

**23rd UN Tourism Meeting of the Committee on Tourism and Sustainability (CTS)
and, 2nd UN Tourism Regional Congress on Women Empowerment in Tourism**

Victoria Falls, Republic of Zimbabwe
27 April – 1 May 2026

Madrid,
February 2026
Original: English

GENERAL INFORMATION NOTE (Draft)

The **23rd UN Tourism Meeting of the Committee on Tourism and Sustainability (CTS)** will be hosted in Victoria Falls, Zimbabwe, from **27 to 28 April 2026** (1.5 days). The Meeting is open to [Members of the CTS](#), as well as to other UN Tourism Member States and Affiliate Members participating as observers.

Additionally, a **CTS-linked Pilot Capacity-Building Workshop** will be held immediately following the CTS Meeting, from **28 to 29 April 2026** (1.5 days). The Workshop is open to CTS participants, as well as to nominated representatives from official delegations attending the 2nd UN Tourism Regional Congress on Women Empowerment in Tourism.

The **2nd UN Tourism Regional Congress on Women Empowerment in Tourism** will be hosted in Victoria Falls, Zimbabwe, from **29 April to 1 May 2026** (3 days). The Congress is open to the participation of UN Tourism Member States, UN Tourism Affiliate Members, as well as representatives from the tourism industry engaged in women's empowerment and gender-related issues.

This information note provides relevant information on your participation in this event. Please note that all the details provided may be subject to change, and any updates will be promptly communicated.

I. VENUES

- **27–28 April 2026:** The 23rd CTS Meeting (1.5 days) will be held at Elephant Hills Hotel, Victoria Falls, Republic of Zimbabwe.
- **28–29 April 2026:** The CTS-linked Pilot Capacity-Building Workshop (1.5 days) will be held at Elephant Hills Hotel, Victoria Falls, Republic of Zimbabwe.
- **29 April–1 May 2026:** The 2nd UN Tourism Regional Congress on Women Empowerment in Tourism (3 days) will be held at Elephant Hills Hotel, Victoria Falls, Republic of Zimbabwe.

II. CONTACT INFORMATION OF THE ORGANIZING COMMITTEE

Governments and other dignitaries invited by the UN Tourism Secretary-General and the Minister of Tourism and Hospitality Industry of Zimbabwe are requested to send their replies to the following officials at the latest by **31 March 2026**, indicating as much as possible, the composition of their delegations.

| | |
|---|---|
| <p>Ms. Elcia Grandcourt Director Regional Department for Africa UN Tourism</p> <p>Calle del Poeta Joan Maragall 42 28020 Madrid, Spain</p> <p>Tel.: +34 91 567 81 00 Email: rdaf@untourism.org</p> | <p>Ms. Tarirai Musonza Chief Director Ministry of Tourism and Hospitality Industry Republic of Zimbabwe</p> <p>2nd Floor, Old Parliament Building Cnr. Kwame Nkrumah/Third Street Harare, Zimbabwe</p> <p>Tel: +263 772 130 079 Email: tarimusonza23@gmail.com</p> |
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III. REGISTRATION

To confirm your participation in the **23rd UN Tourism Meeting of the Committee on Tourism and Sustainability (CTS)**, please contact: sdt@unwto.org

The online registration for the **CTS-linked Pilot Capacity-Building Workshop** and the **2nd UN Tourism Regional Congress on Women Empowerment in Tourism** will soon be available.

Participants are requested to complete the registration form by **latest 31 March 2026**.

A registration and information desk will be open **one day before** the start of the Events.

Accreditation and collection of badges will take place at the meeting venue. Delegates are requested to register online before arriving at the venue for accreditation.

Please note:

- i. Access to the venue of the event and other designated areas will be strictly limited to delegates with appropriate access cards. Delegates are always reminded to have their identity cards within the premises of events.
- ii. The same ID/Passport used to register must be presented at the time of accreditation.
- iii. Badges will only be handed out directly to the entitled personnel.
- iv. Identity cards are important security credentials; misuse is subject to legal action. Loss of badges must be reported immediately at registration desk; and
- v. Badges are for personal use only and cannot be transferred.

IV. STATUS OF PARTICIPANTS

The Government of the Republic of Zimbabwe will take the necessary steps to facilitate the arrival and departure of participants invited by the Organization as well as their stay in Zimbabwe. Throughout their stay, participants will enjoy the privileges and immunities provided for in the Convention on the Privileges and Immunities of the United Nations Specialized Agencies of 1947.

V. ENTRY FORMALITIES

Arrival in Victoria Falls: All international travellers will arrive at **Victoria Falls International Airport**.

A valid passport is required for all visitors to Zimbabwe. Entry visas may be obtained at Zimbabwean diplomatic missions and consular representations abroad. Participants travelling from countries in which Zimbabwe does not have a diplomatic mission or consulate can obtain entry visa from any Zimbabwean Mission closest to their country of origin.

