

Post COVID19 Moving Forward – a Lowly Agents Perspective.

BY MICHELLE KEEFE

A year ago, Corona was Mexican beer. Slightly sweet so a favorite with the ladies and usually served bitterly cold with a wedge of lime. We had no idea that a town in China would change all that and alter the course of history so radically and irreversibly it would leave us dazed. It has been like a really bad Sci-Fi movie but there was no Brad Pitt or Morgan Freeman to save us. Pity. I would have loved Brad Pitt to come in and save me.

2020 gave us a new vocabulary. Wuhan, Bats, Corona, COVID, pandemic, vaccine, lockdown, social distancing, face masks and



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Post COVID continued:

sanitizer are now most used words on the Planet.

The whole world suffered the effects of this pandemic but none more so than travel and tourism. The industry was whipped and beaten, brought to its knees and crippled and most countries lost billions in what would have been the Peak High Season of their tourism year.

As an excited newish agent, brimming with enthusiasm, lipstick and new shoes, a shiny brand-new office in the lively hub of Victoria Falls and some fantastic 2020 bookings rolling in, the wind was taken out of my sails very rudely. What the hell just happened? Where was the wedge of lime? It will be a three week wonder I said to myself. The three weeks went to six and then to nine and thereafter it just went fuzzy like the TV used to do after midnight in the old days.

It made sense to give up my beautiful office which had me in tears the whole day. My work day was now bra-less and no lipstick working on my itinerary-hungry laptop at my dining room table with my secretary cat firmly settled on my printer.

It was then that I said to myself "Self – "(and I know it was me because I recognized my voice) "You have a choice here - Do you want to be part of the problem or part of the solution?"

I decided then to take this opportunity and learn all I could from the situation. Do all the research and homework that I never had time to do. Familiarize myself with our neighboring countries, properties, services and activities that were out of my Zimbabwe Comfort Zone. This was not time to be a "Corona Moaner." It was time to get Tourism Fit, armed with knowledge, names, times, events, special people and unique places so that when things did turn, I would be out of those starting blocks like Usain Bolt and know exactly where to, when to, how to and how much.

I also took great note of the trends taking place. I remember somebody saying to me that Travel would be very different when this hideous 2020 bowel movement was over. I agreed but I added that even more so the Traveler would be very different. The COVID pandemic affected mainly the elderly and infirm. This would mean that 65% of our clientele would NOT be travelling any time soon. Most guests travelling to Africa are the over 60's, spending their well-earned retirement and pension money. Being high risk, the chances of them travelling in the near future are bound to be slim. It would make more sense to buy a caravan and motor down their own coast lines over hill and dale stopping for a pint at the local pub.

"An Association - The motive for people to come together is to combine their energy and share resources to create or provide services and programs which they desire for themselves or to give to others"





Post COVID Continued

The pandemic also saw young healthy people locked away, a lot of them in small apartments. If young and single - it was punishment - a form of solitary confinement. Whilst young families had precious family time, this novelty wore off after a while as the basic human instinct is to explore and adventure. The song "I want to break free" by the late great Freddie Mercury comes to mind. A recent survey in the United Kingdom showed that the most watched programs during lockdown were Cookery Shows, Travel Shows and Animal Documentaries – followed closely by hours of Netflix Marathons. Everyone in the English-speaking world knows who Tommy Shelby is – Mr. Peaky Blinder!

The travel seed has been planted - we just need to water it! Further, many had their salaries slashed or were paid a furlough amount to keep them going. Savings would have been dipped into and budgets stretched to their limits. This led me to think that we, as the tourism industry, need to up our game and change our product to suit.

