

DHM perfectly implemented: on safari in Africa | Travel Report of our Tanzania Journey
More of our destination countries open | Thank you! | Travel Planning 2020 and 2021

Our client information VIII 16.08.2020

DHM perfectly implemented: on safari in Africa | Travel Report of our Tanzania Journey

Dear Clients, dear Travel Agent Partners,

Last weekend I was still in the tropical temperatures on Zanzibar, however with a fresh breeze from the Indian Ocean, which I, now again at my desk in Wiesbaden, do miss very much...

What is the **conclusion of my Tanzania journey** last week?

Quite simply: **Now is the perfect time to enjoy the safari of a lifetime!** The highly motivated teams of our local partners are waiting to welcome their guests back in their 'Safari Bubbles'! And yes, you might say, what else can she say, after all, selling journeys is her job... however, not at any price for us! My conclusion comes from **pure conviction** and **with the greatest sense of responsibility**, which our selected local partners also keep at the top of their list.

I have created my **travel report** for you, which you can read under the following [link](#). In addition, we have compiled our **Hygiene Protocol**, in which we inform you about all essential information for the 'new travel' in our destinations and which we update regularly for you. You can also find this on our website under the following [link](#).

Those of you who have known me for some time, and perhaps a little better, know that I am a **safety conscious and responsible person**. I would be happy, if through our travel report, I could encourage you to plan your journey, no matter whether it is a **spontaneous safari** that you are perhaps considering and just haven't really 'dared' to go for it, or if it is a journey for the autumn holidays or for the coming year. Escape the current political and media hype and instead let the vast African Plains in all their beauty have a soothing and exclusive effect on you. **Now is the perfect time for it!** You can find an exemplary tour here with [Tanzania Unlocked](#). Of course, we gladly are here for you to give recommendations and to organise your Africa Travels.

We currently have clients travelling in Tanzania. I am going to ask, if we may use their travel feedbacks anonymously.

Further destination countries in Eastern and Southern Africa open

In our destinations the following countries are already open again and are served with several flights a week: **Kenya, Rwanda, Seychelles and Tanzania**. You can find our overview of the countries openings in our destinations [here](#) on our website. We update this overview regularly for you.

Yesterday we received the news that **Zambia** has now also opened its borders and visas are again being issued for arriving tourists. As soon as we have all the information we need, we are going to include it in our overview.

Tanzania, Kenya as well as Rwanda do have the Safe Travels Certificate by the WTTC (World Travel & Tourism Council), see also: <https://wtcc.org/COVID-19/Safe-Travels-Global-Protocols-Stamp>

On the **Seychelles**, accommodation may only be opened if it has been approved by the local Ministry of Health in accordance with its Hygiene Protocol.

We are naturally happy to provide you with the Hygiene Protocols of the properties on request.

Unfortunately, there are currently no officially confirmed opening dates for our remaining destination countries **in Southern Africa**, except for Namibia, where the opening of the border has been announced for 18.09.2020. The fact is, that properties and the private tourism industry in all our destination countries are waiting for national borders to be reopened. After extensive training by the Health Service for the additional hygiene requirements, the **teams are ready to start** and can hardly wait to welcome their guests again.

THANK YOU! | Travel plans 2020 and 2021

We thank all those who have shown their trust in us by **placing new bookings** during this time of constant challenges. This gives us as well as our local partners confidence and light on the horizon. An **equally big thank you** goes to our customers who are unable to carry out their booked journeys due to official requirements and who **continue to postpone their journeys instead of cancelling the same**. This cooperation is essential, both for us as a tour operator and for our local partners in Africa.

Realise your travel dream for a **spontaneous journey in late summer 2020** with a beautiful safari in Eastern Africa. Currently, it is actually the absolute High Season, as in the **Serengeti and Masai Mara the Great Migration** takes place annually at this time and until about October. Lufthansa offers direct flights from Frankfurt to Nairobi. Qatar offers good flight connections from Frankfurt, Munich and Berlin for example.

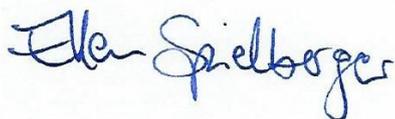
We have negotiated flexible conditions with our local partners in case a journey has to be postponed due to Corona. Those of you, who have always wanted to do **gorilla trekking**, for example, can look forward to short-term availability of the gorilla permits that would otherwise have been unthinkable - as well as short-term availability at the lodges. Rwanda can perfectly **be combined with Tanzania** and especially with a safari in the Serengeti. Or how about **1001 Night** on a lonely sandy beach on **Zanzibar** on the Indian Ocean? **Do you feel like travelling again?** Call us, we gladly organise your journey **with expertise, great responsibility and attention to detail**.

Your travels with Bush Legends are secured. Contrary to our terms and conditions, we do not charge a deposit payment for newly booked journeys that take place before the end of this year. The payment is only due 5 weeks before the start of the journey. Journeys over Christmas and New Year and for 2021 are excluded from this regulation. Should it be necessary to rebook your journey to a later date for reasons of travel restrictions, we certainly make this possible for you.

We continue to **contact our clients pro-actively and above all in good time**, if we think a journey is most likely not feasible. We are currently working on departures up to the end of September 2020. The yesterday's speech of the President of South Africa has announced a next step for domestic travels to be possible again. A date for the opening of the borders to International Travel has not yet been announced. As soon as this is being announced, we would update you accordingly and hope, that as a consequence the borders of Botswana are then also going to open.

