



General Assembly

Twentieth session

Victoria Falls, Zambia/Zimbabwe, 24-29 August 2013

A/20/Note Inf.2
Madrid, 23 July 2013
Original: English

Information Note No. 2

1. Registration

Participants are kindly reminded that **registration** for the Assembly session is being carried out **online**. The participation form is available on the UNWTO website at: <http://lmd.unwto.org/en/webform/A20>. The deadline has been extended **until Saturday, 10 August**. For specific queries on registration, please contact UNWTO at: assembly@unwto.org.

Delegates' accompanying persons (spouse, children...) should also register under the "Type of Member" category of "Visitor (accompanying person: spouse...)".

2. Credentials and proxies

Further to the indications contained in Information Note No. 1, delegates are kindly reminded to provide a **scanned copy of their credentials**. Those wishing to be represented by another delegation must provide their **proxies**. Please see the model credential letter in Annex 1 and model proxy format in Annex 2.

Scanned credentials and proxies are to be e-mailed, **by Friday, 9 August**, to Ms. Johanne Thébaud (Senior Protocol Officer): ga13protocol@unwto.org.

3. Accreditation

Accreditation cards (badges/passes) will be issued for delegates (and accompanying persons) upon submission of credential letters (Full Members) and identification papers (Affiliate Members) at the registration desks in the venue hotels, **Elephant Hills for Victoria Falls**, and **Zambezi Sun for Livingstone**. They will also serve as a border pass between Livingstone and Victoria Falls resort towns. The registration desk will be open at both venue hotels on:

- Friday, 23 August: 14:00 to 17:30
- Saturday, 24 August: 09:00 to 12:00 and 13:30 to 17:00
- Sunday, 25 August: 08:00 to 12:00 and 13:30 to 17:00



- Monday, 26 August: 08:30 to 12:00 and 14:00 to 17:00 (Elephant Hills only)
- Tuesday, 27 August: 08:30 to 12:00 and 14:00 to 17:00 (Elephant Hills only)

For logistical reasons, please note that registration/accreditation may be possible on Monday 26 and Tuesday 27 August only where Assembly plenary sessions are taking place (Elephant Hills Resort Hotel).

4. Visa and entry formalities

Both hosts, Zambia and Zimbabwe, have resolved to further facilitate entry formalities. **They have waived visas for all UNWTO registered delegates and accompanying persons. This measure entails that fees and visa application formalities have been waived. Gratis visas for delegates and accompanying persons will be issued upon arrival.**

The Ministries of Home Affairs in both countries have already issued an official letter confirming the waiver of the visa (see Annex 3).

In order to obtain the gratis visa on arrival, **all delegates and accompanying persons**, whether they belong to countries whose nationals require entry visas or not (see Annex 4) are kindly urged:

- 1) to make sure they are duly [registered online](#);
- 2) to send the following information, by e-mail, to Ms. Johanne Thébaud: ga13protocol@unwto.org, **by Friday, 9 August**:
 - Full name
 - Title/Position
 - Country
 - Type of Member/participant
 - Arrival date and port of entry in Zambia or Zimbabwe
 - Scanned copy of passport

Furthermore, please note that:

- *travellers via Johannesburg* must have 4 consecutive blank pages in their passports;
- those who need *transit visas* are requested to make their own arrangements.

For specific queries on visas, please contact:

ZAMBIA	ZIMBABWE
Mr. Denny Lungu E-mail: dennylungu@yahoo.com Telephone: +260 966 454 909 / +260 955 454 909	Ms. Patricia Mafodya or Mr. J.T. Mugugu Email: patricia.mafodya@yahoo.com Telephone: +263 712 321 215 / +263 772 1211173
UNWTO Secretariat	
Ms. Johanne Thébaud (Senior Protocol Officer): ga13protocol@unwto.org	

5. Airline accessibility

For Zambia:

Kenya Airways has recently extended its flight services from Nairobi to Livingstone via Harare.

Proflight, the Zambian local airline, has added a 105-seat, Boeing 737-200 which is already servicing the Lusaka-Livingstone route. UNWTO delegates and accompanying persons are entitled to a 40% discount on *Proflight* using the following promotional booking code: **UNWTOProflight**. This code will be valid for bookings made up until the 2 September 2013. For bookings on *Proflight*, please visit the following website: www.flyzambia.com.

