

## Frequently Ask Questions (FAQ)

### **Is Namibia the ideal place to visit?**

**Yes, Namibia is an incredible country to visit** but please remember that we are in Africa and that not all standards are the same as you would get in Europe, America, Asia, and Australia or other first world countries. To the majority of our clients, that is part of the appeal of travelling to destinations such as ours. If you are NOT comfortable with new challenges then you may wish to consider other companies or destinations. Please also note that due to the location of destinations, long days are inevitable and you will travel on gravel roads and dust tends to get everywhere so it's worth ensuring you protect your equipment.

### **What about the tent for camping?**

There are vehicles with tent on the roof and tents on the ground.

**Tent on the roof:** The tent on the roof offers great comfort in terms of installation and protection. Installing the tent on the roof is very simple because it does not require the tedious steps required by other camping tents. To access the tent, simply unfold the retractable tent and lower a ladder.

**Ground Tent:** These car camping tents are set on flat ground, such as in parks, campgrounds and in places that allow for scattered camping

### **What is the suitable vehicle for my trip?**

There are two types of vehicles for the safari, either you take a SUV 4x4 or 2x4, or the minibus. A 4x4 or 2x2 SUV would be the ideal for travellers who are 5 or less with a sufficient budget. The minibus can be recommended when you are traveling more than 5 people and not having enough budget to rent 2 SUVs.

### **What are the Visa and Passport requirements in Namibia?**

Make sure that you have a signed passport and that its validity will extend to **six months after the date of your return.**

This document must also be carried with you at all times when travelling around Southern Africa, including Namibia, Zimbabwe and Botswana.... For entering any country in Southern Africa, you must have at least two empty pages in your passport for the entry visa; otherwise they may turn you away upon entry! If you are entering a number of different countries on the same trip then we advise having at least 6 empty pages as each country's stamp tends to take up a lot of space. It is advisable to carry copies of your passport, flight tickets, visa/s and any other important information in case the originals are mislaid.

Please check the number of entry days that you are given at immigration as soon as you have your passport stamped. We have heard of some instances where tourists were only given a few

days in their passports, did not check the dates and then had trouble exiting the country as they had overstayed their tourist visas.

Motema Tours and Safaris cannot be held liable or responsible should a passenger be refused entry into any country for any reason.

### **What is the weather like in Namibia?**

Please note that in winter evenings, nights and early mornings in particular can be very cold. We recommend layered clothing – day time temps can be 25°C so t-shirts and shorts is great for then, but thermals are very useful for evenings/night. Summer temperatures can exceed 35°C, but as that is our rainy season a lightweight rain jacket is handy. As with most places layering is the most recommended way of clothing – please ensure you pack your clothes in plastic bags and ensure cameras/electrical equipment is suitably protected.

### **What is the climate of Namibia?**

The African sun is very strong. Please use a factor 30 sunscreen and wear a hat. You should drink at least 3 litres of water per day to avoid dehydration. It can also get very cold during winter months on this route.

### **What is the currency of Namibia?**

The Namibian dollar is tied permanently against the South African rand on a 1/1 basis so you are able to check the current exchange rate against your local currency, but please note that Namibian dollars are not regarded as an international currency and cannot be purchased outside of the country. Therefore, if bringing foreign money into the country you'll receive SA rand. Both Namibian dollars and South African rand are legal currencies in Namibia. Generally, credit card facilities are accepted in the lodges and ATM's are available in towns. However, we recommend you carry some cash with you in case a machine is out of order.

Travellers' cheques can only be exchanged in major towns and it is often a time consuming and costly process so we do not recommend carrying them with you. We recommend you bring South African rand with you or exchange at the airports prior to landing in Windhoek to avoid any unnecessary delays upon arrival or needing to carry large sums of money and passports around the city. It is customary to tip in Namibia, usually, around 10% at restaurants. Your guide can be tipped at your discretion if you feel he/she has done a superb job – we recommend 10 EURO or USD / person / day. For example, 10 days safari, gratitude will be 100 EURO or 100 USD per person.

## Is Namibia safe?

As with every destination safety tip needs to be adhered to; we strongly recommend you use a safe in a hotel/lodge or lock up your valuables when you are not in the room; when in a vehicle do not leave valuables on display but tucked away and out of sight. It is also better to have copies of passports, money, cards, etc. split between travellers so if anything, unexpected happens (e.g. a bag is lost or stolen) then other funds/cards are available. You may also wish to consider using a money belt/neck wallet. We suggest you leave valuable jewellery at home – you won't need it while travelling. A padlock for your luggage is also recommended.

## Do I need travelling insurance for my safari?

**It is essential that you purchase comprehensive personal travel insurance before you embark on your holiday, medical insurance is insufficient.** Travel insurance is for your own protection and should include evacuation; we also recommend full cover for baggage loss, etc. and consider it to be an essential part of modern international travel. If you have credit card insurance – please contact your bank for these details prior to arriving in-country. If you are uncertain whether this is enough please contact us when you book to ensure you have adequate cover.

