

# iNews

March 2016



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## *Goodbye Mr. Africa*

"Many are called but few are chosen". It is with sadness that we have to announce the untimely departure of our beloved Mr Africa, Johannes 'Billy' Lotter. Billy was an exceptional leader and his presence shall be missed by many who had seen him as a father, leader and a brother. He met his untimely death on the 9th of February after suffering from kidney failure.

Mr Africa, as he was passionately known, was king amongst kings and a servant of the people. He had a deep passion for the African continent and it is because of him that Intercapre now leads the way in Africa. Everyone loved Billy and those who did not know why ultimately realised that he was a man of compassion, integrity, peace and togetherness. Africa was his beginning and his ending.

Nelson Mandela once said, "I dream of an Africa that is at peace with itself". Billy not only believed in that statement he also lived that statement, fully. He was the embodiment of "One Africa" and African Oneness. He was a visionary that not only united the Southern African sub-continent with transportation but he also was a true Son of the Soil.

Rest in Peace, Billy. Robala ka kgotso, mo'Afrika.

## BACK IN ZAMBIA

After much deliberation and consultation with our loyal passengers, we are proud to announce that Intercape is back and stronger than ever! Intercape can now transport you and your loved ones four times a week between Lusaka and Johannesburg.

As always, you can purchase your tickets at any Intercape or Intercape office or any of our agents. Travelling by road has never been simpler. You can either travel from Lusaka, Kitwe, or Livingstone with a company that's Safe, Dependable and Affordable. Travel in style, travel in Luxury because Intercape's return, in Zambia, proves that we care for you.

**PLEASE CONTACT US** for more information on where to purchase your tickets.

+260 (0)968 411 1485 or

+27 (0) 21 380 4400

## PRASA BOARDING GATES

Park Station, in Johannesburg, is going through some changes. The owners of the building are renovating it to make it more appealing to customers who want to buy tickets or boarding coaches. Intercape fully supports this initiative but at the same time, we acknowledge that there may have been complications for both the passengers/customers and Intercape.

Firstly, we would like to thank you for your patience during this difficult period. Since the renovations have started, we've had to change our sales office twice as well as change where passengers can check in their luggage and board the bus/coach.

This has not been the greatest of experiences but we would like to truly thank you for sticking with us at such a testing time.

Secondly (and finally), we have moved to a different boarding area at Johannesburg Park Station. Our friendly staff members, at the station, are willing to assist you with a smile and show where to board. PRASA, the owners of the building, have stated that they will be finished with renovations at the end of February.

Thank you very much for understanding.

## HELLO PAISA & INTERCAPE A PERFECT MATCH

In December 2015, Hello Paisa an International Money Transfer service which allows customers to send money all over Africa at a fraction of the cost, used Intercape to market its new service between the South Africa and Zimbabwe. People with loved ones in Zimbabwe now have an option to send money from South Africa with a guarantee that the money will arrive safely in the hands of their loved ones.

As part of the marketing exercise between the two companies, i.e. Intercape and Hello Paisa, Hello Paisa's sales agents travelled with Intercape coaches from Johannesburg to Harare and Bulawayo to market this new service and all Intercape travellers were treated to meals and Hello Paisa freebies. From Intercape's side, a random raffle and a winner was chosen. The winner received two single journey vouchers, from Intercape, that he will use from 1 February 2016

Just to say thank you to all our loyal customers, please use the code `intercape80` when you do your next Hello Paisa transaction to receive FREE R80, remember keep travelling with Intercape and send money home with Hello Paisa.

**HELLO PAISA CUSTOMERS  
WIN TICKETS TO ZIMBABWE**

*Congratulations  
to these 2 winners*

**ZIMBABWE  
CHEAP  
INTERNATIONAL  
MONEY TRANSFERS**

**hello  
PAISA**  
Send money home

# INTERCAPE KITWE OFFICE REOPENS TO THE PUBLIC!

Intercape is proud to announce that the office in Kitwe, Zambia, has been reopened. This comes after many passengers, who live in the Copperbelt area of Zambia, requested that the office be reopened. The office is fully functional and it is still behind Shoprite (where you can also purchase your Intercape tickets from)

Intercape hopes that with the reopening of the Kitwe Office, clients and passengers will return and have a common place to buy their tickets, let us know of their grievances and experience the best service from our new and energetic young Sales Consultant, Dario.

**PLEASE CONTACT US** for more information on how to get to Kitwe Office. 096 841 1485 or 097 786 3254.

## PARK STATION

### Customer Service

As an ongoing effort to Improve customer service at Johannesburg Park Station, we have implemented the following measures:

- Zambian passengers have a dedicated Scale and Check in point at the warehouse
- Customer care telephones have been installed at the warehouse and the boarding gates, these call directly through to head office where you will be able to log your complains as well as suggestions
- Cargo sheets on coaches, detailing exactly which way-bill numbers are loaded onto each coach.

### Luggage & Commercial goods.

Intercape is constantly striving to improve the service and operations associated with excess luggage and commercial goods. Our objective is to provide an efficient, consistent, and organized service where everyone is treated fairly and equally. Please note the following important arrangements:

#### General Rules for Luggage and Goods

- No luggage or goods will be transported without the passenger travelling on the same bus. People are not allowed to send their luggage or goods with staff members or other passengers.
- All luggage and goods will be weighed and tagged, including hand luggage and personal effects at the boarding gate.
- Luggage and goods will be charged either per kilogram, or based on its measurements.
- Only hand luggage and personal effects are allowed at the boarding gate. This includes cabin luggage, and suitcases. All other goods must be processed the DAY BEFORE DEPARTURE at the Intercape warehouse at Park Station.
- Intercape's luggage rate at the boarding gate is higher than the rate at the warehouse, to serve as an incentive to passengers to bring their luggage a day in advance to the warehouse.
- A free luggage allowance of 30kg per passenger per trip will apply at the boarding gate, not at the warehouse. The allowance is meant for personal effects like suitcases, and hand luggage.