For those transiting to Livingstone, should an overnight stay be required in Lusaka, please contact Ms. Mwinga Chiluwe mwingachiluwe@gmail.com to assist you with your hotel options.

For Zimbabwe:

Egypt Air is now operating 3 direct flights a week from Cairo to Harare.

South African Airways and *British Airways* have daily flights to Victoria Falls.

Air Zimbabwe has added a daily flight from Harare to Victoria Falls and is offering discounted rates for UNWTO delegates. Now there are two daily flights (morning and afternoon). Starting 26 July, Air Zimbabwe will be also flying three times a week from Johannesburg O.R. Tambo International Airport to Victoria Falls International Airport. These flights are also offered at discounted rates for UNWTO delegates.

Please note that all passengers transiting to Zimbabwe via O.R. Tambo International Airport, in Johannesburg, are required to clear South African Customs and Immigration and take their luggage to Domestic Departures.

Should an overnight stay be required in either Johannesburg or Harare for transit flight to Victoria Falls, please contact Ms. Janine Meyer janine@africanbureau.co.za to assist you with your hotel options.

6. Reception at the airports and transfers

Dedicated immigration clearance booths for UNWTO delegates and accompanying persons will be provided at the airports in Lusaka, Harare, Livingstone and Victoria Falls. To enable the local authorities to organize this service, participants are kindly requested to submit their arrival, departure and accommodation details in the online participation form on UNWTO website at: <http://lmd.unwto.org/en/webform/A20>

7. Accommodation

In both Livingstone and Victoria Falls resort towns, a large number of rooms have been blocked in hotels ranging from five to three stars until **Wednesday, 31 July**. These hotels offer participants special

discounted rates, in limited numbers and on a first-come, first-served basis. In addition, a list of budget hotels has been posted on the Hosts' joint website www.unwtoga2013.org.

Participants are kindly requested to make their own reservations and to avoid double booking. In case of technical difficulties with the online hotel reservations, please send an e-mail to info@unwtoga2013.org.

For further information on the main hotels, please refer to Information Note No. 1 <http://lmd.unwto.org/en/event/general-assembly-twentieth-session>.

Please note that, for Livingstone, Fallsway Lodge has been replaced by **New Fairmount Hotel**, as one of the main hotels offering special discount to participants:

New Fairmount Hotel & Casino
Contact Person: Ms. Subhashini Suresh
E-mail: nfhc_reservations@iconnect.zm
Tel.: 0213 320723 – 30 / 0213 322630. Mobile: 0977 779431 / 0955 102358
Hotel e-mail: nfhc@zamnet.zm
Website: www.newfairmounthotel.co.zm

8. General Debate: statements and registration of speakers

The General Debate of the 20th session of the UNWTO General Assembly will focus on: **connectivity** and, more specifically, on **the relation between tourism and air transport policies**.

Suggested **guidelines for participation in the General Debate** are available online at: <http://lmd.unwto.org/en/event/general-assembly-twentieth-session>.

Delegations wishing to take the floor during the General Debate are kindly requested to **contact Ms. Zhanna Yakovleva** (zyakovleva@unwto.org) **by Friday, 9 August**, indicating "*General Debate*" in the subject. The Secretariat will place their names on the speakers' list on a 'first-come, first-served' basis, so that the Debate may be organized as satisfactorily as possible.

Speakers are kindly requested to limit their interventions to a **maximum of five minutes** and to provide the Secretariat with a copy of their statement, at least 30 minutes before it is delivered.

9. Ministerial Roundtable

A Ministerial Roundtable on "**Visa facilitation as a means to support tourism growth, socio-economic development and job creation**" will be held in the morning of **Monday, 26 August**, prior to the opening of the Assembly.

The Roundtable aims to:

1. Assess advances and share experiences on national and regional visa facilitation policies and measures;
2. Identify key issues still restricting visa facilitation – technology, coordination with other ministries and agencies, processing capacity or limited advocacy – and how to address such obstacles;
3. Identify good practices and case studies; and

4. Open possibilities for cooperation between participating countries in the area of visa facilitation.

On the occasion, UNWTO will present its updated report on the level of Regional Visa Openness.

