

YOUR LOCAL TRAVEL GUIDE



WELCOME!

This passport belongs to



Have a wonderful journey!

Hello from Namibia

Dear Traveller

You've made it. Welcome to the sunniest country in the world. We like to call it the best country in the world, however, we are admittedly biased. Over the coming days you will be:

- Travelling in a foreign country.
- Experiencing a range of new things.
- Breathing in the vastness of our wide-open spaces.
- Immersing yourself in landscapes.
- Observing wild animals.
- Meeting people from other cultures.

How excited are you?

Because we are quite excited on your behalf!

The more you explore Namibia, her nature and people, the more phenomenal the experience becomes. When in Namibia, do as the Namibians do.

Consider this passport to be your own, personal Namibian Guide; here to help you make the most of your in-country experience. With a special focus on:

- Travelling in harmony with the **environment** and nature.
- Experiencing and preserving Namibia's cultural and natural **heritage**.

- **Meeting Namibians** at eye level.
- Taking care of your **health** in Namibia's climate.
- **Driving** safely on roads and gravel tracks.
- Travelling in a security-conscious way.

At the back of this guide, you will find an index listing useful contact information. It would be a good idea to save a few of these on your mobile phone as soon as you arrive in the country.



Tips for Responsible Travel

Did you know that Namibia is the first country to ever include conservation into the country's constitution? Furthermore, Namibia is also one of the cleanest countries in Africa. Therefore, travellers are encouraged to respect the country's approach to these environmental practices; meaning travel in harmony with the environment.

Experience and preserve Namibia's cultural and natural heritage. Respect the local communities you come into contact with.



ENVIRONMENT

Most accommodations available in the country have active sustainability practices in place. Try to make use of these offerings as far as possible. How to identify them? Look for the independent eco-accreditation, these are typically displayed on the website.

Dispose of your litter in the demarcated garbage bins. Wherever possible, separate your litter and of course when available please recycle! When travelling in remote locations, consider keeping your litter with you until you reach the nearest village and dispose of the waste there.

Be water-wise. Water is a precious commodity.



NATURE

- Maintain a safe distance between yourself and any wildlife. Enquire about appropriate distances at your local tour agent representative and/or car rental company or at the park receptions.
- Please do not feed wild animals under any circumstances.
- If you encounter a snake while on foot, stop and keep still. Snakes are afraid of humans and try to avoid them, it will move out of the way on its own.

In National Parks and Nature Reserves:

- Familiarise yourself with the park rules and always adhere to them.
- Stay on roads and marked trails, do not drive off-road.
- The use of drones in national parks and private reserves is strictly prohibited.

Report any witnessed violations of rules to the park management.

The rules are in place to keep visitors to the parks/reserves safe.

It is illegal to get out of your vehicle inside a national park, unless you are in a demarcated area permitting this. Once again, this rule is in place for your safety. Please respect it.



In the event of a breakdown in a national park, the rule remains: do not get out of the vehicle, stay in it. There are always park rangers on patrol, or tour guides and other travellers on these roads. If you have mobile phone reception, call your local tour agency representative and/or car rental company.

Assistance will be provided.

CULTURE & HERITAGE

Respect natural heritage sites so that the next person finds them in the same condition that you found them in.

Do not spray any liquids on rock art to increase contrast for better photos.(not even water)

Taking along natural mementos (e.g. pieces of the petrified forest), is illegal.

Respect the diverse cultures that Namibia has to offer.

Support local businesses and products if you can.

Enquire about projects and activities that have a lasting and positive impact on the communities in the area, they often offer opportunities to get involved.

PEOPLE

Please respect the Namibian community, and they will respect you.

Do not take pictures of individual persons or their homes without their consent.

Please do not support community members seeking aid by begging. Support of these kinds of practices only exacerbates the problem.

PLEASE NOTE: It is illegal to photograph members of the armed forces and military installations such as barracks or airfields and the presidential residence. This also applies to its signage.



Tips for Healthy Travel

Namibia is, for the most part, a desert country.

