

A photograph of two elephants in a muddy watering hole. A young elephant is in the foreground, partially submerged in the water, facing left. Its trunk is extended towards the bottom left. To its right, the head and trunk of a larger elephant are visible, also in the water. The background is a muddy bank. The text 'Frequently Asked Questions' is overlaid in a large, yellow, serif font, centered horizontally and partially overlapping the young elephant's back.

# Frequently Asked Questions

What should you know when coming  
to visit us in Tanzania?



## Q: What are the COVID-19 protocols?

A: All the latest country requirements are regularly updated on IATA website: <https://www.iatatravelcentre.com/world>

The latest Travel Advisory for Tanzania



Tanzania

Published 27.09.2021

1. Passengers and airline crew must complete the "Traveler's Surveillance Form" for Tanzania at <https://afyamsafiri.moh.go.tz/> and for Zanzibar at <https://healthtravelznz.mohz.go.tz> at most 24 hours before arrival.
2. Passengers must have a negative COVID-19 NAAT or RT-PCR test taken at most 96 hours before departure from the first embarkation point.
  - This does not apply to passengers who are 5 years or younger.
3. Passengers who in the past 14 days have been in or transited through Afghanistan, Brazil, Congo (Dem. Rep.), Egypt, France, India, Indonesia, Malawi, Peru, Philippines, Rwanda, South Africa, USA, Uganda or United Kingdom are subject to a COVID-19 antigen test upon arrival at their own expense. The test can be paid before departure at <https://zanzibarcovidtesting.co.tz/app/home> .
  - This does not apply to passengers who are 5 years or younger.

Under the current advisory (October 2021):

- 1) All travelers need to carry with them their **Negative PCR Test Certificate** taken within **96 hours** prior to their arrival into Tanzania.
- 2) On arrival, you may be subjected to a Rapid Antigen Test at a cost of USD 10.00 per test before being allowed to carry on with your schedule.
- 3) In addition, Tanzanian Ministry of Health mandates that every arivee to Tanzania completes the **online Public Health Surveillance Form** within **24 hours** prior their arrival to Tanzania - please follow simple instructions here: <https://afyamsafiri.moh.go.tz/#/home>

4) Once you have purchased your international flights, a good way to check the latest health requirements of every airline in your travel itinerary is here:

<https://www.traveldoc.aero>



## Q: Upon my departure from Tanzania, where can I get a PCR test if I need one?

**A:** Covid tests on your departure are subject to regulations of your final destination country and/or airline requirements. There are several stations in the following locations available to all tourists visiting Tanzania:

- Arusha/Moshi
- Karatu
- Central Serengeti
- Northern Serengeti
- Musoma
- Mwanza
- Dar es Salaam
- Zanzibar



**Note: Test results may take an average of 48-96 hrs to be received!**

### Covid-19 sample collection center in the Serengeti



Please follow the formal procedure:

- 1) All tests have to be pre-booked online at <https://pimacovid.moh.go.tz/#/booking>
- 2) You will have to request your local partner to help pay for the tests locally, as currently the website does not accept Credit Cards. Alternatively, upon receipt of the booking confirmation and respective Government Control Number (GePG) you can process payment at the nearest NMB Bank or mobile money.
- 3) In addition to the government fees, a certain amount will be collected as a service charge by a sample collection center.

IMPORTANT: Generally, all Covid test costs are **not** a part of the package price; however, this time on your FAM trip you do not need to worry. If a PCR test will be required upon your departure, the cost will be covered by TATO.



## Q: Is Malaria / Yellow Fever Certificate Required?

**A:** Malaria Prophylaxis is not mandatory; however, we strongly recommend you discuss this with your Family Physician so they can schedule this for you if they feel it's pertinent to be taken for your trip to Tanzania.

Yellow Fever Vaccination is ONLY mandatory if you are transiting or coming from a country that is on the Yellow Fever Zone; then you will be required to present the Yellow Fever Certificate on arrival at the airport in Tanzania.

