

FREQUENTLY ASKED QUESTIONS & ANSWERS

To help you plan your visit as a hosted buyer to MKTE 2022, we've provided a few pointers here.

What are the dates of the trip?

29 September 2022

MKTE airport activation to meet buyers at JKIA and transfer to group hotels

30 September 2022

Departure from Nairobi in the morning, operator to pick up at group hotel

30 September – 04 October 2022

Kenya Fam Trip for 4 nights / 5 days

04 October 2022

Return to Nairobi in the evening, operator to drop off at group hotel

05 – 07 October 2022

MKTE Expo

MKTE to manage Nairobi accommodation and transfers

What is included in the hosting programme?

- Kenya Fam Trip 4 nights/5 days
- Nairobi accommodation (1 night on arrival, 3 nights during the expo)
- Transfers between the airports, hotels, show venue and official events
- Admission to MKTE on all 3 show days
- Access to the online diary system for pre-scheduled appointments
- Meals where specified
- 50% flight reimbursement (up to an agreed maximum amount per region), provided all hosting criteria is met

Is there a registration fee for the hosting programme?

No, there are no registration fees applicable to buyers for MKTE 2022

How do the flight reimbursements work?

- You are required to pay upfront for your international economy flight ticket to Nairobi.
- The MKTE travel manager will advise of the maximum reimbursement amount for your region.
- Reimbursements are approved on receipt of your completed meeting schedule, completed buyer survey, confirmation of attendance at specified official events.
- For the refund application you will be asked to submit a company letterhead with full banking details including any SWIFT code and/or references.



Who will you meet at the Expo?

MKTE is the flagship gathering of East Africa's tourism leaders, products, global buyers and media. The show attracts exhibitors mainly from Kenya, Tanzania, Uganda and Rwanda. You will also meet exhibitors from Southern Africa and the Indian Ocean islands.

The exhibitor profile includes:

- Accommodation: Hotels, Camps, Resorts and Lodges
- Tour Operators: DMC's, Safari providers, Ground handlers
- Destination Representation: Tourism Boards/ Authorities, County Governments, Associations
- Transport Suppliers: Airlines, Shuttles
- Affiliated Services: Media, Insurance and Experiences
- Technology providers

A full list of exhibitors will be shared in August 2022 when the matchmaking process opens.

Can I choose my fam trip itinerary?

The organisers and exhibitors are working their magic to ensure an exciting line up to best showcase Kenya as a leading destination. Fam trip options will be published in August 2022. You will be notified in advance of selections taking place. Places are extremely limited for each itinerary; please note several options that are suitable for you to avoid disappointment.

Which official events do I need to attend?

Hosted Buyers are required to attend certain official events as part of the hosting programme. Details will be sent to you in the lead-up to the expo. Please refer to the online Events Programme for the latest information.

Must I use the suggested flights?

The suggested economy class flights given to you are our recommended flights, should you wish to fly another airline / routing you are most welcome to. Please note you will only be reimbursed 50% up to the maximum reimbursement amount given on our initial email. This applies regardless of whether you fly economy or business class.

Are airport transfers included?

Airport transfers will be provided on arrival in Nairobi, on departure from Nairobi, to and from applicable airstrips.

Are all of my meals included?

During the expo, your accommodation is on a bed and breakfast basis. Lunches are provided at the expo on the meeting days in a dedicated Hosted Buyer area. Dinner will be provided at the official events – please refer to the events programme online. There are some evenings at leisure – for your own expense – should you wish to explore Nairobi or meet up with industry friends. During your fam trip, please refer to the itinerary that you select. Included meals are detailed for you, please note that any meals not mentioned will be for your expense.

Is my accommodation included for the duration of my time in Kenya?

Accommodation is covered from arrival 29 September 2022 to check out 07 October 2022. However, should you wish to arrive earlier or extend your stay, any additional nights and any other expenses will be for your own account. Any early or late check ins and outs are for your own expense and would need to be organised directly with the hotel. If you choose to stay in Nairobi from the night of 07 October onwards, we are happy to put you in contact with properties who are exhibiting at the show should you wish to make your own arrangements for extra stays.