Mostly dry; with hot summers, sometimes freezing cold winters. The country's climate can vary dramatically from day to night. And beware: the sun is much stronger than in the northern hemisphere, even in winter. Be conscious of what your body needs in this climate.

- Sunscreen (SPF 50) is highly recommended. Even when a cool wind is blowing or when there is a deceptive high fog running along the coast. This fog can act as a magnifying glass, increasing the risk of sunburn.
- When outdoors, always wear a hat and sunglasses.
- If travelling in winter, carry a windbreaker, jumper, hat and scarf or bandana with you.

WATER:

Make sure you always drink enough water.

- Familiarise yourself with the symptoms of dehydration, such as headaches. Always take along an extra 5 litres of water per person in the vehicle in case of a breakdown.

- In Namibia, the water quality is so good that you can usually drink the water from the tap in the kitchen and bathroom without hesitation. Many accommodations use their own groundwater and even bottle it. Bottled mineral water is also available in supermarkets and at fuel station.
- When walking or hiking in the countryside, always wear sturdy shoes and carry a water bottle.

MALARIA:

- Only the north of Namibia is considered a risk area. In the centre and south of the country the risk of contracting malaria is low.
- Malaria prophylaxis - Ask your doctor, a tropical institute or in a pharmacy in Namibia for suitable prophylaxis. But beware: no prophylaxis offers 100 percent protection. If you notice symptoms, even up to six weeks after leaving a risk area, you must see a doctor immediately. Some people do not take prophylaxis because of the side effects. If you have symptoms get tested immediately and get treated if necessary.
- Malaria protection - The best thing to do is to make sure you don't get bitten. Wear light-coloured clothing, long-sleeved shirts, long trousers and closed shoes. Apply mosquito repellent.



Tips for Safe Driving

- Namibia is known and often promoted as a 'self-drive' destination, meaning that travellers are encouraged to experience the country from their own vehicle.
- Drive safely on tar- and gravel roads. Respect the rules of the road, use the tips listed below and you will have a lovely driving experience during your travels.

GENERAL

Speed limits, if not indicated differently:

In town

60km/h

On national tar roads

120 km/h

On gravel roads and 4x4 demarcated roads

80km/h

- Check over your vehicle carefully every time before you drive. Make sure warning lights and indicators are functioning, and that all tyres are still inflated and firm. Ensure you always have a first-aid kit and at least one water bottle in the car, as well as all the equipment needed to change a tyre.

- Ensure your vehicle has a spare tyre and pump to correct pressure.
- Report any electronic or mechanical problem to your car rental company immediately.



- Always (during day and night) switch on the headlights when driving - in town, on gravel and tarred roads.
- All passengers must always wear seat belts.
- Make sure that the doors are always locked. Avoid driving with the windows completely open.
- Avoid getting distracted while driving or being stationary in your vehicle. Always be aware of your surroundings.

- Depart for destinations early enough to avoid rushing later in the day.
- Avoid driving at dawn, dusk or after sunset as visibility is limited and animals are active and cross the road.
- When parking/stopping at the side of the road, make sure you are clearly visible to other vehicles. Avoid stopping at blind slopes, curves, etc.
- It is not permitted to pay a traffic fine on the spot/at the roadblock. Ask for the nearest police station. Fines are only to be paid at official police stations and always request a valid receipt to be issued to you. Bribery attempts by any Law Enforcement Official must be reported to the Police.

In the event of a car accident:

- Inform your local tour agent representative and/or car rental agent.
- Report it to the MVA (see index),
- File a police report at the police station of the nearest town. Even if no other vehicles were involved.



GRAVEL ROADS

- Speed limit: 80 km/h.
- When a car is coming towards you, take your foot off the accelerator and keep to the far left of the road. This is to avoid:
 - Stones from damaging the windscreen,
 - Clouds of dust that can obscure the view of any vehicles following.
- Before crests, reduce speed, shift to a lower gear (when driving a manual) and keep to the far left.
- Before bends/curves, reduce speed and downshift (when driving a manual).



Fishtail

What is it?

