

COVID FAQs

updated September '21

GENERAL QUESTIONS

For entry, do I still need to have a PCR test if I have had the vaccine?

Yes, PCR Test results with a negative Covid status are still required for entry into Zimbabwe, Zambia and Botswana. Some airlines may prevent boarding in your home Country without the necessary testing being done.

For re-entry into my own Country will I still require a PCR test?

This is still a requirement for most Countries around the world. Please refer to your home Countries travel Covid re-entry requirements.

How many hours before I travel can I have my PCR Test?

Botswana and Zambia require a negative test within 72 hours of arrival, and Zimbabwe is less at 48 hours, so depending when and where you get tested, you may need a layover on arrival for an additional test before entry is permitted.

Will the required PCR test affect my itinerary upon departure?

Yes, on departure, you will have the option for in-camp testing which is least disruptive but has higher costs, or layover in a big city where you test can be done at a facility. For more information on testing options and pricing, see our in-country protocol document. Some testing facilities are closed on weekends, which will be taken into account when selected travel dates.

What happens if I get sick with Covid while traveling?

We strongly suggest that all travellers purchase travel insurance before departure to cover any emergency medical evacuations and all non-refundable trip costs. Insurance options vary depending on where you live, so please speak to an insurance provider for your information.

What happens if I get sick with Covid before I travel?

African Bush Camps is currently operating on our Covid T&Cs. Your trip can be postponed or refundable under certain conditions. So please refer to our Covid T&Cs.

ARRIVAL & DEPARTURE PROCEDURES

ZIMBABWE

Will I have forms to complete or check points to go through in Zimbabwe?

Data entry forms as well as Travel Surveillance forms should be supplied on your arrival aircraft and completed before disembarking. There are checkpoints directly at the entrance to the terminal where these forms are viewed and temperatures taken. You will then proceed to Customs.

Upon arrival in Zimbabwe – how will I find my transfer?

Safari Logistics and all transfer companies will meet guests outside the arrivals hall as no external people, other than travellers are allowed inside the terminal

Is there a Safari Logistics Lounge at Harare Airport?

Yes, there is a Safari Logistics Lounge with Wifi and drinks. This is found at a separate terminal from the arrivals terminal.

Is it easy to find my ground handler on arrival at Harare Airport?

No, it can be busy. We ask that you keep a lookout for the Safari Logistics/HAC representatives who will be located in the public area of the arrivals halls or waiting just outside the exit of the airport area (due to Covid protocols). The representative will have your clients name on a board and will be dressed in a fluorescent jacket that complies with airport safety protocols. The representative will take you out of the building and turn right to the domestic terminal located 300 metres away.

What happens if I get sick with Covid before I travel?

African Bush Camps is currently operating on our Covid T&Cs. Your trip can be postponed or refundable under certain conditions. So please refer to our Covid T&Cs.

What happens when I fly to Victoria Falls with Safari Logistics?

You will be met at the aircraft and taken to the Safari Logistics Lounge for refreshments. Covid screening is done prior to entry.

ZAMBIA

How easy is it to transfer across the border to Zambia?

This is an easy process and guests are able to depart Zimbabwe via a land border. The process is relatively easy where your PCR test will be stamped upon arrival into Zambia. The test needs to be done within 72 hours prior to arriving in Zambia

What is the process for departing from Livingstone Airport?

It is a relatively easy process with one temperature checkpoint, a check-in point and a passport and PCR checkpoint.

BOTSWANA

I've heard that I will be re-tested upon arrival in Botswana – Is this correct ?

Yes, guests will be tested upon arrival in Maun. Once you disembark, you will be directed to an outside seating area where you are allocated a number. Two passengers then make their way to the testing tent at a time. It is a quick test and once this has taken place passengers are directed to another outside waiting area for their results. The results take about 15 minutes to receive and if the result is negative you are permitted to make your way through to the airport. Please note that it is an outside waiting area and it can be incredibly hot.

Will my belongings be looked at when going through Customs?

Yes, all bags are opened and checked.

Is it easy to find my ground handler upon arrival in Botswana?

Yes, you will find them outside the arrivals terminal upon exiting the airport building

IN-CAMP QUESTIONS & SAFETY PROTOCOLS

Will you be providing buffet meals during this time?

No – we have discontinued buffet meals and will be serving individually plated meals, unless traveling in a group or close family bubble.

How will meal times work with seating arrangements?

African Bush Camps will be providing individual meals at socially distanced table set ups.

How is health & safety ensured on your transfer and touring vehicles?

All vehicles are disinfected prior to gets travelling. Hand sanitizer will be made available in the vehicle and all guests and the drivers are to wear masks.

How many people do you allow on your game vehicle?

We will allow up to 6 guests on a game vehicle at a time unless guests are traveling in a private group

What protocols will be in place for recreational activities?