We also thank you very much for your understanding that our response times are still delayed. You can rest assured that we are doing everything in our power to provide our customers and travel agencies with the best possible service despite the ongoing challenges.

With the very best wishes,



Yours sincerely Ellen Spielberger and your motivated Bush Legends Team

Light on the horizon | Hygiene concepts and opening dates of our destination countries
Our sincere thanks | Travel planning 2020 and 2021
Our reachability between 30.07.-07.08.2020

Our client information VII on 22.07.2020

Light on the horizon | Hygiene concepts & opening dates in our destinations

Dear Travel Agency Partners, dear clients,

We hope you are doing well and also make sure that, despite the ongoing challenges, you are always consciously aware of the positive things in life. Travel is certainly one of them.

Finally, travel to most European countries is meanwhile possible again. **There are also positive news from our destination countries**, which we would like to share with you. Also, more and more flights are being loaded into the systems, so that everything is slowly taking shape again.

We have received all **the hygiene protocols from our destination countries**, both from the official authorities and from our private service providers. You can take it, that the hygienic protection measures you are familiar with, are also applied in our destination countries. We have **prepared a hygiene protocol on our part**, which summarises the essential points, in order to give you an impression in advance and to inform you about all relevant details.

After a little more than 4 months of travel standstill, we could finally prepare again **our first travel documents for upcoming journeys for clients**. Not only our customers are full of anticipation for their upcoming Africa travels in August, also our colleagues on site in our destinations are eagerly looking forward to welcoming our customers on safari again. Of course, **our new nose-mouth-masks made of 100% organic linen** are also part of our travel documents.

The borders of **Tanzania are open since 01.06.2020**. Also, the safari properties are gradually opening their doors again, so that travelling here is possible again. Maybe, the one or other of you or your customers feels like doing a **spontaneous journey?** The legendary **Great Migration** takes place annually between about July and October in the northern part of the Serengeti. It is a unique opportunity to see **the vast plains of the Serengeti** in the actual absolute peak travel season so **exclusively** with only a few travellers. **You can find a possible trip here**. Next week, I am going **travel to Tanzania**, to **see for myself the conditions on site**. If you would like to be updated as I go, please feel free to subscribe to our **Instagram** and **Twitter**.

Furthermore, the borders of **Rwanda are open since 01.07.2020**, international flights to Kigali start from 01.08.2020. Rwanda is perfect in combination with Tanzania. There is the unique chance for the upcoming peak season travel months, that there are **still availabilities for gorilla permits** as well as at the sensational lodges at Volcanoes National Park.

We are very pleased that **Kenya is going to open its borders on 01.08.2020** and that international flights to Nairobi also start on 01.08.2020. LH is planning with 3 flights per week to Nairobi. Kenya has also been awarded the **#SafeTravels** certificate by the WTTC (World Travel and Tourism Council).

The **Seychelles are open since 01.06.2020** and regular scheduled flights start from 01.08.2020.

Regrettably, there are no officially confirmed opening dates for our remaining destinations in Southern Africa yet, except of **Namibia**, where the **opening of the border is announced for 18.09.2020**.

It is however a given fact, that the properties in all our destination countries are waiting for tourism to start again. After extensive training by the health authorities for the additional hygiene requirements, the **teams of our partners on the ground are eagerly waiting in their starting blocks** for international travellers to find open borders in their countries as well.

We will soon have linked the overview of the planned border openings on our website.

Our sincere thanks | Travel planning 2020 and 2021

From our side, we would like **to thank our travel agency partners and customers** who continue to place their trust in us **by placing new bookings** in this time of constant challenges. These are important signals of confidence and light on the horizon for both us, and our local partners. An equally big thank you goes to our travel agency partners and customers, who are unable to carry out their booked journeys due to official requirements and who **continue to postpone their trips instead of cancelling** them. This cooperation is essential for us and especially for our local partners, because especially in our destination areas in Southern Africa, no official data for the reopening of the borders have been communicated yet.

Nevertheless, we would like to take this opportunity to motivate you **to plan your new journeys**. Especially in our destination countries in Southern and Eastern Africa, and hence in emerging and developing countries, people depend on our solidarity. Just by planning and booking your journey for the coming year, you are also **giving our local partners a lot of confidence, courage and above all more planning security**. And you yourself can look forward to a wonderful time of anticipation!

For those who would like to travel spontaneously **in the late summer of 2020**, we are happy to organise **beautiful travel arrangements in Eastern Africa**. For these journeys, we have negotiated flexible options with our local partners for postponing the journey, should this be necessary for Corona-related reasons. Those of you who have always wanted to do a **gorilla trekking** for example, can look forward to short-term availability of gorilla permits, which would otherwise have been unthinkable - as well as short-term availability in the really beautiful lodges at Volcanoes National Park. Rwanda can be perfectly combined with Tanzania and especially with a **safari in the Serengeti**.