- Each ticket holder will be limited to book in luggage up to a max 1000 kg's. This ensures that we allow room for all passengers traveling with their goods.
- As an incentive to all our valued passengers, Intercape has developed a discount system when booking in you commercial luggage a day before departure. For every 10 kg's you bring in, we will give you 1kg free, up to a maximum of 30 kg's free.

#### Prohibited Goods

We offer passengers the additional service of transporting their luggage and commercial goods. Intercape will not transport excessively large, heavy, or unwieldy items that could possibly damage the trailers in which these goods must be transported.

We will also not transport any form of illicit goods, such as drugs, weapons, and the like. A complete list of prohibited items is available at the Intercape warehouse.

#### Operating Hours of Warehouse

Coaches to Zambia depart in the mornings.

While these coaches and trailers are being loaded, Intercape cannot receive goods at the warehouse, because incoming and outgoing goods use the same entrance. Consequently, goods can only be received once the outgoing coaches have departed.

Coaches to Zambia normally depart by 9:00 in the morning. Following their departure, Intercape will have a staff meeting to debrief the morning's events, with the objective of improving the service. The warehouse will open for receiving goods after this staff meeting, and will remain open from 9:30 am to 4:00 pm.

Please note that the area in front/Outside of the warehouse must be kept clean. No piling or storage of goods is allowed.

#### Queue System

Intercape has implemented an electronic queue system at the warehouse, to ensure that all passengers are treated fairly on a first-come first-served basis.

Upon arrival to check in goods, every passenger will receive an electronic queue number from the Intercape agent. A television monitor at the warehouse will display the progress of the queue, and inform every passenger when it is their turn.

# PLEASE TAKE NOTE

## PREGNANT MOTHERS

No passengers are allowed beyond 30 weeks of pregnancy. Passengers beyond 28 weeks of pregnancy must provide a medical certificate confirming their fitness to travel.

## TRAVELLING CROSS BORDER

We request all passengers travelling across South African borders to ensure compliance with all relevant import documentation and tax requirements. Intercap accepts no liability for passengers' failure to comply with such requirements.

Please visit the country you are traveling to website below for more info

ZIMBABWE: [www.zimra.co.za](http://www.zimra.co.za)

ZAMBIA: [www.zra.org.zm](http://www.zra.org.zm)

NAMIBIA: [www.namibia-1on1.com](http://www.namibia-1on1.com)

BOTAWANA: [www.botswana.visahq.com/customs/](http://www.botswana.visahq.com/customs/)

MOZAMBIQUE: [www.mozambique.visahq.com/customs/](http://www.mozambique.visahq.com/customs/)

MALAWI: [www.mra.mw](http://www.mra.mw)

## TRAVELLING WITH MINORS

The new requirements for children travelling to or from the Republic of South Africa take effect on 1 June 2015. The requirements are aimed at establishing the principle that all minors require the consent of their parents when traveling into or out of the Republic.

## FIND THE HIDDEN WORDS

L	C	A	M	O	Z	A	M	B	I	Q	U	E	K	M	W	C	I	X	A	N	I
Q	T	S	I	T	Q	H	R	J	K	T	U	S	N	L	Z	N	A	O	K	B	V
P	C	H	B	O	S	O	U	T	H	A	F	R	I	C	A	M	H	R	M	O	P
W	H	X	S	Q	T	P	X	A	Z	R	O	S	Q	B	M	J	U	Y	I	K	Y
Q	A	O	G	Y	C	E	F	N	K	U	H	G	L	F	B	O	X	G	V	N	Q
D	R	E	Z	D	F	T	J	T	W	A	F	D	B	Y	I	U	D	S	E	R	G
B	T	M	V	R	N	U	Z	I	M	B	A	B	W	E	A	I	W	L	Y	K	X
U	E	I	B	H	S	V	O	N	R	P	M	Q	V	C	H	M	B	G	M	W	B
K	R	Q	T	O	F	K	C	T	P	B	I	C	A	G	I	A	S	U	A	V	J
H	S	E	V	L	T	E	Y	E	D	A	L	J	H	X	D	Z	C	W	L	L	N
F	H	B	T	I	X	S	D	R	M	X	Y	B	F	R	Y	X	K	G	A	J	A
A	D	U	E	D	C	G	W	C	I	Q	C	N	O	V	A	M	I	O	W	N	O
E	T	F	O	A	H	J	U	A	R	V	I	F	L	E	C	Z	E	M	I	X	L
W	Z	H	W	Y	S	T	Y	P	N	Q	F	B	J	M	H	A	X	W	A	E	Z
C	A	D	G	C	D	F	V	E	H	A	Z	C	N	A	M	I	B	I	A	K	W

INTERCAPE  
SOUTH AFRICA  
NAMIBIA  
BOTSWANA

ZAMBIA  
ZIMBABWE  
MOZAMBIQUE  
MALAWI

AFFORDABLE  
CHARTERS  
PARCEL SERVICE  
HOPE

CARING  
HOLIDAY  
FAMILY  
RELIABLE