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, where we will do the vehicle hand over and go through the rental agreement. Please note that the meeting point for Namibia Tours & Safaris clients are 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) Please take note of which meals have been included for the duration of your tour. All your accommodations have been booked to include breakfast, with most also including dinners. No lunches are included. All additional meals will be for your own arrangement and account.

4) 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.

5) 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.

6) Please make sure that you have enough water with you 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 have “snacks” with you for “emergency”. You can also ask the lodges to prepare lunch packs for you if you might like to stop on the road for a picnic along the way.

7) We, in Namibia, make a habit of refueling often or whenever there is a fueling station available. It has happened that one thinks that you have enough fuel, only to find that the next station does not have any fuel available!

8) PLEASE NO off-road driving…stay on the roads mentioned on the itinerary. The reason is not only for your safety and well-being, but also the terrain in our part of Africa is very sensitive and tracks left in the bush take many, many years to recover. Apart from this, in national parks/reserves, concession areas and private land it is against the law to drive off-road.

9) At all times when driving a motor vehicle during the day on a trunk road, main road and district road, you need to switch on your head lamps on dipped beam or daytime running lights. This is according to Namibian Law.

10) You will be supplied with a GPS for your self-drive safari. We have added lodge and hotel locations in the "favorites" section of the GPS but please note that updates are done constantly by the relative providers and that these are not always 100% accurate. You will also receive a map of your route and driving directions, so combining the use of the GPS and your map along with the directions, I am sure you will easily find your destination.

11) Please adhere to the speed limits at all times for your own safety and to abide by Namibian law.

12) The cross border permit included will allow you to take the vehicle through the border into Botswana. Please keep in mind that all charges at the border for guests and the vehicle will be additional and are to be paid direct at the border. This permit is more of a permission letter.

13) 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.

14) 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.

15) 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, please ensure that our office receives this contact number in case we need to get hold of you for any reason whilst on tour.

16) 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.

I hope 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,

Wilmari Pronk

**Travel Expert**

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