Fishtailing is a vehicle handling problem which occurs when the rear wheels lose traction, resulting in over-steer. This can be caused by low-friction surfaces such as gravel, sand, snow or wet tar.

How do I know this is happening?

You will feel the back of the vehicle start to slide rather than move in the direction you are steering.

- If you feel the car starting to fishtail, stay calm and do not counter-steer or brake abruptly and excessively. Take your foot off the accelerator, firmly hold the steering wheel and carefully steer the vehicle back into the lane/keep the vehicle in the lane.

DO NOT CROSS a flowing river - unless:

1. You have checked your crossing route carefully by walking through the river
 2. You established that the water level is not higher than half of the height of your wheels at any point of your intended route across the river
 3. There are no soft sand patches at any point of your route
 4. You are sure that the water level is not rising
- If an animal wanders onto the road in front of your vehicle, do not brake abruptly. Remove your foot from the accelerator, keep your hands on the steering wheel and stay on the road. Do not swerve for the animal.

- Do not pick up hitchhikers.
- Ignore other drivers or pedestrians indicating that something is wrong with your vehicle. If unsure, stop at a petrol station or public area to check your vehicle.



Tips for Smart Travel

The following tips aim to support a safe and practical travel experience and are applicable to most destinations around the world. Ideally applied prior to arrival, these tips can still be applied once in-country of travel.

BEFORE/UPON ARRIVAL

- Notify your bank before you travel. Some banks require you to enable your debit or credit cards for international use to avoid declined transactions while you're abroad.
- Keep a separate record of important contact numbers and login details in the event of your phone malfunctioning, misplaced or stolen.
- Ensure PIN protection is activated on your bank cards.
- Arrange withdrawal limits with your bank.
- Keep valuable documents, cash and bank cards separate from handbags and backpacks. Consider a traveller's money pouch or money belt or use the available safes in the accommodation offerings.
- Before exploring urban areas, check in to your accommodation and leave your documents, valuables and luggage for safekeeping.



AT YOUR ACCOMMODATION

- Request your transfer or taxi to drop you off inside the premises of your establishment rather than in front of the entrance gate.
- Keep a close eye on your luggage and purse when checking-in.
- Do not leave your credit card lying on the check-in counter whilst completing the check-in process.
- When you check in at reception, ask about any relevant information you may need during your stay.
- Take time to go through the evacuation information and familiarise yourself with the emergency or after-hour numbers provided; especially in any

remote camps that do not offer a room telephone service.

- Do not leave your electronic devices on a charger near open windows.
- Store valuables in the in-room safe, especially passports, credit cards and electronic devices, when you leave your room.
- Make sure the windows and doors are closed and locked before leaving your room.
- Do not display the hotel room key in public.



IN TOWN

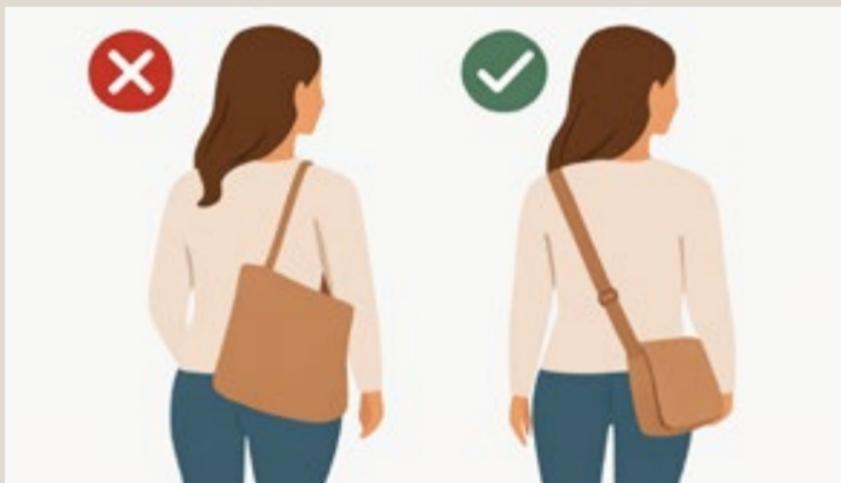
- If you go out, tag your accommodation's location on your mobile phone so you know where to return to, in case you get lost.
- Ask your hotel or fellow residents about safe areas to explore.
- For going out to dinner in the evening, it is recommended to use a taxi. Ask your hotel for recommended taxi services.
- Be aware of your surroundings and remain alert. If you feel followed by a car, drive towards a police station or a crowded place.
- When returning to your accommodation establishment, avoid getting out of your vehicle. Rather call the reception to open the gate.

