


2025 AESATA TRAVEL AGENTS' CONFERENCE

Theme: **"Connect, Collaborate, Co-create"**



THURSDAY 2ND - FRIDAY 3RD OCTOBER 2025
RAINBOW TOWERS HOTEL AND CONFERENCE
CENTRE, HARARE - ZIMBABWE

WELCOME TO ZIMBABWE

AESATA welcomes you to the premier gathering of Africa's travel and aviation leaders; the AESATA Travel Agents' Conference 2025. Under the theme "Connect. Collaborate. Co-Create," the conference brings together over 200 delegates from across the continent, including CEOs, policy makers, airline executives, tourism boards, and leading travel professionals.

Over two days, participants will engage in dynamic panel discussions, keynote addresses, and networking sessions designed to address the most pressing issues in Africa's travel industry. Key topics include cross-border collaboration, aviation connectivity, technology in travel, protecting local markets, and unlocking Africa's MICE potential.

Delegates will enjoy a Black-Tie African Style Gala Dinner, regional showcases, and an optional excursion to Victoria Falls, one of the world's natural wonders. Beyond thought-provoking dialogue, the conference offers unmatched opportunities to build partnerships, explore new business prospects, and co-create solutions for the future of African travel and tourism.



STANBIC BANK GROUP

We are honored to welcome Stanbic Bank Zimbabwe as the main event sponsor of the AESATA Travel Agents' Conference 2025. As a trusted financial partner with decades of experience, Stanbic Bank has been at the forefront of driving growth, innovation, and investment across Zimbabwe and beyond.

A member of the Standard Bank Group, Africa's largest bank by assets, Stanbic Bank Zimbabwe is committed to powering Africa's growth. Through its tailored financial solutions, digital banking platforms, and deep understanding of the local and regional markets, Stanbic Bank continues to play a pivotal role in supporting businesses, entrepreneurs, and industries to thrive.

Their sponsorship of this year's conference is a testament to their dedication to tourism, travel, and aviation as key drivers of economic development. By partnering with AESATA, Stanbic Bank is helping create a platform for dialogue, collaboration, and innovation that will shape the future of travel across Africa.

Delegates will also have the opportunity to engage with Stanbic Bank representatives during the conference to learn more about the bank's cutting-edge financial solutions designed to empower businesses and individuals alike.

Together, we are connecting Africa's future.

TRAVELPORT

AESATA is proud to welcome Travelport as a valued sponsor of the Travel Agents' Conference 2025. A global leader in travel technology, Travelport connects buyers and sellers of travel through its next-generation marketplace, empowering agents, airlines, hotels, and travel providers to deliver smarter, simpler, and more seamless experiences.

Operating in over 180 countries, Travelport's platform provides access to rich content, advanced search capabilities, and innovative retailing tools that enhance efficiency and improve traveler satisfaction. For decades, Travelport has worked hand-in-hand with travel agencies and airlines worldwide, ensuring that they remain competitive in a rapidly evolving marketplace.

Their support of this year's conference reflects Travelport's commitment to the African travel industry and its belief in the power of technology to drive growth and connectivity across the continent. By partnering with AESATA, Travelport is helping to create an ecosystem where travel agents, suppliers, and innovators can connect, collaborate, and co-create solutions for the future.

A decorative horizontal border consisting of a repeating pattern of colorful triangles. The triangles are in shades of yellow, orange, red, and blue, and are arranged in a way that they appear to be overlapping or interlocking.

AERTICKET GRUPPE

Headquartered in Berlin, AERTiCKET is one of the world's largest air ticket consolidators, with a global footprint spanning more than 40 countries.

For over three decades, AERTiCKET has been a trusted partner to travel agencies, tour operators, and corporate clients, offering state-of-the-art booking technology, competitive fares, and seamless distribution solutions. Their platforms connect thousands of agents worldwide to airlines and travel suppliers, enabling them to serve customers with greater efficiency, choice, and reliability.

AERTiCKET's commitment to innovation and partnership makes them an invaluable ally to the African travel industry. By supporting AESATA's 2025 conference, AERTiCKET demonstrates its belief in the immense potential of Africa's travel market and its dedication to empowering agents across the continent with tools and solutions that strengthen competitiveness and drive growth.

