



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 one of our team from Namibia Tours & Safaris (**45 minutes after your flight has arrived**). They will transfer you into Windhoek/ Eros Airport. Please note that 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. **Our Transfer Manager is Carlo: +264 81 129 8530**
- 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 Meet & Greet Manager is Carlo: +264 81 129 8530**
- 3) Your private charter flights are booked with Wings Over Africa, and you can contact them at any time during your tour if you are having any problems. **Wings Over Africa +264 64 403 720**
- 4) Private charter flights mean that you will be travelling alone in the aircraft for the duration of your tour and your flight times are reasonably flexible throughout. You can discuss the flight times with your pilot as you go along. Please note that pilot accommodation has been booked throughout as it is compulsory for private charter flights. Please keep in mind that you may not have the same pilot throughout and your pilot may not stay at the lodges on all nights, especially if the aircraft needs to be called on an emergency or for maintenance.
- 5) Wings over Africa will liaise with all the lodges and advise them of your estimated arrival and departure times. They will also contact the lodges one day before your arrival with your estimated arrival time to ensure all the airstrip transfers are waiting at the airstrip for when you arrive.
- 6) In Swakopmund your airport transfers have been arranged with Welwitschia Shuttle Transfers. They will be in touch with the charter company regarding your estimated arrival time. **Welwitschia Shuttle +264 81 263 1433**
- 7) 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.



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Members: DG Steyn; AD Rowett, SF Taylor

Africa Tours and Safaris CC # 97/746 trading as Namibia Tours & Safaris



- 8) 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.
- 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.
- 11) You will find all the necessary contact numbers you may need on your provided vouchers as well as in your travel diary. Please feel free to contact our office at any time and do not hesitate, particularly if you are experiencing any problems along the way.
- 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