If your or your customers travel plans for this year haven't and don't go according to plan, why not **plan a nice journey to Africa for 2021 already?** We are happy to be your professional contact for the organisation of the same. Especially the Easter and summer dates are already well booked, as journeys that could not and cannot take place this year have mostly been postponed by one year. **Our rates for 2020 are also valid for 2021.**

We understand, of course, that some people may currently be uncertain and therefore may be hesitant about planning their journey. Therefore, we would like to point out that **your travels with Bush Legends are secured**. Contrary to our terms and conditions, we do not charge a deposit for newly booked travel projects that take place before the end of this year. The payment is only due 5 weeks before the journey starts. Journeys over Christmas and New Year and for 2021 are excluded from this regulation. And should it be necessary to rebook your journey to a later date for reasons of travel restrictions, we of course make this possible for you as well.

We continue to **contact our travel agency partners and customers pro-actively** and above all in good time, if we believe that a journey is most likely not feasible. We are currently working on departures until the end of September 2020 and expect the President's speech on South Africa to be held around 10.08.2020. We hope that he is then also going to announce an opening date for the border for South Africa and consequently also for Botswana.

Further, **we are also very grateful for your understanding** that our feedbacks are still delayed. You can be sure that we are doing everything possible to set the right priorities to provide our partner travel agencies and customers with the best possible service despite the ongoing challenges. **We are extremely thankful and proud** that we have been able to postpone 84% of all projects that we had to touch again because of Corona, which is also thanks to your foresight and co-operation.

Our reachability between 30.07.-07.08.2020

Next week, **I am going to travel to Tanzania to see for myself what the local conditions are like** before our first customers are back in Tanzania in August. We already thank you now for your understanding that our response time during this time is certainly going to be a little more delayed.

Naturally, you can **keep relying on us and receive important information, inspiration and personal recommendations** from us as **your travel specialist**. We are here for you, and we thank you very much for the trust you are placing in us! You can be sure that we plan your journeys with great passion and above all with attention to detail. You can further be assured to get added value in return for your trust in us.

We wish you beautiful summer days, much joy while travelling and we are also looking forward to planning new projects to Africa for and with you soon.

Take care, remain strong and very best wishes,



Yours Ellen Spielberger and your dedicated Bush Legends Team

Africa – a place of longing | Lifting of global travel warning on 15.06.2020
Social Distancing' and 'Smart Travel' with hygiene concepts in our destinations
Travel Planning 2020 and 2021 | African Art Exhibition in Berlin

Our client information VI on 05.06.2020

Africa – a place of longing | Lifting of global travel warning on 15.06.2020

Dear Travel Agency Partners, dear clients,

With the resonance to our last customer information we have resumed with joy and confidence that the longing for our destinations is also increasing again. We hereby thank all those who have already found the time to meet this longing with new travel plans. It fills us with **great gratitude** and joy that we have also been able to **make our first new bookings** 'after' Corona. Our local partners also acknowledge this positive development with good confidence and gratitude.

As you have surely read in the press on 03.06.2020, the **global travel warning from Germany is lifted from 15.06.2020 onwards** and from what I see in the trade news, the announcement for Switzerland and neighbouring countries are similar. The first 31 countries, all within Europe and Schengen, have been released by the German Government for tourist travel out of Germany. Even though long-haul destinations in general, and thus our destination countries, were not yet included in this first opening phase, we are confident that the opening for our destination areas is going to follow in a short time.

I personally think that it was important for everyone, with careful precautions, to contain the spread of the virus globally and to then integrate appropriate protective measures into daily life. However, I think it is just as important now to take a realistic approach to the local situation by relaxing the travel warnings. There are fewer registered cases and deaths in our destinations than almost anywhere else in the world.

Our destination countries have showcased **a responsible approach** and have reacted in a similar way to responsible States in Europe, with all necessary measures taken since then being about 7-10 days behind us.

'Social Distancing' & 'Smart Travel' | Hygiene concepts in our destinations

The private tourism industry in Africa is doing everything humanly possible to come up with **coordinated measures and hygiene concepts**, to train and sensitise its teams accordingly. Government Authorities, Tourism Boards, Tourist Associations and Organisations within our destinations are also working hand in hand on concepts at full speed, so that we are expecting press releases from the official sides within the next few days in order to inform about the situation and measures on the ground on a broad basis.

Anyone who has ever travelled to our destinations would know that **social distancing** can perfectly be implemented in our destination countries and by nature better than anywhere else on our planet. Look at Namibia alone, a country which is a little more than twice as big as Germany with just about 1.5 million inhabitants.

Measures taken are for example, to occupy safari vehicles with a maximum of 4 people wherever possible. The properties we use are usually small in any case, with an average of 8-10 rooms. Private locations for breakfast, lunch and dinner are easy to realise and are becoming **an additional highlight on safari**. Service at the table is standard in most small places anyway and becomes the rule in this time. Lodge, Camp and Hotel Teams are currently being trained in hygiene measures by local medical teams. Staff are tested for Corona when returning from home to the team and quarantined in case of any symptoms. Teams in remote areas are camp based anyway and do not commute. For domestic flights as well as for long distance flights it can be assumed that masks are going to be obligatory. Airplanes as well as transfer vehicles are going to be disinfected before and after each mission. Further, sanitizers are increasingly available for hand hygiene. The preparations are therefore running all over the place and **our teams on site are truly waiting to welcome and spoil you as their guests again**.