The pandemic taught us that hot weather, fresh air and wide-open spaces do not bode well with the virus. Here in southern Africa – we need to spin that radically to our advantage in all our marketing campaigns. Our Covid numbers are low, our food is organic and fresh, our diets are healthy, lifestyles are outdoors and the weather is perfect to fry any lurking virus. Further, we need to think of our costings and budgets. We need to remember that the majority of people will be younger and more than likely travelling on a budget. I think smaller, more exclusive accommodations will be the properties of choice as opposed to the larger hotels. This particular traveler will be wanting to "suck the juice out of life" and do as much as he can in the time that he has here. We need to "read into" and go deeper and adapt and conform to client expectation fully. Comfortable accommodation, good grub, exciting activities and the all-important Zimbabwean hospitality that makes us famous. Of course, we can add all the frills, bells and whistles if a high-end client does require it but our properties and services need to conform to those that don't.

I for one am ready for 2021. I believe that we hit rock bottom and were shaken and humbled by the experience. The only way is up and we will get there even if we crawl – because that's how we roll. Competition will be stiff but we must remember that we are all in this together so let's keep our heads and be true to ourselves and our communities. I look forward to 2021. New Year's Eve this year will see more bottles of bubbles consumed than those popped during the French revolution. Will I get my shiny office back? I hope so but really don't know. Will I wear a bra again? Hmmm - that's a tough question.

Lipstick and shoes are at the ready and so is my enthusiasm and faith. Faith that this too shall pass and like everything else that has been thrown at us, we will carry on. Stronger, wiser and humbled.

"Semper ad Meliora" – always towards better things.

"It's an absolute pleasure for SPAR BONSA to be a part of the over whelming support in your plight to remove all the cable





Support for when things go wrong

LOOKING AHEAD TO 2021

When out in the field are you confident someone has your back should anything go wrong? Here are two Companies and supporters of Z.P.H.G.A. - please get in touch with them ahead of next years season and ENSURE you are covered!!







Contact Details

Telephone: + 263 (0) 242 302 141 Telephone: + 263 0782 999 901/2/3/4

Toll Free: 08080412

Email: remoterescue@ace-ambulance.com Website: www.ace-ambulance.com



8 Dundee Drive, Famona, Bulawayo P O Box FM 509, Famona, Bulawayo 242795, 242796



SCHEDULE OF COVER

MEDICAL EXPENSES

SCHEDULE A - PERSONAL ACCIDENT COVER ON INSURED MEMBERS AS PER ATTACHED LIST

COVER DEATH PERMANENT DISABLEMENT *TEMPORARY TOTAL DISABLEMENT

FIXED PREMIUM US\$600 PER ANNUM

LIMITS

40 000

NOT REQUIRED

REMARKS

COVER EXTENDS TO INCLUDE PROFESSIONAL HUNTING INCLUDING THE BIG FIVE

40,000 1.000 * WEEKLY BENEFIT UP TO 52 WEEKS

"Are you adequately covered should anything go wrong whilst on Safari?"

"Membership discounted rates on production of valid Z.P.H.G.A. Members Card"

Participating Companies include:

Pro 4x4 The Orange Elephant Masters Hardware (INCO) Tiger Wheel & Tyre Barons Widency Upholstery

If you would like to see your Company name listed here please contact zphga1@gmail.com



Z.P.H.G.A. Diary

NOVEMBER 2020

- Special General Meeting Association Name change VOTE
- 14th Sept to 06th November Registration for Proficiency exam
- Wednesday O4th Friday O6th Upper Zambezi Canoe Proficiency
- Monday 09th Sunday 15th Proficiency Exam

DECEMBER 2020

- Friday 4th, Executive Committee Meeting (Victoria Falls)
- Saturday 5th A.G.M. & Safari Dinner

Z.P.H.G.A.

Existing Membership subscription discounted rate for 2021

The Executive Committee in response to the COVID pandemic and a poor season across the entire tourism sector would like to



OFFER A 50% DISCOUNTED RATE ON OUR PROFESSIONAL HUNTER & GUIDE AND LEARNER PROFESSIONAL HUNTER MEMBERSHIP SUBSCRIPTIONS P.H./P.G. REDUCED TO US\$75.00 L.P.H. REDUCUED TO US\$37.00

To take advantage of this deal Members must pay their subs before the 31st December 2020. Any members that pays later than this date will be required to pay the full Membership Fee





Membership Status:

It's a collaborative effort

It is true to say that any association is only as good as its Membership. Recently there has been a huge drive and push to on-boarding new members. Our September 2020 figures were at 256 members, we have had a growth of 17 members taking us to 273 and there are a number of new members that have completed the application process but will only be added to the Group as of the 1st November to coincide with the beginning of the Z.P.H.G.A. financial year.