We are delighted to have AERTiCKET Gruppe onboard showcasing how global expertise and local partnerships can come together to connect, collaborate, and co-create the future of African travel.

About AESATA

The Association of Eastern and Southern Africa Travel Agents (AESATA) is the umbrella organization that brings together national travel agents' associations from 13 countries: Kenya, Uganda, Tanzania, Rwanda, Somalia, Ethiopia, Malawi, Zambia, Zimbabwe, Mauritius, Botswana, South Africa and Comoros. The association's main objective is to provide a unified platform to address cross-border issues in the travel industry, advocate for an enabling business environment, and act as a single voice to articulate members' concerns of mutual interest at international forums.

Brief History of AESATA

At the turn of the 21st century, while meeting at an international forum, several travel agents' association heads in Africa mooted the idea of forming a regional association that would bring travel agents together. This was a time when the travel industry was going through a turbulent period. One of the issues that stood out at the time was the increased demands by airlines to scrap the commission earned by agents on ticket sales. This forum eventually evolved into the AESATA Travel Agents' Conference, a key platform where critical issues impacting travel agents are addressed. It also fosters solidarity in advocating for the rights of travel agents against challenges posed by airlines, suppliers, and governmental bodies.

KEY SPEAKERS



MOUSTAFA H. KHATAW

President- Association of Eastern and Southern Africa Travel Agents (AESATA)



NICANOR SABULA

CEO - Association of Eastern and Southern Africa Travel Agents (AESATA)



DR. ALEX STANCU

Head of Region South and East Africa, IATA



HAMIDA MALIK

Chairperson -Travel Agents Association of Zambia (TAAZ)



MURTAZA VERSI

Chief Executive Officer (CEO) - Noesis Strategic Institute



PATIENCE NYONDO

Chairperson - Travel Agents Association of Malawi (TAAM)



ABDULHUSSAIN TEJANI

Change Architect - People Matters LLC.



WILLIAM STIMA

Acting CEO, Zimbabwe Tourism Authority (ZTA)



IMAN DURRI

Vice Chairperson - Ethiopian Association of Travel Agents (ETAA)

HON. BARBARA RWODZI

Honorable Minister - Ministry of Tourism and Hospitality Industry Zimbabwe



SUNIL KUMAR

President- United Federation of Travel Agents Association (UFTAA)



TIM HOWE SCHROEDER

Managing Director, Global Ticket Factory GmbH



MERCY MANDEVHANI

Former Chairperson - Association of Zimbabwe Travel Agents (AZTA)



CAPT GILBERT KIBE

AFCAC SAATM - PIP Ambassador - Eastern Region



AARON MUNETSI

CEO - Airlines Association of Southern Africa (AASA)



ISABEL SACHITI

Chairperson - Zimbabwe Board of Airlines (BAR)



JOYCE NYABVURE

Chairperson - Association of Zimbabwe Travel Agents (AZTA)



FARAI CHIMBA

Vice President, Tourism Business Council of Zimbabwe (TBCZ)



KEY SPEAKERS



TERRY-ANNE PICKARD
CEO Travelport Official Partner
Zambia and Zimbabwe



YINKA FOLAMI
President, National Association of
Nigeria Travel Agents (NANTA)



VONGAI MHAZO
Vice President of Media,
Telecomms and Tourism - Stanbic
Bank Zimbabwe



WINNIE MUCHANYUKA
General Manager Sales, South
Africa Airways



WENGAI NHAU
Former TBCZ President



KATHY NYAUMWE
Vice President of Association of
Zimbabwe Travel Agents (AZTA)



YVES NGENZI
Director, Events and Coordination
Rwanda Convention Bureau



SAMUEL MAKUZA
Chairperson, Rwanda Association of
Travel Agencies (RATA)



DR. JOSEPH KITHITU
Chairperson - Kenya Association of
Travel Agents (KATA)



RAM PRASAD AITHAL
Regional Sales Head - Nucore
Software Solutions



EDMUND MAKONA
SAATM Ambassador Southern
Region & CEO, Air Zimbabwe



CLIVE CHINWADA
President, Tourism Business Council
of Zimbabwe



WALE OLAOYE
Chief Executive Officer (CEO) -
Halogen Group



TESA CHIKAPONYA
Executive Director, National
Convention Bureau, Zimbabwe



IRENE NANYOMBI
Chairperson - The Uganda
Association of Travel Agents
(TUGATA)



