



Welcome!

Welcome to our beautiful motherland, Namibia. We are the ground operations for your tour and we trust you will have a fantastic holiday and adventure!

This file contains as much information as possible but please do not hesitate to contact us if you require anything further. Below are some points we would like to highlight before the day-to-day breakdowns:

**NOTE:** *Should you have any flight delays or arrival time changes, please do try to contact us ahead of time and advise of any changes. Our staff make the 45min journey to the airport to meet with you. Delays longer than one hour may require amendments so please let us know as soon as you do. Feel free to contact Carlo (see number below) or your Travel Consultant.*

- 1) On your arrival at Windhoek International Airport you will be met by our NTS representative. They will transfer you to the city of Windhoek which is a 45min drive. Here, you will go through the vehicle handover and rental agreement. The meeting point for Namibia Tours & Safaris clients is at the Arrivals Terminal. They will be waiting for you with a welcome sign and your name on the board.
- 2) Your 'Meet & Greet' will comprise of handing over your travel documents for your tour, going through your travel route on the map and offer some tips and advice for your journey. Please don't be shy. Feel free to ask us anything or clarify on any concerns you may have.  
**Our fleet manager is Carlo: +264 81 129 8530**
- 3) All your flights are scheduled flights and have been booked with Fly Namibia.  
**Fly Namibia +264 83 937 8247**
- 4) Fly Namibia will liaise with all the lodges and advise them of your estimated arrival times. They will also contact the lodges and you one day before your departure flight to confirm departure times the following day.
- 5) All your accommodation has been booked on a fully inclusive basis. This means that all your meals and local drinks are included as well as all the scheduled activities which the lodges offer are included as well.
- 6) In Windhoek and Swakopmund it is recommended to make reservations for dinners, especially in high season when the popular restaurants get fully booked. You can discuss this with our meet & greet contact or let our office know and we can recommend a restaurant and book on your behalf.
- 7) If you'd like us to assist with booking activities in Swakopmund, you can visit our very own activity centre at our office in town. In fact, we encourage it as it's so lovely for us to meet with you in person at our busy office. We will treat to a coffee while you browse the options.
- 8) Please do not schedule any activities on the day that you are departing the lodge unless you already know what your estimated departure flight time is.



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**Members:** DG Steyn; AD Rowett, SF Taylor

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- 9) Take note of the standard check-in and check-out times at the lodges and plan your travelling days accordingly. Check-in is usually from 14:00pm and check-out is usually around 10:00/11:00am. Should you arrive early or depart late, you will need to arrange this with reception or arrange to leave your luggage at reception if necessary.
- 10) Should you have an early arrival or late departure, with spare time before check-in or outbound flight, we welcome you to make use of our special day room facilities in Windhoek. We made this just for you so use it if you require. Contact Carlo or your consultant if you would like this free option.
- 12) Please make sure you have a local contact number while in the country. It is advisable to get a local sim card at the airport. Where possible, please ensure that our office receives your local contact number in case we need to get hold of you for any reason whilst on tour.

We trust that you will have an amazing holiday! Travel safe and as you will meet many friendly people, feel free to ask for help and advice along the way...

Best regards,

**Travel Team**  
**Namibia Tours & Safaris**

**After hours number +264 81 784 4315**