Tanzania is the first country in our destination areas to have opened its borders again for international arrivals as early as 01.06.2020. The accommodation facilities here are also gradually reopening and 'practising' the implementation of the 'new normal' tourism measures on the journeys of the expatriates in the destinations. There is an ongoing international exchange between the privately run companies in our destination countries as well as between the official authorities on site. We are also involved in selected conferences with our business partners in our destinations, so that we can say with good confidence that **our local partners are definitely ready** to provide our customers with wonderful travel **experiences in a responsible manner with the 'new normal'** conditions.

I assume that we should know within the next 10 days when we are allowed to travel from Germany and neighbouring countries back to our destination countries and that we should know within the next 2-3 weeks at the latest, when which countries in our destination areas reopen their borders for international arrivals from our destinations. From various negotiations it can be assumed or hoped, that instead of travel bans and quarantine requirements for certain nationalities, the **'Smart Travel' regulations in the form of hygiene concepts** and measures should be applied, which have been prepared intensively in the recent weeks.

For those of you, who have **booked departures for the end of July and August 2020** and who would love to travel, if this by then is possible, please note that we have requested the relevant hygiene concepts with the suppliers and are going to pro-actively make those available for your personal inspection in the next few days and weeks for the accommodation you are visiting in particular. Not all concepts are available yet. However, I can assure you that our local partners, like us, are working 'around the clock' and are doing everything humanly possible to create the right conditions for our clients to travel safely. The **hygiene concepts** I have already seen include safety measures as mentioned above and are **similar to what we know in principle from our daily life in Germany**.

The first long-haul flights to our destinations have also started to be fed back into the reservation systems from around 15.06.2020 onwards, so that we hope to be able to **fulfil even new spontaneous short-term travel requests** with departures from about August/September 2020.

It should also be noted that, contrary to previous press reports from within South Africa, **SAA appears to now still be operating with a renewed financial backing from the government**. Here, too, we are monitoring the situation closely and are in conversations. We are pro-actively contacting our customers affected by this as soon as concrete information is available.

To keep track of the different travel regulations to enter our destination countries, Bush Legends is going to use a new software developed by **A3M Global Monitoring**, which is planned to go live today. This **software is designed to provide our customers and travel agencies with a summary of when it is possible to travel to which destination and which requirements are in place** in the respective destinations. The information is maintained 24/7 by the provider A3M Global Monitoring with official data from the German Ministry of Foreign Affairs and the Ministries of Health of the respective destination countries. We then have a designated area where we can provide our customers and travel agencies with additional summary information and where we can feed in additional information on requirements of accommodation and local airlines. We are going to study this system in the next days and weeks and would present it to you as soon as possible. From what we have been told, the system is going to be maintained in German language. However, it was said, that it should **also cover the regulations of neighbouring countries** such as Switzerland and Austria.

The last and no less important point under this subject is the point of **local medical care**: For our customers, we have anyway always had included an obligatory temporary membership with **Amref Flying Doctors** in Eastern Africa. There are similar models in Southern Africa, where our clients have also been 'automatically' covered by the properties medical rescue services. These temporary memberships ensure medical transport from remote regions to an appropriately equipped hospital, usually in Nairobi for Eastern Africa and then to larger cities in Southern Africa.

A concern for travel to Africa during this time might be that local medical assistance may not be available at the same standards than what we are used to in Germany. Therefore, we have additionally informed ourselves: an **ADAC Plus Membership** would, according to the current state of affairs, also take over in case of a sudden case of Corona during a journey in our destination areas and, if **the ADAC medical team certified a medical necessity, would enable a return transport**, so that the medical care could then take place here in Germany. As a customer, you can take out this membership directly with the ADAC and, if necessary, simply upgrade an existing normal membership to a Plus membership. A similar institution in Switzerland would be TCS, where you may like to follow up, if they have a similar service in place.

Travel planning 2020 and 2021

As soon as we know when it is going to be possible to travel to our destinations again, we are also able to fulfil **your spontaneous new travel requests at short notice** with departure from around August/September 2020 onwards. For new bookings for short term departures we kindly ask you to be patient with the firm bookings. We should or may only take final booking orders for short-term bookings, once it is clear, that these journeys can also take place. In the meantime, we would be happy to prepare the required proposal for you as well as to place a provisional reservation for you. Please contact us, when you are interested.

Also, for **Christmas and New Year 2020** there are now available capacities again with the given circumstances. If you are considering travelling at that time, we recommend to starting planning as soon as possible. At the same time, however, it should be noted that for exactly this travel period, the service providers still charge a 50% non-refundable deposit payment. Of course, should a postponement of the journey become necessary for Corona reasons, this is naturally also possible.

As far as **your travel plans for 2021** are concerned, we would like to remind you to start planning just as soon. Especially the Easter and Summer Dates are already well booked, as many travel projects that could not and cannot take place this year have been postponed by one year. If you are planning a journey to Africa for autumn 2021 for example, you are well advised to start planning now. **Our rates for 2020 are also valid for 2021.**

Why not plan your next **safari with a beach extension at the Indian Ocean** to let the **soft sand trickle through your toes**? Are you also ready for new travel experiences? We cannot wait to satisfy your longing for travel and to plan your new safaris for and with you again!

We understand, of course, that some people may be feeling insecure now and may be reluctant to plan their travel. We would therefore like to take this opportunity to point out that **your travels are secured with Bush Legends**. Contrary to our terms and conditions, we do not charge a deposit for new bookings that take place before the end of this year. The payment is only due 5 weeks before the start of the journey. Bookings for Christmas and New Year are an exception to this regulation. And should it be necessary to postpone your journey to a later date for Corona travel restrictions, we naturally make this possible for you as well.

