ZAMBEZI QUEEN
COLLECTION
BY MANTIS

Information guide on how to get there

The Zambezi Queen Collection properties are located on the Namibian side of the Chobe River.

By Car:
If you're on a self-drive safari, secure parking can be arranged for your vehicle. Please advise at time of booking whether you re-quire secure parking.

All self-drive guests must drive to the Kalahari Tours office. On arrival, your luggage will be transferred into the Kalahari Tours vehicle and guests will be escorted together with their vehicle to Cresta Mowana Lodge where we have arranged free secure parking. Kalahari Tours will then transfer guests to the Kasane Immigration Office.

Guests are to please call the Kalahari Tours office about 20 minutes prior to arrival in order to reconfirm their arrival time. Please note arrival time is between 12h30 – 15h00 to ensure you reach passport control before the immigration offices close.

By Air:
- Kasane Airport, Botswana (BBK): +/- 15 minutes from the Kasane Immigration Office, Botswana
- Victoria Falls Airport, Zimbabwe (VFA): +/- 90 minutes from the Kasane Immigration Office, Botswana
- Livingstone Airport, Zambia (LVI): +/- 120 minutes from the Kasane Immigration Office, Botswana
- Katima Mulilo Airport, Namibia (MPA): +/- 150 minutes from the Kasane Immigration Office, Botswana



Arrival and departure procedure

On arrival, if you're travelling by air, your first priority is to make sure you get your passport stamped at the airport. You'll then be met by a representative at the airport who will help with your luggage and transfer you to the Kasane Immigration Office in an air-conditioned vehicle. Both Kasane and Namibian immigration offices open at 07h30 and close at 16h30 daily

Once you arrive at Kasane Immigration Office, a Zambezi Queen Collection staff member will meet you and help with your luggage as well as formalities at passport control as you exit Botswana

A Zambezi Queen Collection staff member will then transfer you by motorised boat to the Namibian Immigration Office, where you'll get your passport stamped. Please wear comfortable shoes, a hat and sunscreen as there is a short walk to the immigration office

When arriving at the Kasane and Namibian Immigration Offices, guests need to complete the required immigration forms to gain access and departure permission from the relevant authorities. This process can take between 45 to 60 minutes to complete and needs to be considered in terms of timing and pre-planning when coming to stay at our properties.

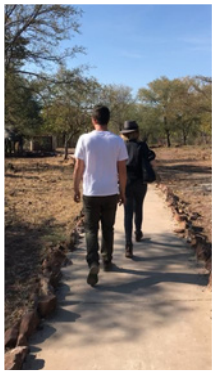


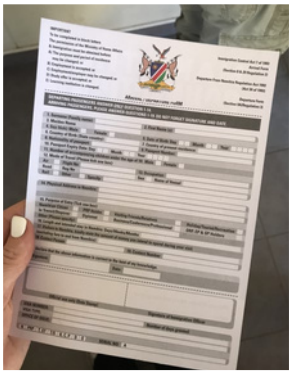



Arrival and Departure Times

- Check-in is between 13h00 and 16h00.
- Kasane and Namibian Immigration Offices open at 07:30 and close at 16h30. Guests are advised to arrive no later than 16h00
- Guests arriving before 13h00 on day of arrival can make use of the facilities at our nearby lounge in Kasane until check-in at 13h00.
- Check-out is from 09h30 on day of departure to ensure guests get to the Kasane Immigration Office by 10h00.
- Kasane Immigration Office opens at 07h30.
- Guests departing after 10h30 can make use of the facilities at our nearby lounge in Kasane.







Transfers
Road transfers to and from Kasane International Airport are included in our rate. We can also book shared or private road transfers at an additional cost from Victoria Falls International Airport, Harry Mwanga Nkumbula International Airport (formerly Livingstone Airport) and Katima Mulilo Airport.

Our transfer representatives, Kalahari Tours will meet you at the airport on arrival, and will be holding a sign with your name on it.





Visa Requirements
You as the traveller and/or your travel agent are responsible for determining what documentation is required, as well as ensuring any such documentation including passports, visas, medical certificates and unabridged birth certificates are up to date and have been obtained before travel.

Please note that unabridged birth certificates are required for all minors travelling in Southern Africa.
Due to constantly changing visa requirements, it is recommended that travellers and or/travel agents contact the appropriate embassy for accurate and up-to-date information.

Travel insurance is a requirement for all guests and must be purchased prior to travel. Travel insurance must be comprehensive and cover full air evacuation and repatriation, and can cover unexpected events such as illness, medical emergencies, or travel disruptions, in the unlikely event of an emergency.

Kasane Immigration Office Address
Regional Immigration Office Kasane,
Botswana GPS co-ordinates are
S 17° 46' 48" / E 025° 11' 23".

Kalahari Tours office
00267 625 0880
Plot 721 President Avenue, Kasane.

Emergency Contacts
Zambezi Queen Collection Operations:

Zambezi Queen Collection Cape Town	00267 713 48435 / 00267 713 48437
Emergency Mobile: Zambezi Queen Collection	0027 83 431 7399
Cape Town Reservations Office:	0027 21 715 2412