FRANK MURANGWA
Tourism Strategy Development,
ICCA Africa

KUMBI CHIWESHE
Chairperson - Zimbabwe Tour
Operators Association (ZTOA)



AESATA TRAVEL AGENTS' CONFERENCE 2025 PROGRAMME

WEDNESDAY, 1ST OCTOBER 2025

ARRIVAL OF PARTICIPANTS

1200HRS - 1700HRS

Early Registration followed by Welcoming Cocktail

THURSDAY, 2ND OCTOBER 2025

0730HRS – 0900HRS

Registration at the venue – **AESATA Secretariat**

Session 1: Opening Session

0900HRS – 1000HRS
Opening Session:

Official Welcome:

- Chairperson, Association of Zimbabwe Travel Agents (**AZTA**)
– **Joyce Nyabvure.**

Platinum Sponsor Address:

- Vice President of Media, Telecomms and Tourism, Stanbic Bank Zimbabwe - **Vongai Mhazo**

Opening Remarks

- President, Association of Eastern and Southern Africa Travel Agents (**AESATA**) – **Moustafa H. Khataw**
- Official Welcome of the Minister by the Permanent Secretary for the Ministry of Tourism and Hospitality Industry in Zimbabwe - **Dr. Takaruzza Munyanyiwa**

Keynote Address & Official Opening

Minister of Tourism and Hospitality Industry, The Republic of Zimbabwe - **Hon. Barbara Rwodzi**

<p>1000HRS – 1030HRS</p>	<p>Partnership & Collaboration: The next growth frontier for Travel Agents</p> <ul style="list-style-type: none"> • President, Universal Federation of Travel Agents Associations (UFTAA) - Sunil Kumar
<p align="center">1030HRS – 1100HRS Health Break (Networking)</p>	
<p>1100HRS – 1145HRS Panel Discussion:</p>	<p>“Standing Guard: Why Travel Agents Associations must protect the local markets”</p> <ul style="list-style-type: none"> • Chairperson, National Association of Nigerian Travel Agents - Yinka Folami • Chairperson, Kenya Association of Travel Agents - Dr. Joseph Kithitu • Chairperson, Travel Agents Association of Zambia - Hamida Malik • Former Chairperson - Association of Zimbabwe Travel Agents (AZTA) - Mercy Mandevhani <p>Moderated by: Chief Executive Officer, AESATA - Nicanor Sabula</p>
<p>1145HRS – 1200HRS Sponsor Presentation:</p>	<ul style="list-style-type: none"> • Vice President of Media, Telecomms and Tourism, Stanbic Bank Zimbabwe - Vongai Mhazo
<p>1200HRS – 1245HRS Panel Discussion:</p>	<p>“Cross-border Collaboration: Unlocking Africa’s Travel Corridors”</p> <ul style="list-style-type: none"> • Chief Executive Officer - Airline Association of Southern Africa (AASA) - Aaron Munetsi • Vice Chairperson – Ethiopian Association of Travel Agents (ETAA) - Iman Durri • GSA, Zimbabwe - Winnie Muchanyuka <p>Moderated by :</p> <ul style="list-style-type: none"> • TBCZ President, GM African Sun Ltd - Clive Chinwada

