



MATETSI

VICTORIA FALLS

UPDATED: 17 NOVEMBER 2020

COVID-19 Regulations to enter Zimbabwe

The National Guidelines for Aviation for COVID-19 have been set to ensure the safety of both travellers and airport staff. These are in addition to temperature testing, social distancing, sanitisation, and mandatory wearing of masks.

1. All travellers will be required to have a PCR COVID-19 Clearance Certificate issued by a recognised facility WITHIN 48 hours BEFORE DEPARTURE for Zimbabwe in line with the World Health Organisation guidelines.
2. Travellers will be requested to complete the Traveller Survey on arrival. A copy of this is available on the COVID-19 page of our website. We recommend printing this ahead of travel.
3. Travellers may be requested to undergo a further PCR test on arrival if officials believe they are symptomatic. Symptoms include, but are not restricted to, a fever and a dry cough.
4. Should travellers be requested to carry out the PCR test on arrival, this will be at a cost of USD 60. Results will be available after a period of at least 2 hours. Should the PCR be negative the traveller is free to continue without quarantine.
5. If the PCR is positive, the traveller will be required to undergo a quarantine period of up to ten days or until such time as a negative test is received. This will be at the traveller's own expense. This can be done at approved private facilities.

Key COVID-19 regulations within Zimbabwe

1. All travellers must wear a mask at all times in any public areas.
2. When travelling in a vehicle, travellers are required to wear a mask.

COVID-19 testing before departure from Zimbabwe

1. If travellers require a PCR COVID-19 Clearance Certificate for re-entry to their home country or next destination, this can be performed one day prior to departure at a Lancet Laboratory testing facility in Harare or Victoria Falls, or on property at Matetsi Victoria Falls subject to arrangement.
2. Test results can be obtained by 4pm if they are performed by 9am on the same day.

This information is correct to the best of our knowledge at time of writing.
Please feel free to contact us for updates: info@matetsivictoriafalls.com

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Traveller feedback: arrival & departure procedures

In order to assist travellers with better understanding the experience of arriving into and departing from Zimbabwe's international airports, we have spoken to a number of industry colleagues, friends, family and international guests who have personally travelled through Zimbabwe's airports in the last few weeks. The feedback from travellers was aligned whether they arrived/departed into/out of Harare International Airport, Bulawayo International Airport, or Victoria Falls International Airport.

Arrival into Zimbabwe

The general feedback is that the arrivals process is smooth and relatively hassle free. Some airlines have been giving out the necessary forms, though we do recommend downloading these from the [COVID-19 page of our website](#) and completing them before arrival. Then as long as travellers have their COVID-19 negative certificate, they simply proceed through the various steps of showing their certificate, having temperature checked and handing in completed forms, along with the usual immigration and customs formalities.

At Victoria Falls Airport, our transfer guides now meet our guests just outside the Arrivals terminal (under an open covered area that is an extension of the terminal), as non-passengers are not permitted within the terminal.

Departure from Zimbabwe

For departures, non-passengers are not allowed into the terminals. We do recommend carrying your own sanitiser and/or wipes in order to sanitise the luggage trolley. When departing with our transfer guides from Victoria Falls Airport, they will have both available, and can sanitise your trolley and assist you to load it.

On entrance to the terminal, luggage trolleys are sprayed, while passengers walk through a sanitisation booth. No queues have been reported for this process. Usual check in and document check. Airline staff and other staff are behind (plexi)glass screens. The same for immigration and security check. Departure lounges are quiet and coffee shops are generally open. Boarding processes go smoothly and although no one has mentioned indications on the floor, people seem aware and courteous when it comes to social distancing.

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