Delegations wishing to participate in the Ministerial Roundtable are kindly requested to communicate the name of the participating country representative **by Saturday, 10 August** to Ms. Sandra Carvao, UNWTO Chief of Communications at scarvao@unwto.org.

10. Poster competition

The deadline for entries for the 2013 Vettor Giusti Tourism Poster Competition has been extended **until Saturday, 10 August**.

To submit a poster, please visit <http://lmd.unwto.org/en/2013vettorgiusticompetition>. If you face any technical problems in uploading your poster, please contact media2@unwto.org.

11. Timetable of meetings and activities

Saturday, 24 August			
Time	Meetings and Activities	Room/Venue	Participation
09:00-09:45	Programme & Budget Committee (PBC) Breakfast	Elephant/Giraffe Zambezi Sun	Complimentary breakfast offered by Zambia to PBC participants
08:30-11:30	Regional Tourism Organization of Southern Africa (RETOSA) Workshop	Elephant Hills	by invitation
10:00-12:00	Programme & Budget Committee (PBC)	Elephant/Giraffe Zambezi Sun	
11:00-11:30	IIPT Peace Park event	Peace Park	by invitation
12:30-14:00	Minister's Pool Side Lunch	Pool area Zambezi Sun	Hosted by the Zambian Minister of Tourism Open invitation to all delegates
14:30-16:00	Commission for Africa (CAF)	Dome Royal Livingstone Hotel	
16:00-16:15	Signing of UNWTO/CPLP Agreement	Dome Royal Livingstone Hotel	by invitation
16:15-17:15	World Bank Study Presentation	Dome Royal Livingstone Hotel	by invitation
16:30-18:00	Commission for the Americas (CAM) & UNWTO/ACS MoU	Elephant/Giraffe Zambezi Sun	
18:30-20:30	Dinner (Host TBC)	Zambezi Sun	Open invitation to all delegates
21:00-23:00	Bush Party/Tourism Night	Victoria Falls Town	Hosted by Zimbabwe – open invitation to all participants

Sunday, 25 August			
Time	Meetings and Activities	Venue/Room	Participation
08:30-09:15	Commission for Europe Breakfast	Elephant/Lion Zambezi Sun	Complimentary breakfast offered by Zambia to CEU participants
08:30-09:15	World Council of Engineers (working breakfast)	Kingdom Hotel	by invitation
09:00-09:45	Commission for the Middle East Breakfast	Giraffe Zambezi Sun	Complimentary breakfast offered by Zambia to CME participants
08:30-10:00	Commission for East Asia and the Pacific (CAP)	Kalunda Elephant Hills	
09:30-11:30	Commission for Europe (CEU)	Elephant/Lion Zambezi Sun	
10:00-11:30	Commission for the Middle East (CME)	Giraffe Zambezi Sun	
11:00-12:30	Commission for South Asia (CSA)	Gwayi Elephant Hills	
11:30-12:30	Technical Committee on Sustainability	Matetsi Elephant Hills	
12:30-13:30	Technical Committee on Competitiveness	Kazuma Elephant Hills	
06:00-12:00	<i>Great Zimbabwe Ruins Tour</i>	<i>Flight to Masvingo, Zimbabwe</i>	<i>by invitation – for heads of delegation</i>
06:00-11:30	<i>Tour to the Victoria Falls Bridge</i>	<i>Livingstone</i>	<i>Complimentary & open to all delegates</i>
12:30-14:00	Committee Review Affiliate Members (working lunch)	Piano Elephant Hills	
12:30-14:00	(CAP/CSA) Lunch	Elephant Hills	Complimentary lunch offered by Zimbabwe to CAP/CSA participants
14:30-17:30	96 th Executive Council	Kalala Elephant Hills	
14:00-17:00	<i>Victoria Falls World Heritage Site (Rainforest and the Bridge)</i>	<i>Victoria Falls Town</i>	<i>Complimentary & open to all delegates</i>
11:30-16:00	<i>Victoria Falls World Heritage Site (Green Pop Tree Planting)</i>	<i>Livingstone</i>	<i>Complimentary & open to all delegates</i>
18:30 -22:00	Opening Ceremony & Welcome Dinner	Victoria Falls Hotel	Complimentary & open to all delegates
Monday, 26 August			
Time	Meetings and Activities	Venue/Room	Participation
07:30-09:00	African World Heritage Workshop	Elephant Hills	by invitation
07:30-08:45	MAPFRE breakfast	Elephant Hills	by invitation
07:30-08:45	CNN Breakfast	Elephant Hills	by invitation
09:30-12:00	Ministerial Roundtable	Kalala Elephant Hills	by invitation
12:00-12:30	Media Briefing	Marquee Elephant Hills	

