

WILDERNESS24

With over 40 years of experience operating in remote areas, Wilderness understands the complexities of wild environments. Wilderness24 is our internal commitment to your wellbeing. This integrated risk management function, managed from within the business, involves internal experts and dedicated partners, to co-ordinate the best outcomes for any incident or risk event.



WILDERNESS

Why Wilderness24 is unique

This integrated, internal risk management function, established in 2013, co-ordinates our collective expertise in our remote operations, and, managed within the business, it ensures that Wilderness remains the primary architect of every experience, even when the unexpected occurs.

Wilderness24 is an internal capability. It is active every day, managing the small ripples of concern before they become waves, and ensuring that if a genuine need arises, you are supported by a team that knows your name, your location, and your itinerary intimately. This team has handled multiple incidents over the years and knows exactly what must be done when new issues arise.

Proprietary management: We do not outsource the risk management of our guests; Wilderness24 activates our internal specialists, from operations to guest experience, to risk, and contracted medical professionals.

Multi-disciplinary co-ordination: This capability serves as a central hub, aligning various experts to manage logistics, guest experience, and operational safety to provide swift, informed solutions to any challenge.

Integrated medical co-ordination: When medical support is required, the function integrates 24/7 tele-medical guidance with the activation of response resources via our dedicated partners, Park.Doctor. This ensures that specialist clinical expertise and care co-ordination are woven directly into our internal response, and any medical decisions are made by qualified professionals.

End-to-end custody: Our commitment starts during your pre-travel planning and remains active until you are safely back home, providing a seamless continuation of care

Proactive intelligence: We use over a decade's worth of data and internal learnings to constantly refine our standards, ensuring we lead the industry in proactive risk management.

Expert & niche medical intelligence

At Wilderness, safety isn't a third-party subscription; it's an internal culture. Wilderness24 is our proprietary incident management system that acts as a central hub during any event. To ensure the highest level of clinical insight, we have fully integrated Park.Doctor into this system. As our dedicated medical partner, Park.Doctor provides 24/7 tele-medical support and expert care co-ordination, ensuring that even in the most remote locations, you are never more than a call away from specialist medical intelligence.



The Wilderness standard of care

The true measure of our internal response capability lies in the experiences of our guests and partners.

“ I had no idea we were going to get this sort of support... from the teams in Maun and Botswana to the after-hours ladies who got us through the airport late at night. It's rare in today's world to get this service. – K. Spencer

“ Wilderness never abandoned us even after we had to leave the trip itself. While insurance helped financially later, it was Wilderness that did the work during the crisis. – H. Wood

“ The level of care did not go unnoticed... everything was handled smoothly, especially with the constant communication. I've never felt more confident in the hands I was in. – A. Steyn

How to access Wilderness24

Wilderness24 can be accessed via any of our Wilderness property camp managers, or your Travel Designer or Guest Experience Liaison.