



*Terra Nova Tours - Your ultimate African DMC partner
with unmatched expertise in Southern Africa*

Travel Advice - Zambia

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Travel Advice - Zambia

Intro

As one of the wildest and most remote countries in Southern Africa, visitors to Zambia encounter untouched beauty and abundant wildlife. Due to these traits, Zambia has long been the preferred safari destination, but crowds do not overrun it, so it retains its appeal as an exclusive safari destination. Zambia's people offer visitors to their nation unmatched hospitality in one of the world's safest countries. Here, in the heart of Africa, you will have the opportunity to experience some of the best safari opportunities you will ever see. Discover the world's most elusive big cats in "Valley of the Leopard" (South Luangwa National Park) to witness the largest mammal migration on earth (the bat migration in Kasanka National Park). Waterways offer thrills to those seeking an adrenaline rush, or they can serve as a relaxing playground for activities for all ages. Zambia is also renowned as a Tiger Fishing paradise. Lusaka, the capital of Zambia, has regular flights to and from various countries.

Languages & Local Lingo

Languages

There are many languages and dialects spoken in Zambia. It has seven official vernacular languages: Bemba, Nyanja, Lozi, Tonga, Luvale, Lunda, and Kaonde, the latter three spoken in the North-Western Province. Education, commerce, and law are conducted in English, the official language of government.

Local Lingo

Jambo	Hello
Rafiki	Friend
Asante sana	Thank you very much
Chimbudzi cha Akazi	Ladies (toilet)
Chimbudzi cha Amuna	Gents (toilet)
Mzungu / Azungu (plural)	White person



Food & Beverages

Traditionally, Zambian cuisine has been heavily influenced by nshima, a dish made of pounded white maize. Nshima features in nearly every Zambian meal. Aside from nshima, Zambian cuisine also includes stews, vegetables, and beer. Zambians also eat dried fish and insects.

- Nshima: A very thick and smooth porridge made from ground maize.
- Ndiwo: A simple Zambian dish typically prepared with leafy green vegetables, onions, and tomatoes.
- Chikanda: Or 'African Polony', although it is entirely vegetarian. It is made from wild orchid tubers, peanuts, chilli and baking soda.
- Ifisashi: Pounded peanuts mixed with vegetables added to other food items such as kapenta (a small sardine-like fish), sweet potatoes and chikanda.
- Michopo: Roasted meat usually cooked outdoors on the grill. It is usually beef, or goat meat served with chilli or onions, tomatoes and potatoes.
- Kapenta: A small sardine from lake Tanganyika that is salted and sun-dried.
- Mosi: Local beer
- Chibuku: An opaque, often homemade beer made from maize or sorghum.
- Munkoyo: Zambia's favourite non-alcoholic drink made from maize meal and the roots of the Munkoyo tree.

Money

Currency

The official currency of Zambia is the Zambian Kwacha.

By law - payments within Zambia can only be made in Kwachas, even if the price is quoted in USD. However some establishments will still accept USD. Therefore, it's always best to enter the country with the required amount of Kwacha for your trip, or else bring with you USD or GBP which can always be exchanged.

The value-added tax is charged at a rate of 16% at the point of sale. As of early 2014, all tourism packages and activities in Zambia now incur an additional 16% allocated to VAT. VAT on goods and services that are consumed cannot be refunded.

Average Expenses

95% of all Game Lodges in Zambia are Fully Inclusive of meals and drinks. Therefore, there are very little additional costs for you to any of our Terra Nova itineraries.

If you are in one of the towns, all of this depends on where you go, but these are the average expenses:

- 3-course meal for two people – ZMK 350 (EUR/USD/GBP 16) (depending on the local restaurant, excluding drinks)
- Domestic beer (0.5 litre) – ZMK 25 (EUR/USD/GBP 1.10)
- Cappuccino – ZMK 33 (EUR/USD/GBP 1.50)
- Soft Drinks (eg. Coke/ Pepsi) (0.33 bottle) – ZMK 7.50 (EUR/USD/GBP 0.34)
- Still water (0.33 bottle) – ZMK 5.30 (EUR/USD/GBP 0.25)

Gratuities / Tips

Most Southern and Eastern African employees are paid a low base salary and are therefore reliant on tips. You are welcome to leave a tip for the good service received during your Terra Nova visit. But how much is appropriate? This is what we would recommend our Terra Nova clients:

- Overland Guides and Safari Guides: USD 10 p/p and per day (EUR/GBP 10)
- Private Guides: USD 20 p/p and per day (EUR/GBP 20)
- Trackers and/or Butlers: USD 5 p/p and per day (EUR/GBP 5)
- Lodge Staff: USD 5 p/p and per day (EUR/GBP 5)
- Assistance at Petrol Station (only for self-drives): USD 0,30 (EUR/GBP 0,30)

We include as many fees and expenses as possible in your Terra Nova program, so you do not have to worry about them while travelling. It's important to note, though, that some fees and levies are not pre-bookable and must be covered at the time of entry to a park, etc.