Insider Tip! Art exhibition from Cape Town to Berlin 06.06. - 04.07.2020

You live in or around Berlin? Then this is an easy go! And for our agents and customers in other cities - if you still look for a spontaneous trip, why not spend the next long weekend in Berlin and plan time to visit the mARTinaGalerie in Berlin Kreuzberg. I promise, it is going to be worth it! **The Travelling Art Gallery** was supposed to be on a Tournee in Europe now. However, due to Corona it cannot travel. The **South African Artists** had spent months preparing for the exhibitions and **created great works of art**. Some of the art is now being exhibited in Berlin thanks to a lot of power and **thanks to the remarkable commitment of visionary people** in Berlin. During your visit to the gallery you could also look forward to inspiring conversations with the owner of the gallery, Mrs Martina Bertram-Paegelow as well as with the initiator from Cape Town and the owner of The Travelling Art Gallery, Mrs Barbara Lenhard. All this of course in a wonderful ambience and of course with a good glass of South African Wine. For further details please follow the link and visit www.thetravellingartgallery.com (address of the exhibition in Berlin: mARTinaGalerie, Schwiebusser Straße 9 in 10965 Berlin).

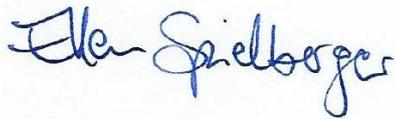
The entire collection of the 22 artists can be viewed in the **online catalogue** of The Travelling Art Gallery. There is also the **innovative possibility for 'virtual hanging'**. This allows you to see immediately whether your work has the desired effect in the place you have chosen in your mind already. More than ever, artists and their families are dependent on sales to make a living. **Convince yourself to this great project!**

I hope you enjoy this wonderful 'Africa Excursus' in Berlin - and if you are in Berlin, we have another great insider tip for you. Book a cruise on **ThePioneer.One** with a **'Political Sightseeing'** on the **first editorial ship in the world**. It is the floating stage for the journalism of a new era. You are going to cruise through the Government District over the river Spree with impressive input from Chief Editor Michael Bröcker. **Predicate: extremely valuable!** Tickets need to be ordered in advance at www.thepioneer.de and then under the menu Veranstaltungen (events).

You can as always rely on us and receive important information, inspiration and personal advice from us as **your Africa Travel Specialists**. We are here for you, and we thank you very much for the trust you have placed in us! You can be sure that we plan your journeys with great passion and attention to detail, and that you **definitely receive added value from us** in return for your trust in us.

We wish you lots of joy while planning your travelling and we are so much looking forward to planning your new journey to Africa and Indian Ocean for and with you soon.

Take care, remain strong and very best wishes,



Yours Ellen Spielberger and your dedicated Bush Legends Team

PS. It is also worthwhile to visit our blog on the website from time to time. Our website is soon going to perform in its new safari outfit.

Africa – a place of longing | Travel Planning 2021 *** Corona Update | our client information
New | Bush Legends on Instagram @bushlegends and on YouTube

Our client information V on 05.05.2020

Africa – a place of longing | Travel Planning 2021

Dear Travel Agency Partners, dear clients,

Africa - a place of longing! These words alone give so much sound power to the feeling which is becoming more and more apparent in us. **We feel wanderlust! You too?** How nice would it be, to be able to pack our bags and just fly away? For a short break on safari. Breathe in the fresh morning air, sit on the safari vehicle, drive through unique nature and wilderness, watch elegantly passing giraffes, let the sublime mind of the elephants take effect on you, listen to the enriching explanations of the guide, discover new things with all your senses, enjoy wonderful culinary delights, relax with a soothing massage and give all your attention to the sunset in the vastness plains of the African Wilderness with a good glass of wine.

Currently, all this is not possible and yet: **our journeys always start in our mind!** We dream of our places of longing. Of places, where we have been and which have made a strong impression on us, as well as of places we would like to have visited long ago. And then usually the next step comes by planning our journeys.

Why not plan your next safari now and stay at the Indian Ocean to let the soft sand trickle through your toes? Are you also ready for new travel experiences? We cannot wait to turn your travel desires into reality by planning your new safaris for you.

Like that you can already look forward to your long-distance travel next year. Plan your holidays to Africa now for Easter, summer, autumn or even Christmas 2021. Especially the Easter and summer dates are already well booked, as many journeys that could not and cannot take place this year have been postponed by a year. **Our rates for 2020 are also valid for 2021.**

Naturally, we understand, that you are currently feeling insecure and therefore may be hesitant about planning your trip. Therefore, we would like to point out, that your travels with Bush Legends are secured in every aspect. For any new bookings taking place before the end of this year, we do not charge a deposit payment, contrary to our terms and conditions. The payment is only due 5 weeks prior to the departure date. And should it be necessary to postpone your journey to a later date due to any kind of travel restrictions, we would certainly rebook to later dates and make this possible for you free of charge.

You can confidently continue to rely on us and receive important information, inspiration and personal advice from us as your travel specialists for Eastern and Southern Africa with the Indian Ocean. We are here for you, and we thank you very much for the trust you have placed in us! You can be sure that we plan your travels with passion and attention to detail, and that you receive value add in return for your trust in us.

