



KINGDOM OF ESWATINI



ITU CONSUMER PROTECTION AND PRIVACY FORUM PRACTICAL INFORMATION

**29 – 31 JULY 2019
THE ROYAL VILLAS
EZULWINI, ESWATINI**

1. BACKGROUND

A landlocked country in southern Africa, **Eswatini** is bordered by Mozambique to the northeast and by South Africa to the southeast, south, west and north. The country is divided into four areas known locally as the high, middle, low or bushlands and the Lubombo Plateau. The highland on the west rises to an altitude of above 6,000 ft., and has an average altitude of 3,500 ft. The middle land averages about 2,000 ft. and the lowland or bushland to about 1,000 ft. The entire country is traversed by rivers or streams, making it one of the best watered areas in Southern Africa.

Wherever you venture in the country's 17,364 sq. km (6,783 sq. miles) you will find something different. Eswatini is divided into four distinct regions which are easily explored without the need to travel great distances: the eastern Lubombo plateau; the low bush country of the Lowveld; the hilly middle-veld or grasslands; and the mountains, forests and waterfalls of the Highveld in the west.

The vegetation varies according to the regions, from the high summer rainfall area of the Highveld in the west, to the dryer Lowveld areas in the east. The altitude also varies from an average of 1 800m in the Highveld to around 400m in the Lowveld. Summers are very hot in the Lowveld eastern areas. Winters in the Highveld are typically beautiful and sunny during the day with chilly mornings and evenings, while the Lowveld winters are always warm.

2. LOCAL CURRENCY

The local currency Lilangeni (SZL) is at par with the South African Rand: therefore, South African Rand (**NOTES ONLY**) are acceptable.

Foreign exchange facilities are available through bureau de change facilities on weekdays and weekends. Most internationally recognized currencies and travellers' cheques can be exchanged at commercial banks and hotels.

Currency Exchange as at 13 June 2019

1 US Dollar = E15.27

1 Pound = E19.35

1 Euro = E17.25

3. CREDIT AND DEBIT CARDS

Credit and debit cards are an acceptable mode of payment in most establishments such as hotels, restaurants and most retail outlets. The following credit cards are generally accepted, American Express, Diners, Master and Visa.

4. DRIVING IN ESWATINI

Delegates who will be driving to Eswatini are advised to have a valid driver's licence with them at all times. The general speed limit is 120 kmph reducing to 80, and further to 60 kmph as marked in urban and other areas. Foreign registered vehicles will be charged a road levy at entry points.

5. DRUNKEN DRIVING – BE WARNED

Driving under the influence of alcohol is prohibited. Controls are very strict. The penalty attracts a minimum sentence of 4 years' imprisonment or E5000.00 Emalangenani (approximately US\$350.00) fine, payable on the spot for visitors.

6. BUSINESS AND SHOPPING HOURS

Official business hours are generally 08:00 to 17:00, Monday to Friday. Shopping hours vary, but most shops are open from 09:00 to 20:00 Monday to Friday and from 09:00 to 17:00 on Saturdays. Some shops are also open on Sundays between 09:00 to 14:00.

7. LANGUAGE

English and SiSwati are the official languages.

8. CLIMATE

The climate in Eswatini is cold at night becoming warm during the day. It is expected that during the period of the meeting, temperatures will range between 10 and 24 degrees Celsius.

9. POWER SUPPLY/SOURCE

The mains electricity supply in Eswatini operates at 220 – 230V, 50-60Hz, three (3) round pin plugs.

10. TIME DIFFERENCE

Eswatini is +2 hours GMT.

11. SAFETY AND SECURITY

Travellers are encouraged to take precaution to ensure a safe and pleasant visit:

- a. Never leave personal property unattended
- b. Store valuables in your hotel safety deposit box
- c. Keep your hotel room locked
- d. Transport is available from the host, and can be booked in advance for other special activities
- e. Do not carry large sums of money on your person.