13:00-14:30	Luncheon for Heads of Delegation	Golf Course Elephant Hills	Hosted by the Vice-President of Zimbabwe
12:30-14:00	VISA lunch	Elephant Hills	by invitation
15:00-18:30	1 st GA Plenary Session - Agenda Items 1 to 4 + 5(I)(a) - General Debate	Marquee Elephant Hills	
17:00-18:30	Credentials Committee	Matetsi Elephant Hills	
19:00-21:00	Cambodia Night	Elephant Hills	Hosted by Cambodia – Complimentary and open for all participants
21:30-23:30	Zambian Cultural Night	Zambezi Sun	Complimentary and open for all participants

Tuesday, 27 August

Time	Meetings and Activities	Venue/Room	Participation
07:30-08:45	UNWTO Technical Cooperation and Services (TCSV) Breakfast	Kalala Elephant Hills	For heads of delegation
07:30-08:45	THR Breakfast	Elephant Hills	by invitation
09:00-12:00	2 nd GA Plenary Session - Agenda Items 5(I)(b-e), 6 & 7	Marquee Elephant Hills	
11:00-12:00	Associate Members Meeting	Matetsi Elephant Hills	by invitation
12:15-14:15	Asia-Iberoamerica High-Level Meeting/Lunch	Kalunda Elephant Hills	by invitation
13:30-15:00	ST-EP Technical visit	Kompise Village Zimbabwe	by invitation
14:30-17:30	General Meeting of the Affiliate Members and Board	Gwayi Elephant Hills	by invitation
15:00-17:00	<i>Hwange National Park Safari</i>	<i>Zimbabwe</i>	<i>Complimentary – one invitation per Member State</i>
15:00 -17:00	<i>Livingstone City & Museums Tour</i>	<i>Livingstone</i>	<i>Complimentary & open to all delegates</i>
15:30-17:30	ST-EP Forum	Kalala Elephant Hills	by invitation
17:30-18:30	ST-EP Board	Matetsi Elephant Hills	by invitation
16:00-18:00	Sunset Cruise for Heads of Delegation		Hosted by the Vice-President of Zambia to heads of delegation
19:30-21:30	Colombia Night	Zambezi Sun	Hosted by Colombia – For heads of delegation

Wednesday, 28 August

Time	Meetings and Activities	Venue/Room	Participation
07:30-08:45	Steering Committee on tourism Development (SCTD) Breakfast	Zambezi Sun	by invitation
09:00-12:00	3 rd GA Plenary Session - Agenda Item 5(II) (09:00-10:20) - General Debate (10:20-12:00)	Dome Royal Livingstone Hotel	
12:15-13:30	Lunch (Host TBC)	Zambezi Sun	by invitation

14:00-17:00	4th GA Plenary Session - Agenda Items 8 & 9 (14:00-15:00) - General Debate (15:00-17:00)	Dome Royal Livingstone Hotel	
17:00-17:30	Media Briefing	Dome Royal Livingstone Hotel	
19:00- 22:00	Closing Ceremony and Dinner	Zambezi Sun	Complimentary & open to all participants

Thursday, 29 August

<u>Time</u>	<u>Meetings and Activities</u>	<u>Venue/Room</u>	<u>Participation</u>
07:30-08:45	IIPT Breakfast	Zambezi Sun	by invitation
09:00-12:00	5th GA Plenary Session - Agenda Items 10-13	Dome Royal Livingstone Hotel	
12:00-13:30	KAZA Lunch	Zambezi Sun	by invitation
14:00-16:00	6th GA Plenary Session - Agenda Item 14(14:00-16:00)	Dome Royal Livingstone Hotel	
16:30-17:30	97th Executive Council	Dome Royal Livingstone Hotel	
19:00-22:00	Gala Dinner Hosted by First Lady of Zambia	Zambia Air Force Livingstone Banquet Hall	by invitation

