



## Welcome

Welcome to our beautiful motherland here in Namibia! We are the local ground operations for your special 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 your guide or NTS representative. They will transfer you to the city of Windhoek which is a 45min drive. 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) Once you've met your guide, he/she will hand over your travel documents for the duration of your tour and go through your route with you on the map to give you an idea of what to expect. Don't be shy. Please feel free to ask any questions or clarify any concerns you may have.
- 3) Your tour is private guided which means that your schedule is flexible. Discuss the times and plans for each day with your guide as you go along.
- 4) There will be sufficient bottled mineral water in the vehicle as you will be covering vast distances with few shops in between. It is suggested you purchase extra drinks and snacks for the travel for 'emergency'.
- 5) Please note that only some lunches are included in your itinerary. Dinners are included at most places (see the vouchers). However, there are restaurants where you can have meals. For longer travelling days, it is suggested that you arrange a 'packed lunch' with your lodge/hotel for the day. Your guide can arrange this for you as necessary.
- 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) 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.
- 8) 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. Speak to your guide or contact Carlo if you would like this free option.



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- 9) 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 to contact us if you have any problems or questions.

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**

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