Membership Grouping	Number
FULL PH	135
FULL PH (RESTRICTION)	4
FULL PG	40
LEARNER PROFESSIONAL HUNTER	60
ASSOCIATE	29
CUBS	5

Jenny has sent out the Membership Invoices to all Members in respect of the 2021 membership. We ask that ALL of you sign up at least one new member for 2021, remembering the Z.P.H.G.A. year runs from 1st October through to the 30th September, you can still do your bit and convince a friend of the benefits of joining up!"

There are still a number of Members that have not signed the Guides Code of conduct nor sent us in the additional information we require for each member. We will be sending out individual email chasers and reminders so that we can get this concluded, THANK YOU to all those that have sent in information already. Please support this process as it can be guick and easy and indeed it should be.

There is still a long way to go in terms of membership and we would like to encourage every member to step up in this regard, please encourage and grow our Association.

"CAN YOU REALLY AFFORD NOT TO BE A MEMBER?"



Members Chat: Siraaj Gardner

FISHING IN ZIMBABWE

Growing up in Zimbabwe was an amazing experience in so many ways. My parents were in the tourism industry and we moved around Zimbabwe quite often. We were based in Victoria Falls at one point and this was where I was introduced to fishing!

It was on the Upper Zambezi that I started gathering my early experience and passion which I would later develop into the different disciplines or techniques used to catch different species of fish. From my early days I have enjoyed fly fishing in the Eastern Highlands catching trout, fished in Kariba in amazing tournaments, fished the Indian Ocean off Mozambique and enjoyed incredible bass fishing on farm dams, the ultimate is spinning for tiger in the Zambezi, I can't get enough of it.

Siraaj Says:

"If the opportunity arises where I am not guiding or birding, you'll find me fishing.!"

Fishing is an ancient practice dating back to the beginning of time, the total number of fishermen and fish farmers is estimated to be over 38 million people whilst fisheries and aquaculture provide direct and indirect employment to over 500 million people worldwide.

Zimbabwe has a huge diversity of dams, rivers, and lakes within Recreational Parks, National Parks and Safari Areas as well as Private land. Fishing activities offered by boat, canoe, pontoons, house boats and even bank fishing, each as fun and adventurous as the next, and the variety of fish is fascinating, the most commonly sought after species are Tilapia, my favourite is the yellow breast or Nembwe caught above the Victoria Falls, Cat Fish, Tiger Fish, Chessa, Vundu, and even Bass or Trout and many more depending on which part of the country you are in.

For me fishing is a very relaxing way of getting out into the field, unwinding and being at one with nature time better spent with friends and family. Fishing can also be quite a tense sport in terms of fishing competitions and leagues most of you would have heard of the Kariba Invitation Tiger Fish Tournament (K.I.T.F.T.) held yearly.

Z.P.H.G.A. Membership

"An affiliation that holds and implements distinguished standards, corroborates our members legitimacy and evidences a Professional qualification over and above the Professional licence held, promotes a Professional culture of responsibility, honesty and integrity."





Zimbabwe Fishing Continued:

Over the years, I have noticed a drastic change in quality and abundance of fishing, I guess the same can be said throughout the conservation world - in certain areas some for the better where anti-poaching activities are in place and operational and others where we once had amazing fishing and holidays are now no longer an option, we are slowly losing dams and lakes that were once upon a time the best fishing destinations in the country. We all have been through some tough times over the years as a country and it is definitely understandable how many household actually rely on fish for protein all resulting from our economic and unemployment levels.

It is my hope that within the near future we come up with a solution as a community for conservation of preserving and protecting such a valuable activity, an activity that plays a huge role in international as well as local tourism and which provides additional financial support to many of our National Parks, Safari Areas and private land through bookings specific to fishing. I for one an delighted to see a "Fishing Guide" silo under the proposed Association name change and believe this is a step in the right direction.