Friday, 30 August

<u>Time</u>	<u>Meetings and Activities</u>	<u>Venue/Room</u>	<u>Participation</u>
09:00-17:00	<i>KAZA Tour of Machnge Lodge</i>	<i>Zambia</i>	<i>Complimentary & open to all delegates</i>
06:00-12:00	<i>Great Zimbabwe Ruins Tour</i>	<i>Flight to Masvingo, Zimbabwe</i>	<i>by invitation</i>
17:00-21:00	KAZA Sunset Cruise & Dinner	Lady Livingstone cruise boat and Chrismar Hotel	by invitation

12. Practical information

- **Health requirements and precautions:** No vaccinations are required to enter both countries. However, please note that **travellers to and from Zambia via South Africa are required to have a certificate of yellow fever vaccination.**
- Sunhat, sunglasses and sunscreen are strongly advisable.
- To avoid possible mosquito bites in some areas, it is recommended to use mosquito repellent at sunset, wear long sleeves and avoid the use of perfumes.

- **Dress code:** Cool, comfortable business, semi-business, national dress or smart casual depending on the meeting/occasion.

13. Safety and security

Please refer to Annex 5 to consult the *Security Advisory for Participants and Delegates*.

- **Health/Accident Insurance:**

Participants are strongly advised to take out adequate international travel insurance before leaving their respective countries. No insurance coverage will be available for any accident or serious health problems that may occur during the conference.

- **Emergency phone numbers:**

Zambia		Zimbabwe	
No.	Contact	No.	Contact
990	Medical	+263 13 44646	Medical
999	Police	+263 13 44206	Police
993	Fire	+263 13 44311	Fire
+260 213 321632	Zambian Secretariat	+263 4 749421	Zimbabwean Secretariat

14. Social programme

- **Official Opening Ceremony and Welcome Dinner:** "A night of Diamonds under an African Diamond Sky", a separate programme will be made available to all invitees upon accreditation.
- **Official Closing Ceremony and Farewell Dinner:** a separate programme will be available to all invitees upon accreditation.
- Information on all other social activities is available on the joint website www.unwtoga2013.org

15. Tour programme

- As indicated in the timetable of meetings and activities, several complimentary tours will be offered by the Hosts. Please visit the joint website www.unwtoga2013.org to book your tour; places may be limited.
- Plenty of information on optional, very attractive pre and post tours for delegates and accompanying persons is available on the joint website www.unwtoga2013.org

16. Contact details

UNWTO Coordinators	Host Country Coordinators
<p>Mr. Munir RAYES Chief of Conferences Tel.: +34 915 678 189 E-mail: assembly@unwto.org</p> <p>Ms. Azucena PERNIA Senior Assistant – Conferences Tel.: +34 915 678 188 E-mail: assembly@unwto.org</p> <p>Ms. Zhanna YAKOVLEVA Senior Assistant to the Executive Director for Member Relations and Services Tel.: +34 915 678 185 E-mail: assembly@unwto.org</p>	<p>Ms. Sherry SIBANDA GA Liaison Officer – Zimbabwe E-mail: gazimbabwe@unwto.org</p> <p>Mr. Percy Mabvuto NGWIRA GA Liaison Officer – Zambia E-mail: gazambia@unwto.org</p> <p>Ms. Audry B. CHIGOGO Assistant Deputy Director Ministry of Tourism and Hospitality Industry Tel: +2634764414/ 764415/ 263772687860 E-mail: info@unwtoga2013.org ZIMBABWE</p> <p>Ms. Mwinga C. CHILUWE Principal Standards Inspector Ministry of Tourism and Arts Tel: +260 211 229420 E-mail: info@unwtoga2013.org ZAMBIA</p>

17. List of Annexes

- Annex 1: Model credential letter
- Annex 2: Model proxy format
- Annex 3: Waiver of the visa (for both countries)
- Annex 4: List of countries whose nationals do not require entry visas (for both countries)
- Annex 5: Security Advisory for Participants and Delegates

