

ZAMBEZI SANDS

BY BATOKA

FREQUENTLY ASKED QUESTIONS

LOCATION & ACCESS

HOW FAR IS THE LODGE FROM:

→ Victoria Falls Town	34 km ±1 hr 10 mins by road
→ Victoria Falls International Airport	51.8 km ±1 hr 30 mins
→ Kasane	82 km ±2 hr 15 mins (includes a border crossing)
→ Livingstone	53 km ±2 hr 30 mins (includes a border crossing)

WHAT IS THE CLOSEST AIRPORT?

Victoria Falls International Airport

IS THERE AN AIRSTRIp IN THE NATIONAL PARK, AND IS A PERMIT NEEDED TO LAND THERE? HOW DOES ONE OBTAIN PERMISSION?

Yes. There is a private airstrip within the Matetsi Private Game Reserve, approximately one hour's drive from the lodge. Landing permission is granted by Matetsi. A Landing Authorisation Letter is required in order to file a flight plan.

WHAT IS THE DISTANCE OF THE GRAVEL ROAD FROM THE PARK GATE TO THE LODGE?

18 km.

WHAT ARE THE GPS COORDINATES OF THE LODGE?

Latitude: - 17°50'40.7"S Longitude: 25°34'58.1"E

WHERE CAN WE LEAVE OUR VEHICLE?

Guests travelling in a 4x4 all-terrain vehicle (recommended) may drive directly to the lodge from the Park entrance.

GENERAL INFORMATION

WHO OWNS THE LODGE, AND WHEN WAS IT OPENED?

Zambezi Sands is owned by Batoka Africa – a female-founded and African-owned luxury hospitality company focused on service, community, and sustainability. The lodge officially reopened under Batoka's ownership in 2021, following a re-imagining of the original Zambezi Sands River Camp into a more elevated, wellness-infused luxury experience.

HOW MANY ROOMS OR TENTS DOES THE LODGE HAVE?

The lodge features 10 secluded Bedouin styled tents.

CAN THE ROOMS ACCOMMODATE EXTRA BEDS?

Yes, on a roll-out for children from 6 to 16 years old.

DO YOU HAVE ANY FAMILY OR INTERLEADING ROOMS?

This has been earmarked for future development. In the meantime, guests travelling together are allocated rooms adjacent to one another.

HOW MANY PEOPLE ARE EMPLOYED AT THE LODGE?

There are 20 employees onsite.

DOES THE LODGE HAVE A GIFT SHOP?

A boutique gift shop is in development. In the meantime, guests may visit the Women of Shingani – a collective of local female artisans offering beautifully handcrafted items for purchase.

IS THERE A SPA AND GYM ONSITE?

While Zambezi Sands does not feature a dedicated spa or gym facility, guests may enjoy a curated selection of spa treatments in the privacy of their suite or on the deck overlooking the Zambezi River. Kindly provide 24 hours' notice to allow for seamless preparation and personalized service. This is at an extra cost.

ARE THE POOLS HEATED?

The pools are not heated.

IS THERE WI-FI THROUGHOUT THE PROPERTY?

Yes – complimentary Wi-Fi is available in the main area and all guest suites.

ARE THERE AIR CONDITIONERS AND HEATING IN ALL ROOMS?

Four of our suites are currently equipped with air-conditioning for enhanced comfort. Installation is underway in the remaining six suites, ensuring all guests will soon enjoy climate-controlled luxury throughout their stay.

WHAT IS THE POWER SOURCE AT THE LODGE?

The lodge is primarily solar-powered, supported by a backup generator.

WHERE DO YOU SOURCE YOUR FOOD INGREDIENTS?

All ingredients are locally and sustainably sourced.

FAMILIES

ARE CHILDREN WELCOME, AND CAN THEY PARTICIPATE IN ALL ACTIVITIES?

Children aged 6 years and above are welcome. Certain activities may have age restrictions for safety reasons.

DINING

WHAT ARE THE MEALTIMES?

Mealtimes are flexible. As a general guideline:

- Breakfast: from 07:00
- Lunch: from 12:30
- Dinner: from 19:30

DO YOU OFFER COMMUNAL DINING OR INDIVIDUAL TABLES?

