SATSA FAQs - Mozambique

1. Safety and Security:

• Is it safe to travel to or within Mozambique currently?

While protests are primarily concentrated around Maputo City Centre and specific road networks (N2, N4, and Ring Road), major tourist destinations remain unaffected. We advise visitors to exercise increased caution, avoid protest areas, and follow local authority guidance.

• What areas or cities are most affected by the protests and violence?

Current disruptions are primarily impacting:

- • Roads connecting to Maputo's City Centre
- • Airport access routes
- • The Ressano Garcia Border Post

• Are popular tourist areas affected?

At this point, popular tourism destinations remain open.

2. Border Accessibility:

• Which borders are closed, and what is the expected duration of closure?

We are aware of potential disruptions at the Lebombo/Ressano Garcia Border Post between South Africa and Mozambique. While other border posts are believed to be open, we recommend confirming their status before traveling. Real-time updates can be challenging, so flexibility is essential.

3. Travel Restrictions and Entry Requirements:

• Are there any travel advisories or restrictions issued for Mozambique?

While no official travel bans are in place, multiple international authorities advise increased caution. We strongly recommend:

- Monitoring official embassy updates
- Avoiding demonstration areas
- Following local authority guidance
- Maintaining flexible travel plans

- Are flights services operating normally?

Flights are currently operating as scheduled. However, access to Maputo International Airport may be intermittently affected by road blockades. We advise:

- Planning extra time for airport transfers
- Checking road conditions before departure
- Having alternative route options available

4. Accommodation and Services:

- Are hotels and other accommodation services operational and safe?

Hotels and tourism services remain operational, particularly in main tourist areas. We recommend:

- Staying in contact with accommodation providers
- Following property-specific safety protocols
- Maintaining awareness of local conditions

Long-Term Questions:

1. Impact on Travel Plans:

- How long are the protests expected to last, and when is it safe to resume normal travel?

The situation remains dynamic and while we expect continued disruptions in the immediate term, local authorities are actively working to resolve the situation. We are closely monitoring developments and will provide updates as new information becomes available. Currently, we cannot specify an exact timeline for resolution. We advise against non-essential travel to affected areas over the next few days.

- **Should I postpone travel plans for the coming months?**

We advise staying in close contact with your travel provider for updates and guidance specific to your travel dates.

- **How can I get a refund for my pre-booked travel arrangements (flights, accommodation, tours)?**

Refund policies vary by service provider. Please contact your travel agent, airline, or accommodation provider directly to discuss your options. Many providers are offering special considerations given the current circumstances. Have your booking references ready when making these inquiries.

2. Future Safety Precautions:

- How stable is the political and social situation moving forward?

The situation remains uncertain. We are committed to ongoing risk assessments and will adjust our recommendations accordingly.

3. Health Services:

- How are healthcare facilities managing during the unrest, especially for travellers needing medical attention?

Access to healthcare may be affected in areas with ongoing protests. Ensure you have comprehensive travel insurance and familiarise yourself with the locations of medical facilities. We also advise carrying a sufficient supply of any necessary medications.

4. Insurance and Liability:

- Will my travel insurance cover these disruptions?

It is advisable to contact your insurance provider, to verify your policy schedule and the cover afforded on your specific policy.