Annex 1. Model Credentials letter¹

Standard format letter

Official letter-headed paper²

Credentials

I, the undersigned, (name and full title of the competent authority³), hereby attest that the Government of (name of country) has authorized the following delegation to represent it at the twentieth session of the General Assembly of the World Tourism Organization, to be held from 24 to 29 August 2013 in the Victoria Falls area, in Zambia and Zimbabwe:

Head of Delegation: *(name and full title)*

Alternate Head of Delegation: *(name and full title)*

Members of Delegation: *(names and full titles)*

Done at *(name of city)*, on *(date)*

Name, full title and signature

¹ It should be pointed out that, ever since the tenth session of the Assembly, only formal letters or faxes bearing the signature of the competent authority are considered valid credentials. Further, Credentials can be accepted only if written in any of the working languages of the General Assembly or if an appropriate translation is attached.

² Including official logo of the Ministry

³ Please note that since the twelfth session of the General Assembly, only credentials from Heads of State or Prime Ministers, Ministers of Foreign Affairs or Ministers responsible for tourism of the respective State or his/her equivalent and Ambassadors of States accredited to Spain are regarded as valid.

Annex 2. Model Credentials letter for representation⁴ (proxy format)

Standard format letter⁵

Official letter-headed paper⁶

Credentials (for representation-proxy format)

I, the undersigned, (name and full title of the competent authority⁷), hereby authorize (name and full title of delegate) of the delegation of (name of Full Member), to represent and cast a vote⁸ on behalf of the Government of (name of Full Member) at twentieth session of the General Assembly of the World Tourism Organization, to be held from 24 to 29 August 2013 in the Victoria Falls area, in Zambia and Zimbabwe

Done at (*name of city*), on (*date*)

Name, full title and signature

⁴ If a Full Member is unable to participate to the General Assembly, it can be represented by a member of another State's delegation, provided it submits a formal letter or fax signed by the competent authority designating the individual that will represent it and, if applicable, giving him/her the power to vote on its behalf.

⁵ It should be pointed out that, ever since the tenth session of the Assembly, only formal letters or faxes bearing the signature of the competent authority are considered valid credentials. Further, Credentials can be accepted only if written in any of the working languages of the General Assembly or if an appropriate translation is attached.

⁶ Including official logo of the Ministry

⁷ Please note that since the twelfth session of the General Assembly, only credentials from Heads of State or Prime Ministers, Ministers of Foreign Affairs or Ministers responsible for tourism of the respective State or his/her equivalent and Ambassadors of States accredited to Spain are regarded as valid.

⁸ Please note that, unless the items for which the power to vote is given are clearly specified, it will be understood that the delegate has full powers to cast a vote on behalf of the Government he/she is representing by proxy on any agenda item.

Annex 3. Waiver of the visa (for both countries)

Telephone: LUSAKA 254 261/2
Telegrams: MINHOM, RIDGEWAY
Fax: 254 336

In reply please quote

No:.....



REPUBLIC OF ZAMBIA
MINISTRY OF HOME AFFAIRS

MHA/6/7/81

July 10, 2013

OFFICE OF THE HON. MINISTER
OLD SECRETARIAT
INDEPENDENCE AVENUE
P. O. BOX 50997
LUSAKA

TO WHOM IT MAY CONCERN

Subject: IMMIGRATION CLEARANCE OF UNWTO DELEGATES

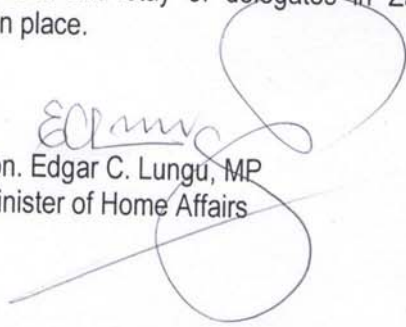
I hereby confirm that my Ministry, through the Department of Immigration, resolved that UNWTO staff members, delegates, accompanying persons, and any persons performing services on behalf of UNWTO, travelling to Zambia on the occasion of the 20th meeting of UNWTO General Assembly (Victoria Falls, Zambia/Zimbabwe, 24-29 August 2013) will obtain a free entry-visa to Zambia.