Guests enjoy the privacy of individual tables during meals. Communal dining may be arranged upon request for those who enjoy a shared experience.

DO YOU OFFER ROMANTIC TURNDOWNS, HONEYMOON EXPERIENCES OR CELEBRATIONS?

Absolutely. Please refer to our Offers section for our latest celebration and romantic experience packages.

ACTIVITIES

WHAT ACTIVITIES ARE INCLUDED IN THE RATE?

- Sunrise & Sunset Drifts
- Morning & Afternoon Game Drives
- Sip & Paint Experience
- Personalised Tour of Victoria Falls
- Amateur Fishing
- Birding Experience

CAN THE LODGE ASSIST WITH BOOKING ACTIVITIES IN VICTORIA FALLS TOWN?

Yes. While we recommend booking activities at the time of reservation, our Guest Experience Lead can assist with arrangements.

HOW LONG ARE THE ACTIVITIES?

- Rainforest Walk —————> 1 hr 30 mins – 2 hrs
- Typical Game Drive ———> 2 hr 30 mins – 3 hrs
- Boat Cruise —————> 1 hr – 1 hr 30 mins

WHAT IS THE DAILY ITINERARY?

There is no fixed schedule. Days are tailored to guest preferences, with our Guest Experience Lead crafting personalised itineraries for a seamless and enriching stay.

WHAT TYPE OF VEHICLE IS USED FOR TRANSFERS?

- Lodge to Park Gate: Open Safari Vehicle
- Park Gate to Victoria Falls Town/Airports: Air-conditioned luxury minibus

RATES & FEES

ARE PARK FEES INCLUDED IN THE ACTIVITY RATE?

The Rainforest park fee is included. Park fees for other Victoria Falls activities are charged separately.

IS THERE AN ADDITIONAL CHARGE FOR A PRIVATE VEHICLE?

Yes – US\$250 per day, subject to availability. Transfer fees for private vehicles vary based on pick-up and drop-off locations. Please contact our Reservations Team.

WILDLIFE & SAFETY

WHAT SHOULD WE DO IF WE SEE ANIMALS ON THE PATHWAY?

Do not attempt to walk around the animals – especially elephants, big cats, or buffalo. Return to your suite or the main area and a member of our team will escort you safely.

WHAT HAPPENS IN THE EVENT OF AN EMERGENCY OR WILDLIFE INCIDENT?

Our team is trained in First Aid and emergency response. The lodge also has 24-hour emergency evacuation access through SATIB.

TRAVEL PREPARATION

WHAT SHOULD WE PACK?

- Sunblock (SPF 15+), sunglasses, hat

- Comfortable walking shoes and flip-flops
- Light rain jacket, windbreaker or fleece
- Jeans, cotton/khaki trousers, shorts, T-shirts
- Long-sleeved layers for evenings
- Insect repellent, moisturiser, lip balm
- Swimwear, socks
- Camera, binoculars, journal
- Neutral-coloured clothing for activities

WHAT IS THE WEATHER LIKE THROUGHOUT THE YEAR?

Dec–Mar (Rainy Season)	Warm with rainfall; evenings begin cooling from late March.
Jun–Aug (Winter)	Cool nights, clear days, excellent game viewing. Warm layers recommended.
Sep–Oct (Dry Season)	Hot and dry, prime wildlife sightings as animals gather at the river.
Nov (Start of Summer)	Hot and dry with first rainfall. Avg highs 33–35°C; lows 15–19°C.

DO WE NEED ANY MEDICATION BEFORE ARRIVAL?

- Recommended anti-malarial prophylaxis
- Antihistamines (if prone to allergies)
- Motion sickness tablets (if needed)

WHAT IS THE LUGGAGE ALLOWANCE FOR FLIGHTS?

Luggage allowance varies by flight. Checked baggage is typically around 23kg, while carry-on is usually limited to 7kg. Please check with your airline directly for exact details.

WHEN IS THE BEST TIME TO VISIT?

Zambezi Sands offers something special in every season. From the lush greenery and dramatic skies of the rainy season to optimal wildlife viewing and river activities in the dry months. The ideal time depends on the type of experience you're seeking.