

Tourist guide
Tanzania, Zanzibar

Your departure

Start of registration: **3 hours before departure.**

End of registration: **1 hour before departure.**

! Don't be late for check-in, because in this case the airline has the right to refuse you boarding.

Documents for travel:

- international passport (ID card)
- airline ticket
- voucher
- insurance policy

For more details on the entry regulations, please contact the consular offices of your country.

! Don't rush to 'celebrate' the beginning of your vacation before or after the flight, the airline may refuse to transport intoxicated passengers.

Registration for the flight and passport control

Flight registration at the airport is free of charge. At the registration desk, present your international passport and airline ticket. The registration agent will provide you with boarding passes indicating seat numbers on the plane.

Baggage transportation

Hand luggage: 1 piece weighing **up to 7 kg** (dimensions - 55x40x20 cm)

Additional items (ladies'/men's handbag, laptop, outerwear, umbrella, etc.) should be placed inside the hand luggage or paid for as a separate unit. Remember that carrying sharp objects (such as manicure scissors or nail files), liquids exceeding 100 ml, etc., is prohibited in hand luggage.

Checked baggage: weight - **up to 20 kg**, size - **up to 158 cm** (sum of three dimensions).

Your baggage is checked through to the final destination, so during layovers at intermediate airports, you will

Контакти

Центральний офіс Join UP!
Україна, м. Київ, 02121
Харківське шосе, 201/203-2А



Телефони контакт-центру
для туристів 24/7:
тел. (044) **303-9-303**

Тел. **0 800 30 97 97***
*дзвінки безкоштовні по всій Україні

only have carry-on luggage with you.

At the arrival airport

After passing through passport control, don't forget to collect your baggage.

If your baggage is delayed, contact the airline representative or the Lost & Found baggage desk to file a Property Irregularity Report (PIR). This report must be completed on the day of the flight arrival before leaving the customs control area. For more details on what to do in case of lost baggage, refer to the airline's website.

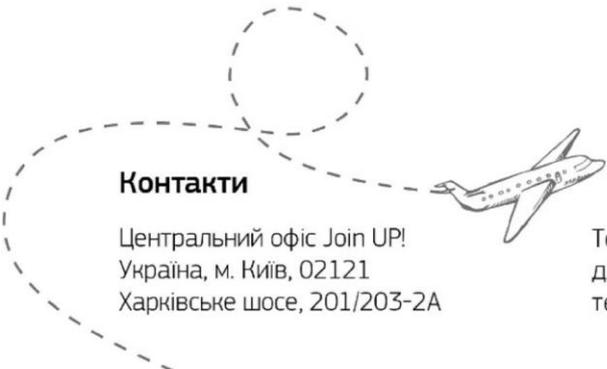
Approach the Join UP! / Go Go Zanzibar reception desk near the arrival hall entrance. A company representative will provide you with an information envelope.

A transfer will be waiting for you in the parking area. Please proceed directly to your bus/car and check in with the guide. The transfer is conducted on comfortable buses/cars (7 or 28 seats) with air conditioning. Large buses with 50 seats are not used due to the specific road conditions on the island.

Next to the parking area, you can find a currency exchange point.

Important! Banknotes of 2009 or older are not accepted for exchange. Exchange may also be refused if banknotes are damaged or in poor condition.

Note that toilets located outside are subject to a fee.



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Check-in at the hotel:

Upon arriving at the hotel, show your passport and voucher at the reception.

Check-in time is **from 13:00 to 15:00**, depending on the hotel.

After registration, guests go to their rooms on their own. The escort service for check-in is available for a fee.

! Important! Tourist tax:

During hotel check-in, it is necessary to pay a fee of \$1 per person per day (for both adults and children/infants).

If you have any questions during your stay, call us using the phone numbers provided at the end of this guide.

Useful Information

The power voltage is 220/240 V, 50 Hz. The outlets are of the British standard: either three flat prongs or two round prongs. It's recommended to have your adapter, as hotels may have few.

Car rental

On the roads in Tanzania, driving is on the left side. To rent a car or motorcycle, you'll need an international driver's license. We recommend renting a car only in Zanzibar; on the mainland, it's better to use the services of a driver.

What to do if an insured accident occurred

Be sure to call the number provided in your insurance policy to report the insured accident. If you have insurance, the service is either free or reimbursed according to the terms of the insurance policy.

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Inform the operator of the following:

- Full name of the insured person and your location
- Contact phone number
- Name of the insurance company and policy number
- Detailed description of the insurance accident and the nature of the assistance needed

In this case, the insurance company will handle all questions regarding the payment of your medical services.

! Important! The call must be made no later than 24 hours from the occurrence of the insured accident.

RETURN

Check-out from the hotel and transfer to the airport

A day before departure, you will be informed about the transfer time to the airport.

The room should be vacated between **10:00 and 11:00**, depending on the hotel. If your departure is later in the day or evening, you can leave your luggage at the reception and use the hotel's services until the transfer arrives.

During the transfer, escort service is not provided.

Please note that there is no luggage wrapping service at the airport.

Inform the representative of the Destination Management Company about any changes to your plans:

- declining transportation;
- changing the departure date;
- changing your room number;
- changing the flight.

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Contacts

24/7 Hotlines of Join UP! company:

+38 044 303 9 303

+38 067 583 35 67 (Viber for tourists only)

Hotline of the Destination Management Company on Zanzibar island:

+255 774 412 364

! Dear tourists! We remind you that all formalities related to rescheduling, changes in flight time, flight cancellations, and baggage loss are the responsibility of the airline.

Wishing you a happy and bright journey!

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Excursions

Prison Island Tour

Transfer to Stone Town and a boat trip to Prison Island. The island offers a wonderful view of the city. The coastline is famous for its beautiful beaches, giving you plenty of time to enjoy swimming in crystal-clear waters. The coral reef surrounding the island provides an excellent opportunity for snorkeling. Prison Island is home to giant tortoises, cared for with love and attention. After the tour, return to Stone Town and then to the hotel.

Sea Safari

Transfer to Fumba Beach, where you'll embark on a full-day sea safari. This excursion is conducted on a local dhow boat – colorful and modernized, equipped with necessary navigation tools and safety life jackets according to all safety requirements. You'll be shown the best snorkeling spots, and if you don't have your equipment, they'll provide everything you need in any size. Lunch will be enjoyed on the sandy shore of one of the many tiny uninhabited islands. You'll be served a traditional fish, curry, rice, and lentil dish. Throughout the tour, refreshing juices, mineral water, and bottled refreshing drinks are available. After lunch, you can paddle in a canoe carved from a mango tree, snorkel, or simply relax. Return to Fumba, then to the hotel around 17:30.

Jozani Forest

Visit the Jozani Forest to meet rare local creatures – red colobus monkeys. You'll walk through picturesque paths with qualified guides who will share fascinating stories about the local flora and fauna.

Stone Town Tour

A 2-3 hour excursion. You'll visit the colorful, bustling local market where locals haggle over fresh seafood, vegetables, and baskets of fruits with the dizzying aroma of herbs and spices. Then, you'll visit the cathedral built in 1874, the Zanzibar Museum, the impressive house that belonged to the wealthy trader Tippu Tip in the 19th century, the former British club, the Old Fort, and the historic building of the Indian dispensary. Your tour will end with a stroll through the vibrant narrow streets of Stone Town.

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