We generally exclude:

- Additional meals not specified in the itinerary
- Additional Entrance fees and Conservation Levies
- Fuel & toll fees (for self-drive tours)
- Personal extras such as tips, laundry services, Roaming etc.
- Private Expenses
- International and/or domestic flights (we of course ensure that all necessary flights are included in all of our Fly-in programs)
- Visa and Visa Fees (if applicable)
- Travel Insurance
- Any new government taxes, levies or industry increases that are beyond Terra Nova's control.



Safety & Health

Safety

Generally speaking, Zambia is a safe country, and the locals are friendly and welcoming to tourists. Still, it is very poor, and in busy urban areas, there is a moderate chance of pick-pocketing and opportunistic theft. You can minimise the risks with a few simple precautions and some local knowledge. Violent crime is extremely unlikely, and if you're on an all-inclusive safari, staying in lodges and hotels, there's no need to worry about it. Follow these general rules to avoid becoming an obvious target on the streets, especially in busy, touristy areas such as around Victoria Falls:

- Don't carry expensive items out in the open (cameras, mobile phones etc.) and avoid excessive, flashy jewellery.
- Every day, only a small amount of cash should be kept. Do not pull out your entire wad of notes for every payment.
- Never walk alone at night or in tourist areas.
- Don't act lost - even if you are! Move with confidence! Get directions at a reputable location.
- Ensure your vehicle isn't left unattended while valuables are visible on the seats or if the gear is strapped outside.
- If you are within city limits, always park in safe, secure lots.

Health

When visiting Zambia, you can expect to find top-quality healthcare facilities and highly trained medical staff. Private hospitals are second to none and will be happy to assist you, providing you take out travel insurance. If not, you will have to pay a lump sum upfront.

Please keep in mind that tourism in Zambia is focused around National Parks and Game Lodges, and many, if not all of them, have emergency medical procedures in place. Whether it is immediate medical attention on-site or helicopter access to nearby world-class health facilities.

It is essential to stay up to date on your vaccinations when you travel, such as Polio, Diphtheria, Tetanus, Hepatitis A/B, etc. You should consult your doctor, pharmacist, or travel clinic to determine what precautions and/or vaccinations you need when travelling. Contact them before departing as preventative measures may take a while.

Zambia has a relatively high risk of malaria, but there is no need to panic. Travellers to Zambia are advised to take malaria medication prescribed by their doctors. You may need to take this medicine several days before, during, and after your trip.



Travel Insurance

Generally, travel insurance is not mandatory. However, it's a good idea to look into insurance - in the event that you must cancel or interrupt your trip due to illness, or medical expenses occur whilst travelling and/or your luggage gets damaged, etc. Travel insurance for a year may be the best option if you are a frequent traveller. We are sure you will find the best option for you to ensure a memorable Terra Nova trip. You might also want to check with your bank. Travel insurance is included in most credit cards nowadays.

Entry Requirements

The validity of your passport must remain valid for at least six months after the return date.

Visa

By providing us with your nationality (which is why we ask for it), we can correctly inform you about the documentation specifications you need for your Terra Nova experience. Zambia is likely to grant a tourist visa upon your arrival, but please check with your Embassy or Department of Home Affairs to ensure what you need to obtain the visa in advance. It is generally necessary to have a minimum of two consecutive free pages for entry into each country you are travelling to, including the visa and stamp. Suppose your itinerary includes more than one country. In that case, your passport must always have enough blank visa pages (not endorsement pages) for all required visas, excluding the country of departure and return. A passport with insufficient blank pages could prevent entry into a country. If a visa payment is needed at arrival, a cash payment will usually be requested. It is sometimes necessary to know the exact amount payable as change may not be readily available. Travellers' Cheques and Credit Cards are not usually accepted for this purpose. Be sure you check with the Department of Home Affairs before travelling to avoid any disappointments.

Accommodations

Accommodation Types

We have prepared an overview of the various Terra Nova accommodations for your convenience:

Frequently used accommodations:

- (Game/Safari) Lodge
- Tented Camp / Safari Camp
- Hotel
- Resort (mainly Mozambique and Tanzania)
- Campground (especially Namibia)



Lodge

A lodge is an accommodation facility designed and situated to enhance the sense of being close to nature. Various natural materials such as wood, stone and thatch are often used as building materials. Lodges usually provide outdoor experiences, such as guided hikes and game drives.