Corona Update | our client information

Currently we are busy rebooking our projects with departures until 31.07.2020. By 25.05.2020, we hope to know which handling we can offer you for later projects with departures from 01.08.2020 onwards, should this be necessary. The German Ministry of Foreign Affairs extended their worldwide travel ban on 29.04.2020 to be in place for now until 14.06.2020.

You can also rest assured that we would contact you in good time and pro-actively, if the realisation of a later journey would be in question already now. For this purpose, we are in constant contact with our respective partners in our destination countries. At the same time, we also monitor public information sources from the Ministry of Foreign Affairs, the Robert Koch Institute, the WHO as well as the local health ministries and embassies in our respective destination countries.

We reserve the right to continuously check our procedures due to the constantly changing situation and to adapt those if necessary.

We would like to take this opportunity **to thank all our customers and travel agencies** for their trust in us. As of today, we have been able to rebook 89% of all projects that we had to 'touch again' because of Corona to later travel dates. This great support on your part is the most important pillar for a successful overcoming of the crisis for the travel industry. We are extremely proud to have you as our customers and travel agencies, because with this support you show at the same time that you have recognised that in the time of the officially imposed worldwide travel ban for currently 3 months, consumer protection must be put on the same level as corporate and employee protection. A fact which the EU Commission and our Federal Government have unfortunately not yet recognised with an effective measure - also and especially in the interest of consumers and a future-oriented view beyond the end of one's own nose for the continued existence of the entire travel industry.

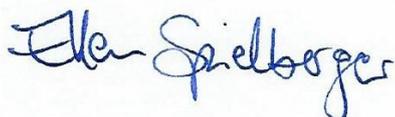
New | Bush Legends on Instagram @bushlegends and on YouTube

Inspire * Dream * Travel

For the time being and until travelling can take place again, we invite you to feed your longing for travelling with emotions and pictures from Africa. Visit us on Instagram @bushlegends and check out our new YouTube channel 'Bush Legends' and subscribe to it, to be informed about new video releases. On YouTube we have also uploaded our new image video for you.

We wish you lots of joy while dreaming of travelling and we are so much looking forward to planning your new journey to Africa and Indian Ocean with you soon.

Take care, remain strong and very best wishes,



Yours Ellen Spielberger and your dedicated Bush Legends Team

PS. It is also worthwhile to visit our blog on the website from time to time. Our website is soon going to perform in its new safari outfit.

Corona Update | our client information for you
Bush Legends | our value adds for you *** New | Bush Legends on Instagram @bushlegends

Our client information **17.04.2020**

Corona Update | client information IV

Dear Travel Agency Partners,

With the loosening of the precautionary measures by the governments in Europe, we are at least feeling a little closer to the beginning of the 'Post Corona Times'. We also hope that the path to a new normality is gradually being paved in the foreseeable future.

We would like to inform you that we are reintroducing our newsletter, so that we can continue to provide you with fast and compact information in the future. If you would like to receive the same, please do register for our newsletter right below. Rest assured that even after Corona, we would only send you a newsletter with carefully selected content a maximum of 6-8 times a year, providing your customers with beautiful inspirations from our destinations.

Corona Update | our client information for you

Our focus remains on providing you and our mutual clients with the best possible service and, together with you, we look at and evaluate each project individually in order to offer the best solution for your customers. We would like to thank you for your dedication, which has led to most of our projects being postponed and already committed to new travel dates. We kindly ask for your understanding, that our response times are currently delayed. We and our colleagues in the destinations are doing our very best to provide you with qualified feedbacks as quickly as possible.

Currently we are busy rebooking our projects with departures until 30.06.2020. By the end of April, we hope to know which handling we can offer for later projects with departures from 01.07.2020 onwards, should this be necessary.

You can also rest assured that we would contact you in good time and pro-actively, if the realisation of a journey would be in question. For this purpose, we are in constant contact with our respective partners in our destination countries. At the same time, we also monitor public information sources from the Ministry of Foreign Affairs, the Robert Koch Institute, the WHO as well as the local health ministries and embassies in our respective destination countries.

We reserve the right to continuously check our procedures due to the constantly changing situation and to adapt those if necessary.

Bush Legends | our value adds for you

By the end of April we should have received the necessary feedbacks from our local partner agencies, which should allow us to apply relaxed booking conditions for a limited period of time for new bookings of journeys taking place within the next 12 months. We are currently having intensive talks on this with our partners and would inform you shortly.

New | Bush Legends on Instagram @bushlegends

We would like to invite you once more to follow us on Instagram. We have taken a liking to this new communication channel, considering the current time and its challenges. By selling journeys, we also sell emotions, and these can be transferred particularly well in pictures. You can find us on Instagram under @bushlegends

We thank you for your cooperation and wish you a relaxed weekend.

Very best wishes,



Yours Ellen Spielberger and your dedicated Bush Legends Team

PS. It is also worthwhile to visit our blog on the website from time to time. Our website is soon going to perform in its new safari outfit.