Based on the law of the country, **visa exemption is in place for passport holders from specific African countries**. For countries which are not exempt, kindly follow the link: www.evisa.gov.zw (conference visa).

A **Courtesy Visa** will be issued for international participants on arrival upon presentation of an accreditation letter or invitation letter from the organisers of the event for holders of Diplomatic, Service and UN Passports. However, participants are strongly advised to send the following details, latest by **5 April 2026**:

- Full names of the traveller
- Valid passport number and nationality
- Scanned copy of the biodata page of the passport
- Date of arrival

To the attention of:

- **Name/Surname of the Responsible Person for Visa Arrangements**

Ms. Daisy Sakudhla - Immigration Focal Person

Tel: +263 712 415 639

Email: evisazim@gmail.com

- **And copy** pmazengeza@gmail.com and rdaf@untourism.int

VI. TRANSPORT

The Ministry of Tourism and Hospitality Industry of the Republic of Zimbabwe will provide complimentary transportation for all participants, including airport transfers at Victoria Falls International Airport for arrivals **from 26 April 2026 onwards** and departures **up to and including 2 May 2026**. Transportation will also be provided between participants' hotels (from the list recommended by the Ministry, see table below) and the meeting venues. All participants are therefore requested to register online giving the details of their arrival and departure. Free shuttles will also be arranged from the recommended hotels to the venue, social programme and back.

VII. RECEPTION AT THE AIRPORT

A reception and information desk will be open for delegates at the **Victoria Falls International Airport** one day prior to the date of the first event at the arrival hall, including VIP arrivals, with enough staff to welcome and assist participants and delegations with immigration formalities, baggage collection and coordination of transport to the hotels.

VIII. ACCOMMODATION

Delegates are requested to make their own arrangements by contacting the hotels listed below. When booking, please specify that you will be attending the 23rd CTS Meeting and/or the 2nd UN Tourism Regional Congress on Women Empowerment in Tourism, from 27 April to 1 May 2026.

A selection of hotels is provided by the Ministry of Tourism and Hospitality Industry of Zimbabwe for your convenience to help you find nearby accommodation. You are free to book outside this list, however kindly note that transport will need to be managed autonomously at your own expense.

| No. | FACILITY NAME | HOTEL CATEGORY | RATE | Room Type (B/B) | ROOMS AVAILABLE | CONTACT DETAILS | DISTANCE |
|-----|--------------------------------------|--------------------------------------|-----------|-----------------|-------------------|--|-------------|
| 1. | ELEPHANT HILLS RESORT HOTEL | 4 Star | US \$200 | Standard | 89 | Attention: Nancy reservations@ehr.africansun.co.zw www.africansun.com | Venue Hotel |
| | | | US \$850 | Deluxe | 1 | | |
| | | | US \$540 | Executive | 10 | | |
| 2. | VICTORIA FALLS HOTEL | 5 Star | US \$1075 | Premium Stables | 4 | Attention: Tich Mashiri resoperationsmgr@victoriafallshotel.com www.victoriafallshotel.com | 4 Km |
| | | | US \$752 | Stables | 15 | | |
| 3. | VIC FALLS SAFARI LODGE & SAFARI CLUB | Victoria Falls Safari Lodge – 4 Star | US \$231 | Standard | 13 Standard Rooms | Attention: Lynah / Adrian Ndlovu safgroup@vfsl.co.zw www.victoria-falls-safari-collection.com | 1.7 Km |
| | | | US \$462 | Double | | | |
| | | Victoria Falls Safari Club – 5 Star | US \$326 | Standard | 7 Club Rooms | | |
| | | | US \$652 | Club Suite | | | |
| 4. | A'ZAMBEZI RIVER LODGE | 4 Star | US \$210 | Standard | 30 | Attention: Tsibo Phuti reservations.azambezi@rtg.co.zw www.rtgafrica.com | 1.8 Km |
| 5. | RAINBOW HOTEL | 3 Star | US \$120 | Standard | 50 | Attention: Yvonne L. Josiah yvonne.josiah@rtg.co.zw reservations@rtg.co.zw www.rtgafrica.com | 2.7 Km |

