Dear Client???

On behalf of (INSERT AGENT NAME HERE), welcome to Namibia and I hope that you have a fantastic holiday and Namibian adventure!

In this file I will give you as much information as possible but please do not hesitate to contact me for any more information. Here are some points I would like to note before I go into the day-to-day breakdowns:

***NOTE:*** *Should you have any flight delays or arrival time changes, please do make an effort to contact us ahead of time and advise on the new times or changes. Our staff drive out to the international airport which is about a 45 minute drive from the city and if there are any delays longer than 1 hour we would like to be notified so we can make the needed arrangements. Please feel free to contact your guide or your consultant via sms or WhatsApp to let us know.*

1) On your arrival at Windhoek International Airport you will be met by your guide or a representative of Namibia Tours & Safaris **45 minutes after your flight has arrived** who will transfer you into Windhoek/ Eros Airport. Please note that the meeting point for Namibia Tours & Safaris clients is as you enter the arrivals terminal. Your guide will be waiting for you with a welcome sign and your name on the board.

Your guide is **Charl Schoombee** and his mobile number is +264 81 260 9686

2) Once you’ve met, he will hand you your travel documents for the duration of your tour as well as go through your route with you on the map and give you some tips for along the way. Please feel free to ask him any questions or clarify anything with him if you have any uncertainties.

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 enough mineral water with you in the vehicle as there are times when you will be travelling for a few hours where there are no shops to purchase. I would also suggest that you buy other drinks for the road and have “snacks” with you for “emergency”.

5) Please note that only some lunches are included in your itinerary. Dinners are included at most places (see the vouchers). There are however restaurants where you can have meals. For the longer travelling days, I would suggest that you arrange with your lodge/hotel for a lunch pack (picnic type lunch) 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 your guide or let me know and I can make a recommendation and booking for you.

7) Take note of the standard check-in and check-out times at the lodges and plan your travelling days accordingly with your guide. 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 accordingly or arrange to leave your luggage at reception if necessary.

8) Should you have an early arrival or late departure with time to spare before you are able to check in at your accommodation or for your onward flight, you are welcome to make use of our day room facilities in Windhoek. You can speak to myself, your guide or Carlo to arrange accordingly.

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 speak to your guide or to contact me if you have any problems or if I can assist you with anything further during your time in Namibia.

Wishing you safe travels and a super holiday!

Best regards,

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**Travel Expert**

**Namibia Tours & Safaris After hours number +264 81 784 4315**