Bush Legends *** since 2001
Your professional partner for unique journeys to Africa

Corona Update | our client information for you
Bush Legends | our value adds for you *** New | Bush Legends on Instagram @bushlegends

Our client information **17.04.2020**

Corona Update | client information IV

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Bush Legends | our value adds for you

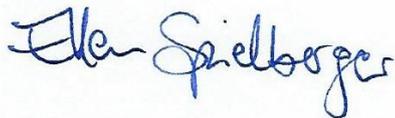
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Corona Update | our client information for you
Bush Legends | our value adds for you *** Trading new paths | sofa safari @bushlegends

Our client information **08.04.2020**

Corona Update | client information III

Dear Travel Agency Partners, dear Bush Legends Customers,

We are all going through very challenging times right now. No matter whether we belong to the affected group who, due to extremely demanding time commitments, have been merely moving from their bed to their place of work and back for a little more than 3 weeks, or whether we belong to the group of people who have suffered an unconscious standstill overnight. Very few of us can possibly describe these days with 'business as usual'. With this customer information we would like to communicate to you our latest handling procedures for your journeys booked with us.

At the same time, we would like to inform you that we are re-introducing our newsletter, so that we can continue to inform you quickly and compactly in the future. If you would like to receive this information, please register for our newsletter below. Rest assured that even after Corona, we would only send you a newsletter with carefully selected content a maximum of 6-8 times a year, providing you with beautiful inspirations from our destinations. I extend my warmest regards to you and look forward to hearing from you again soon.

All the best wishes and take care, your Ellen Spielberger and your Bush Legends Team

Corona Update | our client information for you

The Bush Legends Team is working flat out to provide you, our customers, with the best possible service. It is in the nature of things, that we must look at and evaluate each project individually in order to provide the best solution for our clients. We would like to take this opportunity to express our great gratitude that the vast majority of our customers affected by travel cancellations have already been able to commit to new travel dates and have postponed their journey accordingly. We kindly ask for your understanding, that our response times are currently delayed, simply due to the fact that our colleagues on the ground are just as busy with the rebooking of numerous Easter holidays and are also working night and weekend shifts to ensure that everything is handled correctly and carefully.

I can assure you that Bush Legends, as an owner-managed company, is well positioned to weather this storm. My team and I are here for you as always and as the reliable partner you have always known us for. In permanent dialogue with you as well as with our established partner agencies on the ground, we will manage this challenge together and keep you up to date with essential information.

You can also rest assured that we would contact you in good time and pro-actively if the realisation of your journey would be in question. For this purpose, we are in constant contact with our respective partners in our destination countries. At the same time, we also monitor public information sources from the German Ministry of Foreign Affairs, the Robert Koch Institute, the WHO as well as the local health ministries and embassies in our respective target countries.

Currently we are focused on rebooking or contacting our projects for April, May and until mid-June 2020. We hope to know by 20.04.2020 which handling we can offer you if necessary, for later projects with travel dates from 15.06.2020 onwards.

At the same time we are going to communicate until then, which incentives we could possibly offer to our travel agents for clients who, after a careful quotation process, have already been close to finalising the booking of their next Africa journey with us and are now pausing for more certainty with the finalisation of their travel plans. We are in discussion with our local partners about which relaxation of the usual terms and conditions we could offer temporarily, in order to be able to offer both a certain flexibility and better planning security for new bookings in view of the situation. At the same time, we would be communicating what incentives we can offer you as our valued travel agency partners and clients, so that we can hopefully join forces, in order to soon place beautiful new bookings again.

We reserve the right to continuously check our procedures due to the constantly changing situation and to adapt those if necessary.

On behalf of my team as well as our local partner agencies and service providers, I would like to thank you from the bottom of my heart for the trust you have placed in us. It is our wish that the situation is going to relax very soon, so that we can again turn travel dreams into reality very soon!

Bush Legends | our value adds for you

In the middle of this affected period, Easter this year is naturally going to be different. However, we can also direct our thoughts to spring and the awakening of nature. And thereby recharge our batteries for further development and new orientation. Is our society going to perform and undertake journeys differently after Corona? Maybe more consciously? More appreciative? More sustainable? We shall see.

In any case, whilst this time is keeping us all very busy, it has also created a big difference, this time. Our already well dedicated team has become even more close, we are taking the bond with our local business partners and mutual responsibility even more seriously and respectfully, which also applies to the beneficial exchange with our travel agency partners and competitors in this country as well as with our customers.

Despite all the unknowns, this time has also released a lot of strength, inspiration and gratitude in our company. Therefore, you, dear travel agency partners and customers, can look forward to beautiful new ideas from us, which are going to improve our service for you even further during and after Corona. Stay connected with us in these stormy times. We are already looking forward to when you and your client's spirits can switch back to planning your holidays again with pleasure.

Until then, we continue to postpone the projects of our customers that still have to be postponed and we would also use the time to reposition ourselves for the future, so that after Corona you are going to be even more convinced to organise your Africa travel projects with us. **Because travelling is not only beautiful and moving, but because you can also move a lot with your travel projects booked with us!** And this is exactly what we would like to emphasise on even more to you, dear partner agencies and customers, so that you too can book and enjoy your travels with us even more and with an even better feel, because this more transparent way of communication **is going to make you even more aware of the value that your travels actually have for the people and the wilderness on the continent of our beloved Africa.**

We wish you a wonderful Easter weekend with your family. Take care of yourself.

Trading new paths | sofa safari @bushlegends

Inspire * Dream * Travel

Until the planes take off again and until we can let you and your clients travel again, we like to warmly invite you. To your **sofa safari** at your home. Be inspired by beautiful pictures and moving videos from Africa. Dream of enduring beauty, timeless magic and untouched nature by enjoying small video clips that are able, to bring the feeling of safari in Africa into your living room.

