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 Carlo (see number below) or your consultant via sms or WhatsApp to let us know.*

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 as you enter the arrivals terminal. They will be waiting for you with a welcome sign and your name on the board.

**Carlo** – NTS transfer / fleet manager / meet & greet contact +264 81 129 8530

2) You will be met by our meet & greet person, who will hand over your travel documents for the duration of your tour as well as go through your route on the map and give you some tips for along the way. Please feel free to ask any questions or clarify anything if you have any uncertainties.

3) All your flights are scheduled flights and have been booked with Scenic Air.

 **Scenic Air** +264 64 403 575

4) Scenic Air will stay in touch with all the lodges and advise them of your estimated arrival times and they will also contact the lodges one day before your departure flight to advise them and you of your departure flight time the next day.

5) All your accommodation has been booked on a fully inclusive basis meaning 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 me know and I can make a recommendation and booking for you.

7) If you’d like us to assist you with booking activities in Swakopmund, you can visit our very own activity centre at our office in town. Come meet with us, browse your options, discuss them with a travel expert and enjoy a cup of coffee whilst you’re at it. We’d love to meet you.

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.

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 accordingly or arrange to leave your luggage at reception if necessary.

10) 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 or Carlo to arrange accordingly.

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

12) Please make sure you have a local contact number while in the country, it is advisable to get a

sim card at the airport. Where possible it is recommended to provide this number to our NTS representative or your consultant.

Wishing you safe travels and a super holiday!

Best regards,

Sannie se Tannie

**Travel Expert**

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