Hotel

In general, a hotel is the largest type of accommodation. Typically, there is a common reception area, and rooms often open straight into a passageway. There is usually a restaurant and other facilities on-site that are easily accessible to the public. In addition to the standard amenities, there may be room service and spa's available. Some hotels belong to larger hotel groups, and the experience may be similar across all the locations. The hotels we work with usually range from 3 to 5 stars.

Check-in / Check-out

Check-in at your Terra Nova accommodation typically takes place between 14h00 and 15h00. On the day of departure, check-out is generally between 10h00 and 11h00. In case of a late check-in, please notify the property. Lodges sometimes schedule shuttle services from the park entry into the Reserve. To avoid delays, please arrive at the meeting point at the time indicated on your travel documents.

Transportation & Luggage Restrictions

Transportation

Zambia has 38,763 kilometres of roads, about 10,000 km of which are tarred and another 8,000 km of all-weather gravel roads. The rest are dirt roads ranging from adequate to poor.

When travelling through Zambia by vehicle, it is good to carry a range of tools and spare parts. A couple of spare tubes and two spare wheels are a must due to the condition of the roads.

Buses frequently depart from Lusaka for all the main towns. The intercity bus terminal is one street up from Cairo Road at the station.

Local transport - blue buses and cabs - are everywhere and can be jumped on at any time. They don't cost a lot, and if you want all the seats in a minibus, you can get your own private minibus to take you wherever you want, but you may have to negotiate, so you must know the value of your money.

Luggage Restrictions

The amount of luggage you can carry on an international flight depends on the airline. Typically, a flight's maximum allowance is listed in the booking confirmation. The standard



amount is 20-23kg, excluding your hand luggage. National / domestic flights might have a slightly more restrictive luggage allowance, only permitting 20kg per person. This is important to keep in mind before your Terra Nova trip. Occasionally, charter flights allow only 15kg per person in soft bags, and luggage has to be added to the booking. Don't worry about this too much because we, at Terra Nova, always guarantee ticket fares that include at least one checked luggage bag per person. For all flights booked through Terra Nova, we will provide you with information regarding baggage allowance and other air travel-related matters.

Stay Connected

Electricity

In Zambia, the power plugs and sockets are of type C, D and G. The standard voltage is 230V, and the standard frequency is 50Hz.

Internetverfügbarkeit

With a local SIM card, you can easily travel around the country. Zambian travel becomes much more manageable to book taxis, book tours, contact guesthouses, use Google Maps and post to social media.

Internet speed and connection type choices are often limited in remote areas. The majority of towns and popular tourist destinations have high-speed Internet access. Those without mobile internet access will generally find at least one internet café in every town, along with free Wi-Fi at the majority of hotels, many coffee shops, restaurants, and some malls and shopping centres. WIFI are available at most Game Lodges.

Important Telephone Numbers

EMERGENCY NUMBERS

Police Emergency: 0211 220006

General Emergency number from landline: 999

Ambulance (road): 0211 220180

Terra Nova Contact

We have your back! Our Emergency / Service Phone is available 24/7, Monday through Sunday. Depending on who is on shift, we can also help you in Afrikaans, German, and/or Spanish. You can find all Terra Nova contact details in your Travel Documents. Our team is happy to assist you with this, and we will also provide all of the contact details for the services you have booked with your Travel Documents.



Rental Car

Driving in Zambia

As mentioned before, Zambia is a country where Fly-ins are generally recommended. However, there is always the option of doing a self-drive through the country. Almost every popular tourist destination in Zambia is accessible by the excellent road system. However, the roads are mostly gravel, and they become tracks in the more remote areas, which requires caution when driving. The areas are not suitable for inexperienced drivers, so organised safaris or guided tours are recommended. Zambians drive on the left side of the road and there are high fines in Zambia, and you should avoid speeding.

Speed limits (if not otherwise indicated)

Tarmac: 120km/h

Gravel: 80km/h

Towns: 60km/h

Car Rental Terms and Conditions

- A valid international driver's license is mandatory to drive and must be carried in your possession at all times.
- A renter must be 23 years of age or older.
- You cannot take the rented vehicle outside of Zambia without prior permission from the rental company. A "Letter of Authorization" will be provided to the renter.

Integrity and transparency are essential to us at Terra Nova. We provide you with complete details of all included and/or excluded services without any hidden fees when you book with us.

For your rental car, we usually include - (unless otherwise stated):

- Vehicle of booked category
- All taxes and fees
- Contract fee
- Airport charges
- Unlimited kilometres
- Accident and theft insurance
- Tyre and windshield insurance
- Third-party liability insurance
- Additional driver
- GPS (if booked)
- Baby/child seat (if required)
- One-way fees (extra fee)
- Cross-border papers (if needed)
- Google Maps links to all destinations

- 24-hour emergency hotline

Excluded services are usually (unless otherwise stated):

- Petrol
- Security payment/deposit
- Surcharge for drivers under 23 years of age
- Luggage insurance
- Costs for overdue rental fees
- Delivery/collection of the rental car
- Cancellation/no-show fee
- Breakdown assistance (except for mechanical failure)
- Additional fees such as fines etc.