And for those of you who would like to comfort their children about safari adventures that cannot take place, we started a small campaign on Instagram yesterday. We offer Easter fun for the whole family with selected ideas how you as a family can create a little touch of safari adventure at home. So please feel welcome to follow us on Instagram and bring Africa home to your children!

By the way, if you don't have an Instagram account yet and you are more of a digital groundhog, it may also be the time now for you to open one, with the good reason to follow us and take some time out and dream of travelling. If I can try this social media channel as an admitting technical dinosaur, you could equally do so. By the way, the hearts on the photos always look especially beautiful, particularly when the numbers with the hearts get higher. So be generous in distributing the hearts, especially now we should all be in solidarity.

And if you have good friends who also like to travel and dream of nice holidays and faraway destinations, just forward my mail or share the pictures on Instagram, however that works. By doing that, you may also give your friends a little comfort with these emotional photo and video impressions at the same time for any Easter Holidays, that cannot take place.

Further, we have thought about exciting and informative campaigns for the following weeks and for your virtual safari at home with our newly created Instagram account. In any case it is worthwhile to follow us @bushlegends

Lean back on the sofa and enjoy your #sofasafari A sundowner drink to go with this, is also a good idea.

We wish you a lot of joy when dreaming while travelling.

Please receive you our best regards,



Yours Ellen Spielberger and your dedicated Bush Legends Team

PS. It is also worthwhile to visit our blog on the website from time to time. This is soon going to perform in its new safari outfit.

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Thank you for your great appreciation *** Looking behind the scenes
Outlook *** existing bookings departing after 01.06.2020 *** New bookings

Wiesbaden, 21st March 2020

Corona Update | client information I

Many thanks dear travel agency partners, for your great appreciation!

Dear Travel Agency Partners,

We would like to take this opportunity to express our sincere thanks to our travel agency partners and mutual clients, who have shown **great appreciation** for both our work and that of our local service providers during this challenging time for everyone! We are aware that also you, as well as our mutual customers, are disappointed that holidays, which were associated with a lot of anticipation, cannot take place after all.

Therefore, we appreciate even more that even under these circumstances and with empathy, you visualise how much time, heart and soul we had also invested in the original travel planning and organisation of each project. We can assure you, that we are currently using all our capacities to recreate your customers' originally planned journeys for the new travel dates as faithfully as possible. Our partner agencies and service providers in the respective destinations are also working hard to master this challenge with great commitment. At this point, we would like to ask for your understanding, that the feedback we receive, cannot be provided within the usual time frame. The booking changes also reach our local partners in concentrated form and can only be processed carefully and correctly one after the other.

Naturally, we as well as our long-standing local partners make every effort to organise the new journeys of our mutual clients as perfectly as possible. Considering the current challenges, we like to also show solidarity, and, despite the current immense additional workload, **we will not charge any fees for rebooking our mutual clients departing until 31.05.2020**. All our local partners are currently joining this solidarity, so that purely seasonal supplements for the new travel dates would have to possibly be charged.

Looking behind the scenes

In most of our destinations in Southern and Eastern Africa, protective measures have meanwhile also been taken for the population. Schools and kindergartens have been closed, too and children are now at home. Hence, employees are also partly working from home, as far as this is possible. You can possibly guess that this poses at least as many challenges for the society in our African Communities, as it does for our society in a First World country.

Tourism in Africa is not only one of the most important economic sectors and employers in many of our destinations. Tourism is also exceptionally important for the conservation of nature and game reserves. Visiting these during a safari, is the main reason for most holidays to Africa. This is another reason why it is extremely important for the future of Africa, that tourism to these countries is maintained. Due to the globally imposed entry restrictions and quarantine measures for important source markets as well as worldwide flight restrictions, many accommodation are currently closing temporarily until 30.04.2020.

The tourism industry in Africa is crisis experienced, resilient and above all optimistic. As a strong community, we will master even our toughest challenge so far. Just like our long-standing local partners, we are already looking forward to **when the storm is over**, when aircrafts take off again, so that **the window flaps on the tents will be rolled up again in the savanna and dawn and the view of impressive wilderness and nature is once again open for our mutual clients!**

... then the teams of our local partners happily welcome our travellers again with their unique hospitality and with open arms!

All of us are facing exceptionally challenging times. As we navigate these waters, please remember your dedicated Bush Legends team is doing everything in its power to serve you as our partner travel agencies in the best possible way, whilst we also treat our local service providers in the entire supply chain fairly so that we can all together emerge from the crisis even stronger. Rest assured that Bush Legends, as a stand-alone family-run business, is well positioned to weather this storm.

Outlook * existing bookings with departures from 01.06.2020 *** new bookings**

Currently, we are working hard to rebook and contact our clients for March, April and May. In the first half of April, we are communicating pro-actively what kind of handling we can offer you for later projects and possibly uncertain customers. At the same time, we will be communicating what incentives we can offer you as our valued travel agency partners, so that we can hopefully join forces, in order to soon place beautiful new bookings again.

We are truly grateful for your many years of trust and especially for the mutual appreciation of our work together! And of course, especially in these days, we wish you strong nerves, lasting health and lots of positive energy and creativity!

We send you our best regards,



Yours Ellen Spielberger and your dedicated Bush Legends Team



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