There are already a number of individuals and organizations that have put in a lot of time and effort into trying to protect and preserve such a delicate ecosystem and environment for our future generations to enjoy. Many other groups of people have dedicated many hours to prevent illegal fish poaching alongside National Parks.

The fishing community as an industry are looking at and exploring new methods of weighing fish at tournaments enabling a quick "catch & release" and which avoids removing fish from their breeding areas and releasing then at a less favourable location.

I hope this article can help us all understand a little bit more about the importance of protecting our waters around the country and encourage fellow anglers to support Conservation."

"There's nothing quite like the thrill of catching your first fish and the feeling of accomplishment when you have reeled in a giant. It can fast become an addiction!"





Z.P.H.G.A. Thank you's

OUR SUPPORTERS ARE OUR LIFE LINE

Hwange Telephone line removal

Of huge concern when collecting the Hwange Telephone wire was, what do we do with it once collected? Western Transport has come to our aid, Pieter Greeff and Mike Mckillop from Western Transport and Impondo Safaris provided a 30 tone truck to transport the collected wire to TelOne in Bulawayo far away from our precious wildlife.

Huge thanks must also go to Derick Sibanda from TelOne whom worked with Paul De Montille to finalise the wire transfer permits, not an easy task to have achieved, additional thanks to Paul for all the associated pictures that continue to be sent though.

the names of the guys who helped to load the truck are:

- Severino Ndlovu (Ukhozi)
- Lungili Sibanda (Ukhozi)
- Bauleni Phiri (Ukhozi)
- Effort Sibanda (Ukhozi)
- Crispen Ndlovu (Volunteer Guide)
- Alec Sibanda (Volunteer Guide)
- Japhet Ndlovu (Volunteer Guide)

Plus

- Truck Driver Mr Bigboy Ncube
- TelOne Manager Dete Mr Michael Gama (Accompanied the Truck)
- TelOne Regional Manager Hwange Mr Derick Sibanda (Authorized it)
- Western Transport Manager Bulawayo Mike Mckillop

We sincerely apologize if we have left anyone out inadvertently.

"Everybody can be great.
Because anybody can serve.
You don't have to have a
college degree to serve. You
don't have to make your
subject and your verb agree
to serve. You don't have to
know the second theory of
thermodynamics in physics
to serve. You only need a
heart full of grace. A soul
generated by love." — Martin
Luther King, Jr.





Z.P.H.G.A. Thank you's Continued...

OUR SUPPORTERS ARE OUR LIFE LINE

Dete Animal Rescue Trust (D.A.R.T.)

A very special thanks tp Paul De Montille for ensuring this wire was loaded up and transported, this is certainly not been a small task and for the most part it is has been a thankless one! Well done Paul!









Z.P.H.G.A. Volunteers & Sub-Committee Members

A HUGE thanks to those that gave of their time towards the running of the October Shooting Proficiency, Oral interviews, Learner exams & Marking. Keeping our finger on the pulse trying to keep our profession and industry standards up there!

Many Many thanks for all the help from the following -

Dave LANGERMAN, Dave CHRISTENSEN, Andy SMITH, Andy HUNTER, Peter CREIGHTON, Mike PELHAM, Anthony KASCHULA, Doug McDONALD & Adrian OLIVIER

Z.P.H.G.A.

"The best way to find yourself is to lose yourself in the service of others." – Gandhi





October Proficiency shoot

ZPHGA IN PARTNERSHIP WITH NATIONAL PARKS

Sunday the 18th October saw 5 hunting and 1 Guiding candidate tackle the proficiency.

Unfortunately for the candidates there were no passes. This highlights the need for all Tutors to please train, train and retrain their candidates. There is nothing more valuable than experience and mentorship.

Many thanks to Dave Langerman from the Education subcommittee and the Z.P.H.G.A. team which included our Vice Chairman Rob Lurie, and to Chris Packenham and his team too.