Do I need special luggage?

If you are on a flying safari, or any transport on your itinerary involves an internal flight, we recommend travelling with a smaller soft bag for your fam trip. The smaller aircrafts that are used for domestic flights in Kenya have a strict (soft bag) luggage allowance of 15kgs. The domestic airports do not have traditional luggage storage facilities. We suggest you make arrangements with your Nairobi hotel to keep your suitcase.

Who will meet me on arrival?

JKIA (Jomo Kenyatta International Airport) will be manned by a representative of the MKTE team. Please look for the Magical Kenya Tourist Desk inside arrivals during normal working hours. Should your flight arrive in the middle of the night, please proceed out of the terminal and look for your transfer displaying your name to be taken directly to your hotel.

Which terminal do I go to at Wilson Airport?

If you are flying out of Wilson Airport for your fam trip, please be aware that there are two separate buildings for departures. Please advise your driver if you are travelling with Air Kenya or Safarilink. Please refer to your itinerary for this information. Our team will be on site to assist.

Where will I stay in Nairobi?

Your city hotel will be confirmed closer to the show and you will receive details via email.

How will I get to / from the expo?

Over the duration of the expo in Nairobi, transfers are included to and from the venue where the event will be held. A shuttle schedule will be provided closer to the expo detailing the times of shuttles.

When will I receive my travel documents?

Travel documents will be issued closer to the expo date. No individual hotel or transfer vouchers are necessary or issued as your details will be part of our MKTE Hosted Buyer group. Any e-tickets for internal flights (if appropriate to your fam trip) will be emailed through to you no more than one week prior to departure. Please double check the name on the ticket matches the first name and surname in your passport as soon as you receive your e-tickets and advise if there are any discrepancies.

Do I need a visa?

Please refer to our visa information on the Hosted Buyer Zone to check if your nationality requires a visa. Please allow sufficient time for processing.



Do I need any inoculations?

All travellers entering Kenya require a yellow fever inoculation. Please obtain this from your local travel clinic or doctor. Please travel with your yellow fever certificate as you may be asked to present this at the airport.

What are the Covid regulations in Kenya?

As Covid regulations are continually changing, please check in the Hosted Buyer Zone in the week prior to your departure for the latest information.

Do I need to take malaria medication?

Parts of Kenya have greater malaria risk than others. Please consult your travel clinic or doctor for guidance.

Do I need to carry travel insurance?

Yes, as part of our terms and conditions for the hosting programme, we ask that you take out travel insurance cover and provide proof of cover before travel.

Do I need to carry money with me?

Most fam trips are inclusive when it comes to food and drink (please refer to your individual itinerary), but you'll still need money for certain activities, local purchases, and tipping, if you're so inclined.

Kenya's currency is the Shilling and it's a good idea to carry some, along with your major credit card(s). Outside of Nairobi, the US Dollar is a universal currency, and in fact, may even be required for certain activities. Some places may not accept US bills older than 2003. Travellers cheques are also an option. ATMs may be available in some larger towns and the cities of Nairobi and Mombasa, but they only dispense shillings. Not all cards are accepted. Visa cards are usually a safe bet no matter where you go. Remember to call your bank and credit card companies to let them know you're travelling in Africa. That way, your card won't be accidentally suspended for suspicious activity.

Where do I send my required documentation?

Please go to the Hosted Buyer Zone on the MKTE website to upload your e-ticket, copy of your passport, travel insurance, profile picture and company letter for flight reimbursement. This will enable us to process your flight reimbursement quicker after the show, once all hosting requirements have been met. Please do not email this documentation directly to the MKTE team.

Our Hosting Team is here to help. Please let us know if you have any further questions: travel@mkte.co.ke or buyer@mkte.co.ke.

We look forward to welcoming you to Kenya.