PARKING

- Avoid parking and blocking driveways.
- Do not leave valuables in your vehicle.
- Only car guards wearing reflective jackets are official guards (for two or three hours a payment of N\$5.00 to N\$10.00 is appropriate). However, this service is optional, and you are not obligated to engage therein.

EXPLORING ON FOOT

- Do not flaunt expensive electronics or valuables.
- Carry only a practical amount of cash. Secure other cash and valuables in the safe at your accommodation.
- Avoid wearing excessive jewellery.
- Keep your phone in your pocket, backpack or handbag. Carry your bag securely, ideally across your body and not only over the shoulder.



- Always be aware of your surroundings.
- Avoid side streets and deserted areas.
- Avoid asking strangers to take a group picture, no matter how friendly they appear.

- Looking to purchase souvenirs? Visit demarcated craft markets. Beware of street offers (trinkets, precious stones etc.) or requests for donations.
- Be aware of vehicle traffic.
- Look left and right before crossing the road.
- Make use of pedestrian crossings where available.
- Adhere to traffic signals for pedestrian crossings.



CARDS & CASH

- MasterCard and VISA are widely accepted. However, Amex and Diners Club cards are not.
- Avoid withdrawing and carrying large amounts of cash. Rather, withdraw smaller amounts in towns along your route.
- Most accommodation establishments, restaurants, retail outlets and fuelling stations in Namibia ac-

- cept major credit and debit cards.
- Never let your credit or debit card out of your sight during transactions.
- Only exchange cash at reputable foreign exchange outlets and guard against dubious traders.
- Be mindful and aware when withdrawing money from an ATM. Do not allow anyone to distract you. If you need assistance, it is recommended that you approach a counter inside the bank.
- Report lost and stolen cards immediately so that they can be cancelled and/or blocked.

JUST IN CASE:

General tip: In the unfortunate event of a mugging, do not resist. Robbers are not after your life but have little inhibition to use their weapons if they face resistance.

If you were to experience any criminal activity:

- Inform your local tour agent representative as quickly as possible.
- Ask Police or Tourist Protection and Investigation Sub-division for advice (see index)
- Immediately report to the nearest Police Station and complete a police report. Your Insurance Provider will require this report number.

Be Prepared

Keep a separate record of important contact numbers and information in the event of your phone malfunctioning, being misplaced or stolen.

To be able to get advice or call for help quickly in case of emergency, be sure to activate roaming on your mobile phone before you depart for your trip.

Share your local SIM number immediately after activation with your booking agent, local tour operator and/or car rental company.

Save helpful contact information in your phone:

- Use dialling code for Namibia +264 even when saving on a local SIM card
- If number is stated as 061 123456 (example), omit the (0): +264 61 123456

CONTACT INDEX

ACCIDENT

Motor Vehicle Accident (MVA) call centre for emergency response to the scene nationwide

+264 817722783

(on local SIM card: 9682)

Private Emergency Response for 24/7 medical emergencies and first responder services, ambulance and/or airlift support

CRIME-RELATED INCIDENT

NAMIBIAN POLICE FORCE (NAMPOL)

Windhoek

+264 61 101 11

Most of southern Namibia

+264 67 101 11

Central coastal region

+264 64 101 11

WINDHOEK CITY POLICE

(Windhoek District only)

+264 61 302 302

TOURIST PROTECTION & INVESTIGATION SUB-DIVISION

Khomas Region

D/INSP Henguwa A.