This proficiency is a National Parks of Zimbabwe exam which was over seen by Isaac Nyamutora and Power Mpunga, as always it is good to catch up with these two Gentlemen whom commented on the new banners and the positive collaborative direction Z.P.H.G.A. and Parks are going in.

This event if nothing else provided a platform for loads of industry chatter and very good for our own exposure.





"A leader is like a shepherd.
He stays behind the flock,
letting the most nimble go
out ahead, whereupon the
others follow, not realizing
that all along they are being
directed from behind." Nelson Mandela.



Members Photo Gallery:

A PICTURE CAN TELL A THOUSAND STORIES

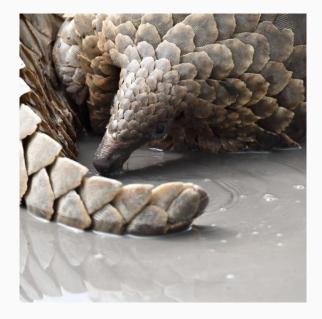
All members are asked to send in their picture and articles of interest - Special thanks goes to Nehimba Camp (Imvelo Safari Lodges) for allowing the release and relocation of a male Pangolin through the Tikki Haywood Trust. The below photographs were all taken by John LAING during the release.













Members Photo Gallery:

A PICTURE CAN TELL A THOUSAND STORIES

Special thanks goes Jim MACKIE for his picture of a leucistic Bulbul $\,$ - Leucism is only a partial loss of pigmentation, which can make the animal have white or patchily colored skin, hair, or feathers. However, the pigment cells in the eyes are not affected by the condition









Contact Us:

SHOULD YOU REQUIRE ANY INFORMATION OR ASSISTANCE

As the Z.P.H.G.A. your Committee are here to assist you, to enable us to answer your questions in a more timely manner please would you in the first instance contact Jenny VAN DEN BERGH on zphga1@gmail.com and request to be put in touch with one of the following Committees whom will gladly assist you.

- Z.P.H.G.A. Chairman Mr Lance NESBITT
- Z.P.H.G.A. Vice Chairman Mr Rob LURIE
- Z.P.H.G.A. Legal & Ethics
 - Guiding Code of Conduct
- Z.P.H.G.A. Finance
 - All payment issues
- Z.P.H.G.A. Marketing & Advertising
 - All branding Membership Cards
 - o Membership Discounted Rates Initiative
 - Fundraising
- Z.P.H.G.A. Education Training
 - o Study Packs
 - RIFA & SAVE Valley conservancy initiatives
 - Devils Gorge Conservancy training program
- Z.P.H.G.A. Research
 - Guides Against Poaching
 - Problem Animal Control
 - Human Wildlife Conflict
- Z.P.H.G.A. A.G.M. & Dinner

We would also like to advise our Members that from time to time we understand mistakes do happen. If you find yourself in an impossible situation please do call your Committee and ask for advice. There have been several recent stories emerge and regarding members that "had they raised the issue" a completely different result may have been the order of the day.

"We are here to assist you where-ever possible"

"If you miss an opportunity you will never get that opportunity back"

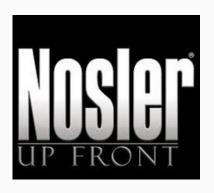


Z.P.H.G.A. Supporters Page:

WE THANK EVERYONE THAT SPONSORS AND SUPPORTS Z.P.H.G.A. IF YOU WOULD LIKE TO BE SEEN ON OUR PAGE PLEASE GET IN TOUCH AND FIND OUT HOW YOU CAN ASSIST















ADMIN IS IN THE PROCESS OF COMPILING A FULL DATABASE OF SUPPORTERS LOGOS IF WE HAVEMISSED ANYONE OFF INADVERTINTLY PLEASE ACCEPT OUR APPLOGIES AND EMAIL JOHN@IMVELOSAFARILODGES.COM WITH YOUR LOGO AND AN BRIEF EXPLANATON SO THAT WE MAY GET THIS RECTIFIED IN NEXT MONTHS PUBLICATION