This is in line with the assurances given in the bidding process to host this prestigious conference of which Zambia and Zimbabwe will be privileged to co-host in the beautiful cities of Livingstone and Victoria Falls towns respectively.

The contact person for immigration is:

Mr. Denny Lungu,
Email: dennylungu@yahoo.com
Cell. No. +260 9 6645 4909
Land line No. +360 1 254 393

I finally wish to confirm that the entry, exit and stay of delegates in Zambia are guaranteed as adequate measures have been put in place.


Hon. Edgar C. Lungu, MP
Minister of Home Affairs

cc. Hon. S. Masebo, MP
Minister of Tourism
LUSAKA

Your ref.:

Telephone: 703641-2-3
Telegrams: "LEGAL"



reference: A911/8

MINISTRY OF HOME AFFAIRS
Private Bag 7703
Causeway

ZIMBABWE

16 July 2013

To Whom It May Concern

RE: IMMIGRATION CLEARANCE OF UNWTO DELEGATES

I hereby confirm that my Ministry, through the Department of Immigration, resolved that UNWTO staff members, delegates, accompanying persons and any persons performing services on behalf of UNWTO, travelling to Zimbabwe on the occasion of the 20th meeting of UNWTO General Assembly (Victoria Falls, Zambia/Zimbabwe, 24 – 29 August 2013) will obtain a free entry-visa to Zimbabwe.

This is in line with the assurances given in the bidding process to host this prestigious conference of which Zambia and Zimbabwe will be privileged to co-host in the beautiful cities of Livingstone and Victoria Falls towns respectively.

The contact person for Immigration is:-

Mr J.T Mugugu
Email: visa@zimimmigration.org.zw
Cell No.: +263 712 321 210
Land Line: +263 4 791 913

I finally wish to confirm that the entry, exit and stay of delegates in Zimbabwe are guaranteed as adequate measures have been put in place.


.....
HONOURABLE T. MAKONE [MP]
MINISTER OF HOME AFFAIRS


.....
HONOURABLE K.C.D MOHADI [MP]
MINISTER OF HOME AFFAIRS

Annex 4. List of countries whose nationals do not require entry visas (for both countries)

All communications should be addressed to
Director General of Immigration
Telephone: 252622/ 252659/ 252669/255282
0955659493/ 0962172550/ 0971718499
Fax: 252008/254393/252831/251725
Email: pro@zambiaimmigration.gov.zm
zambiavisa@zambiaimmigration.gov.zm
Web Site: zambiaimmigration.gov.zm



In reply please quote:

No.
IMHQ/101/8/4

REPUBLIC OF ZAMBIA
IMMIGRATION HEADQUARTERS

**KENT BUILDING
HAILE SELASSIE ROAD
P.O. BOX 50300
LUSAKA**

11th July, 2013

TO WHOM IT MAY CONCERN

Subject: NATIONALS WHO DO NOT REQUIRE VISAS TO ENTER ZAMBIA

I hereby confirm that the list provided below contains nationals who currently do not require a visa to enter Zambia:

Anguilla	Mauritius
Antigua and Bermuda	Montserrat
Australian Antarctic Territory	Mozambique
Bahamas	Namibia
Barbados	Nauru
Belize	Niue
Bermuda	Norfolk Island
Botswana	Pitcairn Islands
British Antarctic Territory	Romania
British Indian Ocean Territory	Ross Dependency
British Virgin Islands	St. Helena
Cayman Islands	St. Kitts and Nevis
Channel Islands	St. Lucia
Cyprus	St. Vincent and Grenadines
Dominica	Samoa
Falkland Islands	Serbia-Montenegro
Falkland Islands Dependencies	Seychelles
Fiji Islands	Singapore
Gibraltar	Solomon Islands
Grenada	South Africa
Hong Kong	Swaziland
Ireland	Tanzania
Isle of Man	Tokelau
Jamaica	Tonga
Kenya	Trinidad and Tobago
Kiribati	Tuvalu
Lesotho	Turks and Caicos Island
Malawi	Uganda
Malaysia	Vanuatu
Maldives	Western Samoa
Malta	Zimbabwe

The list of national who do not require visas to enter Zambia is as it appears in the Department of Immigration Visa circular number 07/2013 dated 12th February, 2013.