+264 81 403 0336

D/SGT¹ Nangolo E.H

+264 81 745 6872

SGT¹ Markus I.P

+264 81 147 8663

CST Markus S.T.K

+264 81 283 1736

CST Mujoro N.P

+264 81 043 8542

<https://nampol.gov.na/>

Touristprotection@nampol.na

EMERGENCY / MEDICAL NEEDS

MTC Emergency Toll Free number (only from MTC SIM cards), 24/7 call centre for transferring the caller to relevant Emergency Centre/Dispatch service required

112

Gondwana Collection Namibia has a partnership with OnCall, a Namibian telemedicine company, to provide quality medical care to guests. Effective 1 July 2024, all Gondwana properties are part of the OnCall Network, offering 24/7 access to general practitioners via WhatsApp, phone calls, or SMS.

+264 81 336 6622

EMED Rescue 24 Control Room

+264 83 924

+264 61 411 600

GENERAL

Gondwana Travel Centre

+264 61 427 200

+264 81 127 7402

+264 81 405 2442

Namibia2Go - Car Rental

+264 61 427 222

+264 61 427 220

+264 61 427 270

+264 81 145 8202

Gondwana Customer Service Centre

+264 81 164 2014

+264 61 427 200

HOSPITALS

WINDHOEK

Lady Pohamba Private Hospital

+264 83 3911

+264 83 335 9035

Roman Catholic Hospital

+264 61 270 2143

Mediclinic Windhoek Hospital

+264 61 229 246

SWAKOPMUND

Mediclinic Swakopmund Hospital

+264 64 412 205

OTJIWARONGO

Mediclinic Otjiwarongo Hospital

+264 67 303 734



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www.gondwana.travel
tours@gcnam.com
+264 81 127 7402

Ardeco Building, 2nd floor
Entrance on Basingthwaighte Street





Gondwana's Care Trust believes that everyone can make a positive change, no matter how small, in someone's life.

Established in 2017, the Care Trust assists communities around Namibia with soup kitchens, social and educational projects, and conservation initiatives, living Gondwana's ethos of enabling others.

The MealForTwo project strives to ensure that for every dinner enjoyed at Gondwana lodges, a nutritious meal is offered to someone in need.

For more information, please email caretrust@gcnam.com





Go2 Tourism Shuttle

We offer travel solutions to Namibia's top destinations.

Gondwana Collection Namibia offers ten transfer routes to Namibia's top destinations! Go2 Traveller Transfers provide a daily hop-on hop-off transport service for all travellers.

Go2.na

Info@go2.na

+264 81 143 4473





GONDWANA
COLLECTION
NAMIBIA

Discover the true Namibia. Experience its magnificent landscapes and heart-warming culture with those who know it best, people who are passionate about conserving the land and bringing its captivating stories to life. With comfortable properties located at all of Namibia's intriguing places of interest, Gondwana Collection Namibia offers unique accommodation experiences. Different in theme, but equal in sincere warmth of service, each promises an exciting and authentic Namibian experience that will turn every moment into a golden memory.

Tel: +264 61 427 200

Phone: +264 81 129 2424 (after hours)
+264 81 165 2805 (after hours)

Email: [info \(at\) gondwana-collection.com](mailto:info@gondwana-collection.com)





The ultimate self-drive experience.

Chase your dreams and discover new ones.

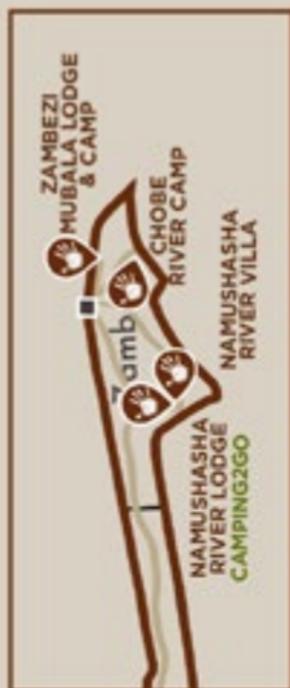
For these memorable moments on your self-drive tour, we have created the most individual and impressive ways to travel the wonderworlds of Namibia; with the first-class rental vehicles of our car hire company.

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STAMPS

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