Game drives are considered open air activities and therefore relatively safe. A game drive vehicle is highly unlikely to result in the passing on of any respiratory and airborne germs. We will, however, adhere to all normal preventive measures. Guided walks will be restricted to people within the same travelling group and have no more than 6 guests at once. Canoes will be restricted to a max of two people per canoe. During this time, we ask all guests to provide all their own clothing whilst moving around. Regrettably, communal ponchos, warm clothing, rainwear, and blankets will not be provided.

Will my linen and towels be changed daily?

Linen and towels will not be changed during a guests stay unless requested or as necessary

Will my room still be cleaned daily?

Yes, staff will sanitize before entry into any rooms, they will wear masks and will sanitize before leaving the room. There will be a dedicated housekeeper assigned to each room to reduce staff moving between rooms.

Will my room be sanitized before my arrival?

Yes, all wet areas and bathrooms are sprayed with disinfectant during each guest changeover. All brochures, magazines and other material have been removed from the bedrooms at this time.

How is health and safety ensured on small aircrafts with scheduled or charter flights?

Strict safety measures have been applied, based on WHO recommendations for aircraft travel. On-board hygiene actions are also required (i.e. mask wearing and hand sanitizer to be used). The aircraft will be disinfected after each flight.

Will staff be required to wear face masks?

Yes, this is part of our in-camp protocols. All three Countries that African Bush camps operate, require the wearing of masks in public areas.

Will you still be offering Spa services at some of your lodges?

Yes, where spa services are available we will continue to offer these services. They also follow strict hygiene protocols and these areas are regularly disinfected.

Will daily temperature testing be done on staff and guests?

Yes, this will be done twice daily and the information will be recorded

What happens if somebody has a high temperature or feels unwell in camp?

Guests who are feeling unwell will be asked to self-isolate in their room and wait for further instruction from the in-camp health liaison officer

Will I be expected to shake hands or make physical contact with anybody in camp?

No, all guests are welcomed by singing and dancing and there is no need for any contact

Are all African Bush Camps Staff vaccinated?

All our staff in Zambia and Zimbabwe have been vaccinated with the exception of a few individuals. Our Botswana staff will all be vaccinated by the end of September.

GUESTS TESTING POSITIVE IN-CAMP

Any local travelers staying in our camps are required to produce a negative antigen test result no older than 24hrs. This is regardless of whether they are fully vaccinated. International Guests traveling to camp should have traveled with their negative PCR test results in order to enter the country.

Should a guests feel unwell they will be asked to self-isolate in their room and wait for further instruction from the in-camp health liaison officer or camp management. They may decide whether guests should do a rapid PCR test.

Should a guest tests positive IN-CAMP our ground team would arrange an emergency evacuation flight for the guest to the nearest city (HRE, VFA, MUB, BBK, LVI) where they will stay in either a guesthouse or a government appointed hotel, at their own cost. We do not in fact allow guests to quarantine in their tent (except for the first few hours, whilst the evacuation process is being carried out and the emergency flight arrives).

Camps procedure they follow for a member of a group booking testing positive? Would they all need to be evacuated?

This situation will be dealt with on a case by case basis.
All those that test positive need to be evacuated.

How do you get from camp to nearest city?

This will be by medical evacuation.

Zimbabwe: ACE Air and Ambulance.

Botswana: Okavango Air rescue.

Zambia: Medprof.

How long are guests expected to quarantine?

Botswana, Zimbabwe and Zambia all have a 14 day quarantine period unless testing Negative. Re-testing can be arranged.

Zambia: Medprof

Zimbabwe: ACE Air & Ambulance

Botswana: Diagnofirm

*Please note we encourage you to get retested as soon as possible should there be a possibility of a false positive test.

Where would the guests spend quarantine?

Please see below the list of private mandatory Quarantine locations/properties for:

Zimbabwe: 14 day quarantine until testing negative.

- Hideaway Lodge
- Borrowdale Country Manor
- York Lodge
- Bronte Hotel
- Greystone Lodge
- Jacana Garden
- Malcolm Lodge
- Sunbird Guest House
- Sandalwood Lodge

Zambia: 14 day quarantine.

Allow for you to quarantine in a hotel of choice at own cost or at a government facility free of charge.

Botswana: 14 day quarantine.

Allow for you to quarantine in a hotel of choice at own cost or at a government facility free of charge. This does not include safari lodges out of the city, and only applies to Hotels within the main points of entry (Maun, Gaborone & Kasane).

* African Bush Camps are merely acting as a facilitator in order to assist Guests who require a COVID-19 test. Guests are solely liable for settling all COVID-19 related fees and costs which are paid for on the ground at the time of testing (or prior to travel as mentioned above). All testing is carried out by third parties with no association or affiliation to us and we are not liable or responsible for any issues, delays or problems encountered during the testing process or the performance or non-performance of the testing facilities.