Denny Lungu
Deputy Director General of Immigration (Operation)
For/ **DIRECTOR GENERAL OF IMMIGRATION**

**ALL CORRESPONDENCE MUST BE
ADDRESSED TO THE PRINCIPAL
DIRECTOR**

Telegrams: "PRINCIM HARARE"
Telephone: +263 (0)4 791913-8
Facsimile +263 (0)4 735397

Private Bag 7717 Causeway,
Harare
Zimbabwe



Our Reference:-

**DEPARTMENT OF IMMIGRATION
CONTROL HEADQUARTERS**

Linguenda House
Nelson Mandela Avenue
Harare
Zimbabwe

Date: 16 July 2013

ZIMBABWE SECRETARIAT FOR UNWTO G.A.

**REF: NATIONALS WHO DO NOT REQUIRE VISAS TO
ENTER ZIMBABWE**

The Department of Immigration has pleasure to inform you that the following nationals do not require visas to enter Zimbabwe.

1	Antigus & Barbuda	12	Grenada	23	Malta	34	St. Lucia
2	Aruba	13	Hongkong	24	Mauritius	35	St. Vincent & the Grenadies
3	Bahamas	14	Hongkong (ch)	25	Montserrat	36	Swaziland
4	Barbados	15	Jamaica	26	Mozambique	37	Tanzania
5	Belize	16	Kenya	27	Namibia	38	Trinidad & Tobago
6	Botswana	17	Kiribati	28	Nauru	39	Turk & Caicos Island
7	Cayman	18	Leeward IsI	29	Samoa western	40	Tuvalu
8	Congo Drc	19	Lesotho	30	RSA	41	Uganda
9	Cyprus	20	Malaysia	31	Singapore	42	Vanuatu
10	Fiji	21	Malawi	32	Solomon IsI	43	Zambia
11	Ghana	22	Maldvesi	33	St.Kitts		

This list is as it appears on the 16 of July 2013 according to the Zimbabwe's Revised Visa Regime with effect from 26 July 2012

P.M. MAFODYA

For: PRINCIPAL DIRECTOR OF IMMIGRATION

Annex 5: Security Advisory for Participants and Delegates

I. General security guidelines for delegations

1. Please ensure registration and obtain accreditation badges for access to restricted areas.
2. Wear accreditation badges at UNWTO General Assembly or social functions in a visible manner.
3. Do not leave personal belongings/baggage unattended.
4. Change currency only at hotels, banks, dedicated FOREX establishments or ATM machines. Use ATMs that are located at major banks such as Standard Chartered or Barclays. Take precautions by hiding from view as you enter your PIN number to prevent any hidden camera from recording your PIN.
5. If possible, use credit cards only at high-end hotels and major shopping chains such as those in the big shopping malls. Check to ensure that the bill is tallied correctly and that slips are endorsed in your presence. Observe the actual card swipe and secure your receipts.
6. Deposit valuable property with hotel management or in hotel safes.
7. Pay particular attention to valuable property such as laptops, cameras, cell phones or other similar devices.
8. Do not accept gifts, parcels or packages from strangers and do not entrust your property to strangers.
9. Always cooperate with security personnel who may ask you to undergo security screening of persons/property—it is for everybody's safety.

II. When going out of the hotel room

1. It is recommended to always carry your UNWTO accreditation badge and passport with you.
2. Seek guidance from hotel management, event organizers or security if you are unsure of directions.
3. Please be aware of wildlife in the surrounding areas of Victoria Falls; do not stray alone into areas you are unfamiliar with.
4. Do not walk alone at night. Always take a taxi or ride with a local. When using a taxi, take one selected by your hotel or office and note the license number.
5. Do not carry large sums of money when shopping and do not wear expensive jewellery in a visible way, if walking. It is best to keep your valuables secured at your hotel or residence.
6. Do not leave belongings such as mobile telephones, purses, briefcases and laptops unattended. While travelling in a vehicle, these items should not be readily visible to passers-by on the street.
7. While in vehicles, keep all doors locked. It is advisable not to purchase items from street vendors while driving.
8. Immediately report any loss of property to the hotel management or police security for the event.
9. In case of emergency, report to police security for the event.