<p>1245HRS – 1300HRS Sponsor Presentation:</p>	<ul style="list-style-type: none"> In-charge of Business Development, Travelport - Terry-Anne Pickard
<p>1300HRS – 1400HRS Lunch and Exhibition visit</p>	
<p>1400HRS – 1445HRS Panel Discussion:</p>	<p>“Enhancing Connectivity in Travel through Technology”</p> <ul style="list-style-type: none"> CEO & Managing Director - Nucore Software Solutions - Ram Prasad Aithal CEO, Halogen Group – Wale Olaoye Chairperson TAAM – Patience Nyondo Managing Director, Global Ticket Factory GmbH – Tim Howe Schroeder <p>Moderated by :</p> <ul style="list-style-type: none"> Vice President, Tourism Business Council of Zimbabwe (TBCZ) – Farai Chimba
<p>1445HRS – 1500HRS Speaker Spotlight:</p>	<p>“Culture Transformation That Delivers: Connect. Collaborate. Co-Create.” Chief Executive Officer, Noesis Strategic Institute - Murtaza Versi</p>
<p>1500HRS – 1530HRS Fireside Chat:</p>	<p>“Unlocking Africa: The Policy and Infrastructure Imperative” Keynote Address</p> <ul style="list-style-type: none"> SAATM Ambassador, AFCAC – Capt. Gilbert Kibe <p>Respondent :</p> <p>“Wings of Connectivity: SAATM, Open Skies, and the Future of Air Travel in Africa”</p> <ul style="list-style-type: none"> CEO, Airline Association of Southern Africa (AASA) – Mr. Aaron Munetsi
<p>1530HRS – 1600HRS Sponsor Presentation:</p>	<p>Managing Director, Global Ticket Factory GmbH– Tim Howe Schroeder</p>

1600HRS – 1630HRS Networking and Exhibition visit

1900HRS – 2300HRS

Black-Tie African Style Gala Dinner
(HYATT REGENCY THE MEIKLES)

FRIDAY 3RD OCTOBER 2025

0830HRS - 0900HRS
Keynote Address:

"The Future of Airline Distribution: NDC, Retailing Transformation & What It Means for Travel Agents"
Head of Region South and East Africa, IATA - **Dr. Alex Stancu**

0900HRS – 0920HRS
Speaker Presentation:

"Borders no longer exist in the world of travel."
Change Architect, People Matter LLC - **Abdulhussain Tejani**

0920HRS - 0935HRS
Sponsor Insight:

Country Manager - Zimbabwe, Kenya Airways - **Tabeth Chikowore**

0935HRS - 1020HRS
Panel Discussion:

"Lifting Off: Unlocking Africa's Tourism Potential Through Aviation Connectivity"

- Chairperson, Rwanda Association of Travel Agencies (RATA) – **Mr. Samuel Makuza**
- Chairperson, The Uganda Association of Travel Agents (TUGATA) – **Irene Nanyombi**
- SAATM Ambassador Southern Region & CEO, Air Zimbabwe - **Edmund Makona**
- Chairperson, Zimbabwe Board of Airlines - **Isabel Sachiti**

Moderated by: Vice Chairperson, Association of Zimbabwe Travel Agents, V.P TBCZ – **Kathy Nyaumwe**

1020HRS – 1100HRS Health Break and Exhibition visit

1100HRS - 1115HRS
Sponsor Insight:

Regional Sales Head, Nucore Software Solutions
- **Ram Prasad Aithal**

<p>1115HRS - 1145HRS Panel Discussion:</p>	<p>“Africa’s MICE Potential: Destination Strategy, Regional Collaboration & Business Tourism”</p> <ul style="list-style-type: none"> • Director, Events and Coordination Rwanda Convention Bureau – Yves Ngenzi • Former TBCZ President - Wengayi Nhau • Executive Director, National Convention Bureau, Zimbabwe - Tesa Chikaponya • Chairperson, Zimbabwe Tour Operators Association - Kumbi Chiweshe <p>Moderated by :</p> <ul style="list-style-type: none"> • Tourism Strategy Development, ICCA Africa - Frank Murangwa
<p>1145HRS – 1215HRS Closing Session & Ceremonial Handover:</p>	<p>Keynote: Acting Chief Executive Officer, Zimbabwe Tourism Authority - Mr. William Stima</p> <p>Handover; Joyce Nyabvure, Chairperson of the Association of Zimbabwe Travel Agents (AZTA), passes the torch to Hamida Malik, Chairperson of the Travel Agents Association of Zambia (TAAZ).</p>
<p align="center">1215HRS – 1400HRS Lunch & Departure</p>	
<p align="center">SATURDAY 4TH OCTOBER 2025 (OPTIONAL)</p>	
<p>0530HRS - 1300HRS</p>	<p>Victoria Falls Excursion</p>

SPECIAL THANKS

HOSTS:



SPONSORS:



PARTNERS:





Thank You for Attending