**It is a condition of travel with Motema Tours and Safaris that all guests must have insurance for medical expenses, baggage loss, cancellation/curtailment, default and personal accident.**

**Anyone travelling must have travel insurance valid for their time of travel.**

## Do I need to bring along malaria medication or repellents?

Namibia is a low risk malarial destination, but we recommend that you seek professional medical advice to enable you to make decisions on personal malaria protection. Note that Etosha is considered a malaria region (low risk) particularly during rainy season. No vaccinations are required by law for the countries being visited on this tour, though we recommend you are current with TB, tetanus, polio etc.

## Can I drink tap water in Namibia?

**All tap water in Namibia has been purified or comes directly from boreholes and is safe to drink.** Tap water is generally safe to drink but bottled mineral water is easily available at shops and rest camps should you prefer to drink this, and is also provided at lodges. On the rare occasion that tap water is unsafe to drink, your guide will always advise you before you arrive in the area.

### **What electrical adaptor do I need for Namibia?**

Plugs are 220V and are 3 pins (round pin as opposed to square pin). Adaptors can be purchased in Windhoek; they are the same as South Africa if you are shopping in your home country or at airport. It is possible to re-charge batteries at lodges, but clients must be responsible for security of their possessions and Motema cannot be held responsible for clients' personal possessions.

Wi-Fi is available at most lodges (though they may charge for its use and it may be only available in central areas, or be slow!



### **Can I make special diet requirements?**

We can assist with booking of various dietary requirements or food allergies, but we appreciate your details when you book with us (or with your agent) and we will advise the appropriate lodges. Please be aware that the choice and options may not be as great as your home country.

### **Do you arrange for Pre and Post Tour Accommodation?**

If you require accommodation before or after your tour, we can arrange this for you. Once you have booked your safari pre-departure information and a safari confirmation will be sent to you. The pre-departure information will assist you with what to bring, weather conditions and most other common questions we get asked.

### **Can I expect any delays and cancellations from your agency?**

**By the company:** The company shall reserve the right to change any tour due to unforeseen circumstances (e.g. airlines not running on schedule, road conditions, weather, mechanical breakdown, accidents and political instability) beyond the control of Motema Tours and Safaris. The company will try to provide adequate alternatives, but will accept NO liability.

**By the client:** In case the client changes the itinerary on his own request, the company shall try to accommodate the client, but may charge cancellation fees. This is subject to a new quotation, which will be given by the client in writing.

### **Who will be in charge on our trip?**

At all times the decision of the tour guide will be final on all matters likely to endanger the safety and wellbeing of the group. The client must at all times strictly comply with the laws, customs and foreign exchange regulations of all countries visited. Should the client be detected in any contravention of the law, custom or exchange regulations, or should the client be a nuisance to the group, the guide may order the client to leave the tour without the right of refund.

### **What is the accident policy?**

While every precaution is taken to ensure the safety of all persons participating on the tour, the client his/hers, heirs, dependants, agents, executors or their assignees, hereby irrevocably waive any rights they may have to claim, any form of compensation for any damages which the client may suffer due to injury or death whilst on, or at any time after the tour, from Motema Tours and Safaris. Under no circumstances will Motema Tours and Safaris be responsible for the death or injury or loss, which might occur to such persons sustained from any case whatsoever. The client hereby indemnifies and holds Motema Tours and Safaris harmless against any and all claims whatsoever the nature.

### **Can I embark on a tour if I am not medically fit or prone to getting sick?**

It is the client's obligation to ensure that he is medically fit and able to embark on the tour. We recommend the vaccination against Hepatitis before travelling. Anti-malaria precautions should be commenced prior to departure and clients should bring insect repellents on tour.

### **Who will be held liable for anything that might get lost or damaged on the tour?**

The client should get him/herself acquainted with customary practices. Motema Tours and Safaris as well as co-operating agents do act in the capacity of agents for the clients in all matters and will under no circumstances whatsoever be responsible and be exempt from any liability for accidents, injury, delay, loss or damage to property or any other loss or damage from whatever it may arise. All tours are subject to the conditions of the concerned airlines, hotels, restaurants and all other contractors involved.

### **What languages are spoken in Namibia?**

**The official language in Namibia is English**, so communication should not be a problem. German and Afrikaans are widely spoken as well. Namibia is a multi-cultural destination with many other languages spoken, including Damara, Kavango, Oshiwambo and Herero.

### **Is there anywhere to do laundry?**

Whilst we hope that your trip will be chore free and totally relaxing, we understand that you may want to wash one or two items of clothing while out on safari!

camping trips there will be laundry facilities (with washing machines) in the bigger towns such as Swakopmund and Windhoek. While out on the road, we recommend that you pack a bar or tube of laundry detergent that you'll be able to use for smaller items of clothing at your campsite. With Namibia's dry climate, items normally dry quite quickly overnight.

If you're staying in lodges on your safari, the majority (but not all) will offer a laundry service. This will depend on the specific lodge / hotel. We suggest checking directly with your lodge or getting in touch with us if you have any specific questions.