12. EMERGENCY SERVICES (TEL NUMBERS):

AMBULANCE Private (hospital rates): 0911

HOSPITALS:

THE CLINIC (Private) +286 2404 2423/4/5

MEDISUN CLINIC (Private) +268 2416 2800

MBABANE GOVERNMENT HOSPITAL (Public) +268 2404 2111

PARAMEDICS 977

POLICE 999

13. TELEPHONE SERVICES:

The country code is +268, followed by an 8-digit number for both mobile and fixed networks and the Kingdom of Eswatini does not have area codes.

14. ARRIVAL, DEPARTURE AND TRANSPORTATION

Transport will be provided for all delegates on arrival and departure. Delegates will also be transported to and from the meeting venue and are encouraged to use the recommended hotels. Transport will NOT be available to delegates booked in hotels beyond an 8 km radius from the meeting venue.

15. HOTEL ACCOMODATION

All accommodation and related costs shall be borne by the delegate. Attached is the list of recommended hotels. Please note that this is peak tourism season, therefore delegates are encouraged to make their bookings as early as possible.

16. VISA REQUIREMENTS

These vary from country to country. Currently, most countries are not required to apply for visas into the Kingdom of Eswatini, delegates are encouraged to check with the nearest Eswatini Embassy or travel agency. In case one is experiencing any problems, please contact the host contact person.

17. HEALTH REQUIREMENTS

A Vaccination Certificate for Yellow Fever is required from delegates from infected countries. Malaria risk is minimal except in the Eastern part of the country. Delegates are urged to confirm with the health authorities in their respective countries

Delegates are encouraged to obtain travel insurance from reputable organizations to cover travelling associated incidentals, as well as valid Medical aid cover, should medical treatment be required.

The following officers will be available in case of emergency:

CONTACT INFORMATION	
1. Tsandzekile Makama TEL: +268 2406 7000 CELL: +268 7644 0133 Email: tsandzekile.makama@esccom.org.sz	2. Tanya de Sousa TEL: +268 2406 7000 Cell: +268 7626 3590 Email: tanya.desousa@esccom.org.sz
3. Nkosilenhle Masuku TEL: +268 2406 7000 Cell: +268 7825 3933 Email: nkosilenhle.masuku@esccom.org.sz	

18. HOTEL ACCOMODATION

NAME OF HOTEL	SINGLE (E)	DOUBLE (E)	CONTACT
1. Royal Villas – 5 star (Forum Venue)	1,510.00	1,730.00	+268 2416 2042 /+268 7690 3524 reservations@royalvillas.co.sz
2. Royal Swazi Sun - 5 star	1,949.00	2,184.00	+268 2416 5000 royalswazi.hotel@suninternational.com
3. Lugogo Sun - 3 star	1,057.00	1,260.00	+268 2416 4000 lugogo.sun@suninternational.com

4. Mogi Boutique Hotel - 3 star	950.00	1,490.00	Tel: +268 7851 8694 Tel: +268 2417 1585 mollieroques@gmail.com
5. Happy Valley Hotel - 3 star	1,120.00	1,390.00	+268 2416 1199 / 2416 1898 +268 2416 1050 reservations@happyvalleyhotel.com
6. Sibane	950.00	1,100.00	+268 2416 1670 +268 2416 2873 +268 2416 3490 reservations@sibanehotel.co.sz
7. Timbali Lodge - 1 star	650.00	780.00	+268 2416 2632 +268 2416 1156 +268 2416 3253 timbali@realnet.co.sz
8. Bethel Court - 2 star	582.00	793.00	+268 2416 1977 +268 7608 6055 reservations@swazibethelcourt.com
9. Mananga Centre	550.00	750.00	+268 2416 3155/8 / +268 7602 0664 info@mananga.org
10. Lidwala Backpackers	590.00 (excl. breakfast)		+268 7690 5865 info@lidwala.co.sz