years to come. Thanks to the many friends like you, we come closer to this goal every day.

Safari West Guest and Animal Safety Guidelines

Animals are not to be touched. Lemurs can become ill from human contact. The animals at Safari West are not tame. Do not assume if a staff member is near or touching an animal that it is safe for you to do so. The staff is trained to observe minor behavioral changes. Everything works on all of the animals, including but not limited to...hoofs, horns, teeth, and beaks.

We do not allow feeding of any animals by our guests. During the tour the guide may allow you to feed an animal under their professional supervision. This only happens occasionally and *not on every tour.*

The animals are easily startled and could injure themselves while trying to escape what they see as danger. Instinctively they are always on the alert for unusual

activity. Running, loud noises, thrown objects or any out of the ordinary activity can frighten the animals and cause them to become injured by running into fences. Please, for the safety of the animals, closely supervise your children.

For your safety and the safety of your children, stay back a minimum of **three** feet from all enclosures. Stay on the dirt path. The lawn area between the cheetahs, lemurs and porcupines may only be visited under the supervision of a Safari West staff member.

There are a number of bodies of water located at Safari West which are essential to our wildlife and to the migratory birds that visit our preserve. We do not have posted life guards near these bodies of water and it is strictly the responsibility of our guests to supervise their children at all times. Swimming, wading, or entering the water is not allowed.

Children must be under adult supervision at all times. Safari West Wildlife Preserve is not a child-proof playground. Please restrain children from damaging plant material in landscaped areas. Flashlights must be focused on the ground and never in the eyes of any animals.

Our African Safari Tent Camp

Staying at Safari West is an authentic safari-style tent camping experience. We are truly amazed when we hear someone say, "I couldn't sleep because of the animal noises!" While it may not be lions roaring or elephants trumpeting, it is the marvelous sounds of cranes calling, ostriches booming, or lemurs chattering. The animals are what we hope you are coming for!

Guide to a Great Stay in Our Tent Cabins

In all Seasons...

Keep a light on

Before leaving for dinner, turn your porch light on and bring along your flashlight. It's hard finding your way back in the dark!

Respect your neighbors

People sometimes forget tents are canvas and therefore thin and offer no noise protection. Whatever is said can be heard. Some of our guests are here for solitude, others for social conviviality. So, please respect your neighbor.

If there is a problem don't hesitate to contact us. The owners, Nancy and Peter Lang live on property. Feel free to knock on the door of the Lang's private residence....
"The dogs will wake us. It's okay, that's what we're here for!"

Additionally, there is a radio located on the counter in the Reception/Check in office. The channel is already set and when you call we will respond as soon as possible. In the event of an emergency, the reception is always unlocked. Don't hesitate to call 911. There are also telephones in the dining room for your use.

Safari West's Recommendations for a Warm and Cozy Winter Stay!

When we come in to breakfast on winter mornings, the thing we really dislike to hear is that our guests were COLD in their tents at night!

You will be sleeping in a traditional African safari tent. Zulu craftsmen make our tents of the best treated canvas available. By nature, canvas is thin compared to the walls of a house. As a matter of fact, your insulated house walls are about 200 times thicker than our tents! Despite the polished wood floors, electric blankets and heaters, these tents can be chilly at night.

Upon arrival:

- Close the inside tent flaps.
- Turn your heater on to low.
- Start your ceiling fan on low. *It makes the hot air flow down.*

Although the bathrooms in our tent cabins can not be heated, our bathrooms have good showers with hot water. Please consider taking a shower in the evening. It's much more comfortable than showering in the morning during the winter. *To conserve heat, keep the bathroom door closed when not in use.*

When you come down to dinner or before retiring for the evening, turn the electric blanket to **low** and turn the heater to **low**—*of course, be sure that the heater is not near anything flammable.* Double check to make sure both sides of the electric blanket work (sometimes the controllers get crossed). Blankets will turn off automatically after **seven** hours. You'll need to turn them back on again.

Occasionally hair dryers, etc. will cause a circuit breaker to switch off in the bathroom. Simply press the **Red Reset Button** in between the plugs. If that doesn't work, ask the staff for help.

When you leave in the morning, please turn off everything electrical.

The right clothes make all the difference!

Bring warm clothes for sleeping. We really mean WARM CLOTHES, especially slippers for bathroom visits. Adult beds have electric blankets, children's futons do not. Children should have thick, cozy pajamas and/or knit caps or hooded sweatshirts to sleep in. You also may want to sleep with a warm hat.

A few final suggestions to help you enjoy the outdoor beauty of our wildlife preserve during winter months...

It may rain. It can also be quite cold and many nights are below freezing! Bring rain gear; you can leave it in the car if the day turns out to be sunny. Wear long pants, sweaters and jackets, thick socks and real shoes, *not flip-flops*, for the tour and/or walking around to enjoy the animals. If you tend to get cold, add long underwear, a knit cap, mittens or gloves, and a wooly muffler.

In keeping with the authentic experience, our roads and pathways are rocky and unpaved. They can become slippery and muddy in winter so you should have sturdy, flat-soled walking shoes or boots.

At Safari West, if you want to know...just ask!

This is a tent camp...it works differently than your normal hotel. We expect questions when you arrive and we want to make sure all of your questions are answered. The Safari West staff is here to help make your stay enjoyable and memorable. Please make sure we have a chance to meet you and answer any questions you may have.

Upon departure

After your day on the Sonoma Serengeti, there is no greater pleasure than snuggling up in an authentic safari tent and letting the exotic symphony of sounds lull you into a deep, restful night's sleep. In the morning, visit the office and we'll help you and your luggage to your vehicle.

Sincerely,

Safari West Guest Services

We hope you have a warm and wonderful experience at Safari West.

"Where the Spirit of Africa comes alive..."

Jambo