NOTE: WHO updated list of countries

[https://www.who.int/publications/m/item/countries-with-risk-of-yellow-fever-transmission-and-countries-requiring-yellow-fever-vaccination-\(may-2021\)](https://www.who.int/publications/m/item/countries-with-risk-of-yellow-fever-transmission-and-countries-requiring-yellow-fever-vaccination-(may-2021))



## Q: Is Travel Insurance or Medical Insurance Required?

**A:** We strongly recommend that you obtain Travel Insurance and a separate Medical Insurance valid during the period of your travel for the Fam Trip. Travel Insurance is to cater to any flight delays/baggage loss/accident etc during your flight from the US to Tanzania and back, while the Medical Insurance covers all your medical emergencies/accidents/international evacuations/hospitalization etc.

Note that TATO Reboot is providing all Fam Trip Travelers with a First Air Responder Cover that will cover your critical 24 hrs emergencies before your International Medical Cover takes over.





## Q: What about agents /travelers who have pre-existent health issues?

**A:** Please assure you consult a doctor prior to your travel, and undergo a medical check up, if advised.

This is important for obtaining international travel insurance cover, especially for pre-existing health conditions.

Please assure you carry with you a sufficient amount of medication to treat your condition.

Hospitals are available but they may not stock your medication. If medication needs to be kept cold, fridges are available in the 4x4 safari vehicles as well as accommodation facilities while you are on your FAM trip.





**Q: When will the final detailed itinerary of a specific FAM trip, indicating all properties, be shared with agents?**

**A:** Since selection of the partners participating in each FAM trip is done via bidding process, the selected partners will be shared 30 days prior arrival latest.



**Q: Is there a possibility for an agent to do an independent FAM trip (for those who do not want to travel in groups)?**

**A:** Yes, this is possible but most likely at a surcharge.

IMPORTANT: The special FAM trip rate is heavily discounted (more than 50% of the wholesale price) and it cannot be guaranteed for any trips outside of the pre-scheduled dates.



**Q: What about the Southern circuit? are there FAM trips that will organized to visit also other parts of Tanzania?**

**A:** Yes, this is in our future plans and will be shared immediately when available.





## Q: Should you carry your own water purification tablets?

**A:** All participating agents will receive a goodie bag that will include a water bottle.

Water is available in the vehicles as well in all accommodation properties, either filtered or bottled.



## Q: What if I want to extend my trip or come early to explore Tanzania?

**A:** We absolutely recommend you to arrive early or extend your stay to explore Tanzania further, either on your own or with friends.

Several Pre- and/or Post- FAM Trip Tours can be organized, especially if covering a specific activity (example: trekking Mount Kilimanjaro) or a beach holiday (example: Zanzibar island etc).

Kindly please get in touch with us so we can discuss this with you to help you plan accordingly.





## Q: Can I make any changes to the itinerary or accommodation types in the FAM Trip program?

**A:** The Fam Trip itinerary is fixed and unfortunately cannot be changed; however, there is a room for adding locations or places of interest that can be incorporated in your Pre- and/or Post- FAM Trip Tours.





## Q: Can agents have their own time to share their experiences and post on their social media during FAM trips?

**A:** FAM trips are working trips, and itineraries are packed with activities and visits to several properties. This may limit your time during the day to do live updates.

However, we encourage you to post once you reach your overnight facility, where free wi-fi is generally available. Our hashtag is **#TATOtourismREBOOT**.

**IMPORTANT:** FAM trips do not reflect a normal safari itinerary, as the purpose of a FAM trip is to familiarize yourself with the destination and experience a variety of properties in a specific area.

Most important is to respect the schedule and timings as advised on daily briefings by your driver guide to assure the program is completed successfully. Distances can be long and the roads sometimes challenging and we want to assure agents reach their destination safely.



## Q: Can Zanzibar be included in FAM trips?

**A:** Yes this is possible as Pre- and/or Post- FAM Trip Tour.

TATO is in the process of negotiating a special Zanzibar add-on to existing FAM trip itinerary. Program will be shared on TATO Tourism Reboot website immediately once available.





## Q: Do you have a question?

**A:** Contact us for further info! We are available via:

**Mobile phones:** +255 744 777 444 or +255 754 535 637

**Emails:** [famtrip@tatotz.org](mailto:famtrip@tatotz.org) and [tato@cybernet.co.tz](mailto:tato@cybernet.co.tz) cc: [monna@tatotz.org](mailto:monna@tatotz.org)

