



EMERGENCY AFTER HOURS SERVICE

The Emergency After Hours Service (EAH) is an emergency service operating after hours, assisting with medical emergencies and last minute amendments to bookings travelling within the next 5 days. All other enquiries will be forwarded to the respective department to action during office hours.

Our EAH service is primarily telephonic, allowing for a more immediate and prompt assistance. In the event of an emergency, your first course of action should be to call the number below to alert the staff member on duty to the situation, with further information or details to follow by email. As emails are not the primary means of contact, kindly follow up with a phone call if no response to your email is received within 30 minutes. Any emails or Skype messages received between 22h00 and 07h00 will only be responded to the following morning. During office hours (08h00 – 17h00) phone calls will be diverted to the switchboard.

The reservations office is closed over weekends and public holidays.

EAH service is for EMERGENCIES only. There is only one person on duty at a time. Contingency plans are in place during crisis periods.

EAH CONTACT DETAILS

HOURS OF OPERATION (South African time GMT +2)

Weekdays: 17h00 - 08h00 (Monday - Friday)

Weekends: 17h00 Friday to 08h00 Monday

Public Holidays: 17h00 day before holiday to 08h00 day after holiday



Mobile number: +27 82 576 9173

When calling from outside of South Africa, be sure to use the correct country dialling codes.



Email Address: emergency@wilderness.co.za



Skype: wildernessjnb1

- In an emergency situation or last minute change that needs immediate attention, please call the EAH number to alert us of the situation. An email must then be sent as a follow up.
- All correspondence must please be in English.
- Should your call not be answered on the EAH line, please leave a voice message including your name and contact details and follow up with an email.
- Please ensure that the after hours emergency number for your agency has been made available to your consultant so that it can be saved on our database.
- Please ensure guests are aware that when they call the EAH number, that various questions will be asked in order for us to locate the correct booking. i.e. Full name and surname, Name of the agent they booked with, Wilderness Safaris Consultant name, Wilderness Safaris Booking Reference.
- Whatsapp and SMS are not available to communicate with EAH.
- EAH is not available during office hours, kindly contact your dedicated consultant.
- EAH is unable to provide feedback on guests travelling, unless the guests have been evacuated and the guests have given full consent.
- EAH is unable to make amendments to bookings unless the guests are travelling and are in an emergency situation.
- EAH cannot change / pre-seat / upgrade commercial flights if Wilderness Safaris has not booked the flights.
- Lost luggage cannot be traced over a weekend or public holiday.