| | | | | | | | |
|-----|--------------------|--------|----------|-----------|----|--|--------|
| 6. | CRESTA SPRAYVIEW | 3 Star | US \$140 | Standard | 20 | Attention: Nomsa Ndhlovu fom@sprayview.cresta.co.zw www.crestahotels.com | 4 Km |
| 7. | MBANO MANOR | 5 Star | US \$257 | Executive | 5 | Attention: Faith Maseko sales@mbanomanorhotel.com www.mbanomanorhotel.com | 4.5 Km |
| 8. | KASAMBABEZI LODGE | 4 Star | US \$180 | Standard | 24 | Attention: Judith Dzimbahete judith@kasambabezilodge.com www.kasambabezilodge.com | 3.7 Km |
| 9. | VIC FALLS OASIS | 3 Star | US \$96 | Single | 14 | Attention: Nicholas bookings@vicfallsoasis.com www.victoria-falls-oasis.com | 3 Km |
| | | | US \$125 | Double | | | |
| 10. | SHEARWATER VILLAGE | 3 Star | US \$176 | Standard | 20 | Attention: Chankiel/Charity sevres@shearwatervf.com sevres1@shearwatervf.com www.explorersvillage.com | 3.8 Km |
| 11. | MIOMBO MEWS | 4 Star | US \$115 | Standard | 10 | Attention: AJ Benzon aj@miombomews.com www.miombomews.com | 5.2 Km |
| 12. | MOPANI LODGE | 3 Star | US \$130 | Standard | 16 | Attention: T Ndofirepi tadiwa@mopani.travel www.mopani.travel | 4.9 Km |

Notes

- i. The hotel rates include breakfast
- ii. The hotel rates are per single room/person basis.
- iii. Bookings and payments shall be effected directly by guest with the hotels

IMPORTANT NOTICE: We highly recommend that delegates book their accommodation at the earliest convenience by referring to the list of hotels highlighted above in order to ensure their transfer to the meeting venue and return.

IX. HEALTH REQUIREMENTS

All participants are required to observe international health regulations on public health and measures for travellers.

Proof of yellow fever vaccination is required for travellers from countries endemic to yellow fever.

Emergency health services will run during the events. Ambulance services will be provided for delegates. Hospitals and emergency telephone numbers are listed below:

- **Hospitals**

| | |
|-------------------------|---|
| Victoria Falls Hospital | +263 832 844 262 |
| Dr. Fungayi Musinami | Victoria Falls Hospital - District Medical Officer, +263 772 387 662 |
| Health Bridge Facility | +263 832 846 634 or +263 778 421 820 admin@thehealthbridge.org |
| Cimas Clinic | +263 717 294 088 |

- **Ambulance Services**

| | |
|------------------------|--------------------------------------|
| MARS Ambulance Service | +263 787 135 945 or +263 772 235 621 |
| ACE Ambulance Service | +263 784 810 026 or +263 832 847 333 |
| HAC Medical | +263 789 444 002 or +263 8677 010023 |

- **Pharmacies**

| | |
|--------------------|--------------------------------------|
| TRINITY Pharmacy | +263 776 310 967 or +263 787 618 029 |
| Vic Falls Pharmacy | +263 772 845 889 or +263 832 844 403 |
| Booties Pharmacy | +263 785 024 071 |

X. WORKING LANGUAGES

The working language for the **CTS Meeting and the CTS-linked Pilot Capacity-Building Workshop** will be **English only**. No simultaneous interpretation is foreseen, and all documents will be available exclusively in English.

The working language for the **2nd UN Tourism Regional Congress on Women Empowerment in Tourism** will be **English and French**. Documents will be provided in both languages, and simultaneous interpretation will be available throughout the Congress.

XI. SOCIAL PROGRAMME

Details for the social programme will be confirmed closer to the event.

XII. CURRENCY REGULATIONS

Zimbabwe uses a multicurrency system. Most currencies are also convertible to ZiG at banks and various exchange bureaus. Exchange rates vary in accordance with market forces. Visa card swipe terminals are also widely available. **Kindly note that USD is the most commonly used currency for payments by international travellers.**

Foreign currency exchange rates are approximately:

- 1 USD = 27 ZiG
- 1 EUR = 29 ZiG

XIII. CLIMATE

The average temperature in Zimbabwe in April/May ranges from 27°C to 29°C.

XIV. LOCAL TIME

Time in Victoria Falls, Zimbabwe, is GMT+2

XV. BUSINESS AND SHOPPING HOURS

Banks are open from 08:00 to 15:00 from Monday to Friday and from 08:00 to 11:00 on Saturday. On Sundays and public holidays, banks are closed.

Most shops are open from 08:00 to 18:00.

Working hours for both Government and the private sector are between 08:00 and 16:45 usually with a lunch break of one hour between 13:00 and 14:00, Monday to Friday. Saturday is not a working day for the Government and other business establishments. However, banks are open until midday on Saturday.

Credit cards are widely accepted in most hotels, restaurants, and shops.

XVI. ELECTRICITY SUPPLY

Power plugs and sockets in Zimbabwe are of type D (three pins in a triangular pattern) and type G (two flat parallel pins and a grounding pin). The standard voltage is 230V and the standard frequency is 50 Hz. Most hotels provide adaptors on request.

XVII. INFORMATION ON THE WEBSITE

For further information, please refer to UN Tourism website: [2nd UN Tourism Regional Congress on Women Empowerment in Tourism in Africa](#)