Travelling with Children

African destinations are great for children, such is Zambia. Considering we are mothers, fathers, and sisters as well, we would not recommend taking children anywhere if we had even the slightest doubt. However, Zambia is known as a high-end tourism destination as the main attraction in the country is its Game Lodges and National Parks. Due to the remote location of many of the Game Lodges, Fly-ins in small aircrafts is the recommended way to travel in Zambia. This way of travel is more suited to couples or parents wanting to travel with their teenagers. Game Drives in open vehicles as well as some of the lodges are not always recommended for small children/kids.

Some advice while travelling with kids/teens:

- Aim to arrive at your destination before noon to allow your children to burn off their excess energy.
- Even in the middle of winter, it is warm enough to go swimming during the day.
- Our recommendations are to include fewer destinations, providing you with more time to enjoy the activities.
- If you are interested in conservation, consider places that have educational facilities, rehabilitation programs, or other conservation efforts.

Travel Responsible

How can I travel responsibly?

Be conscious of your carbon footprint:

This is where it all starts. Travel provides an estimated 8% of global carbon emissions each year, making it one of the worst contributors. Flying is the only way to get to Africa. So, understanding your carbon footprint and how to offset it is important when planning your



travel. If you want to be more precise, you can use a free online carbon emissions calculator, such as Carbon Footprint. The easiest way to offset your flight is by contacting the airline directly when booking. Several airlines have carbon offset programs where travellers can pay an additional fee on top of the flight cost to support carbon offsets. These airlines include Qantas, KLM, Air Canada, and Austrian Airlines. Put yourself on the road to responsible travel by doing this.

Be Waterwise:

- You probably already know that plastic water bottles are a no-no. Instead, fill up your stainless steel or glass bottle whenever you can.
- Rather than throwing out hot water after a day of travelling, decant it somewhere valuable (like in a garden) or re-purpose it for something else (like washing your hands, clothes, etc.).
- Make sure you take a shower rather than a bath to save the environment. Be sure to turn it off while you lather up with soap, shampoo, or shave.
- Reduce the amount of toilet flushing. Depending on the type of toilet, a flush can use between 6 and 14 litres.
- As opposed to running the tap while brushing your teeth, use a cup instead.

Say no to plastic bags and straws:

We live in a culture where plastic is everywhere. It's convenient, fast, and inexpensive. Nonetheless, it also ranks among the most pressing environmental problems. Plastics kill millions of animals every year, so reducing how much we use is imperative. Use reusable bags while shopping, carry your water bottle rather than buying water, and avoid plastic straws.

Sunset /-rise

January:	05:40 – 18:40
February:	06:00 – 18:40
March:	06:10 – 18:30
April:	06:10 – 18:10
May:	06:20 – 17:50
June:	06:25 – 17:40
July:	06:35 – 17:30
August:	06:30 – 17:10
September:	06:20 – 17:30
October:	06:10 – 17:50
November:	06:00 – 18:05
December:	05:45 – 18:30



(Please note that National Park's self-drives times differ throughout the year depending on the season and the sun, as you need to be back at your lodge before sunset.)

Time Zone/ Time Difference

Central African Standard Time (CAST) is the time zone used by Zambia and most Southern African countries. The zone is two hours ahead of GMT (GMT+02:00) and is the same as South African Standard Time.

Summer: From the first Sunday in September to the first Sunday in April – two hours in advance of GMT.

Winter: From the first Sunday in April to the first Sunday in September – one hour in advance of GMT.

Public Holidays

Funeral of President Rupiah Banda Day	18 March
Heroes Day	4 July
Unity Day	5 July
Zambia Farmers Day	1 August
Zambian National Day of Prayer	18 October
Zambian Independence Day	24 October

Taking pictures of local people

May I take pictures of local people?

- To take pictures of people in their environment, it is always best to have a local guide accompany you in order to communicate with the locals and overcome the barriers between you and them.
- Before taking someone's picture, be sure to ask. By doing so, you can avoid any conflict when taking photographs.
- It is common for people to expect payment for their pictures. Among these people are those still wearing traditional clothing, such as the Himba and Herero.
- Even though young children enjoy having their pictures taken, asking their guardians or parents first is always a good idea.
- It's important to show someone your digital photo after you take it. Most people are not familiar with cameras but are amazed at what they can do.
- Photographing men and women in uniform is illegal, except for situations such as public parades.

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- Most photo opportunities are arranged ahead of time on organized tours, allowing you to take photos at your leisure and allowing your guide to handle the formalities. Be sure to discuss this with your guide ahead of time.