

Abenteuer Afrika Safari FAQs

Q. What time does the aeroplane land?

A. Please refer to the airlines schedules for international flights. Within Namibia, many of our guests travel by private charter, where times are more flexible. Your consultant will supply you with more information regarding specific private itineraries.

Q. How time must we allow for pre-departure flight check-ins?

A. For International departures, you are required to be at the airport two hours before your departure. For private charter flights, half an hour is usually the maximum time, even sometimes minutes before departure.

Q. What can we do in our free time?

A. Most Lodges in Namibia offer activities. Some of which are included in the overnight package, others are for individual accounts. Please check with your consultants what activities are offered, or ask at the reception. Swakopmund, Walvis Bay and Windhoek offer many activities, there is something for everyone.

Q. What do we wear in the desert?

A. The desert is generally hot in the day, but it can be quite cold in the evenings. Guests need to be aware of the fact that many activities are done in open vehicles, where the wind-chill factors plays a big role. What everybody always get wrong, is the fact that although the coastal regions are part of the desert, these are generally cool to cold with a cool Antarctic off-shore wind. Guests often do not carry warm clothing for these areas. Anywhere in Namibia, have a good sun block, and wear a hat.

Q. What is the exchange rate of the Namibian dollar?

A. The Namibia Dollar (NAD) is the same value as the South African Rand (ZAR), which is also legal tender throughout the country.

Q. Can we take Namibian money back to South Africa?

A. No. While you can use both the N\$ and the South African Rand in Namibia, you can only use South African Rand in South Africa. Very few banks will exchange Namibian dollars for any currency so we recommend you exchange any leftover Namibian cash for South African cash at a bank before you leave the country. Or just spend it, and support our economy!

Q. Do you accept Rand, US\$, Euro etc..?

A. While you can exchange money at banks and bureaux de change, foreign currency is generally not accepted in shops. We recommend purchasing South African Rand Travellers Cheques prior to departure or Namibian Dollars on arrival.

Q. Do you have a taxi service?

A. Namibia has an informal taxi service. Most taxis are hailed from the street, privately owned and do not have meters. Negotiate your fare before accepting a ride and ensure the taxi is licensed for public transport. Private shuttle buses offer services between major towns throughout the country but some are unreliable and unsafe. As a general rule, it is safer to contact your travel consultant or the local information bureau for details of appropriate transport options in your area.

Q. How do we contact you in an emergency?

A. The Abenteuer Afrika Safari office telephone is monitored 24 hours a day: +264 64 404030.

Q. Are you insured?

A. Yes. Abenteuer Afrika Safari has comprehensive Passenger and Public liability insurance in place.

Q. Where are your offices situated?

A. Our offices are in Swakopmund, 14. Kraal Street, Namibia

Q. How many employees do you have?

A. Abenteuer Afrika employs 24 Namibian staff

Q. What does Abenteuer Afrika offer?

A. Incentive travel, Conferences, Specialised group tours, Luxury private travel and tours, Cruise ship shore-based excursions, Luxury tented camp safaris, Special events, Add-on and Group Activities, and Fly-in safaris. See Our Expertise (<http://www.abenteuerafrika.com/our-expertise/index.php>) for details.

Q. Are you registered with the relevant authorities and associations?

A. Yes. We are registered with the Namibia Tourism Board (NTB) (<http://www.namibiatourism.com.na>), and we are a member of the Tours and Safari Association of Namibia (TASA) (<http://www.tasa.na/>)

Q. What do the acronyms FI, FB, HB and FIT stand for?

A. FI = Fully Inclusive, meaning all meals, selected drinks and scheduled activities; FB = Full Board, meaning all meals and selected drinks; HB = Half Board, meaning selected meals and drinks; FIT = Fully Independent Traveller.

Q. Is Namibia a malaria country?

A. The extreme north-eastern region of Namibia is the only endemic malaria area. The rest of the country is either too high or too dry for malaria. If your itinerary includes visits to the Caprivi, northern Botswana or Victoria Falls, you should consult your local physician or pharmacist for a suitable prophylactic malaria treatment several weeks before departure. See the Tourism Board's malaria map for more detail:
http://www.namibiatourism.com.na/traveling_malaria.php

Q. Which credit cards are accepted in Namibia?

A. Visa and MasterCard credit and debit cards are accepted at large retail outlets and hotels. However credit card facilities are not universal and you should be prepared to pay for goods and services in cash, especially in the more remote towns and regions. You can withdraw local currency from ATMs using your credit or debit card. Please note that Dinners Club and American Express cards are not widely accepted.

Q. Does Namibia make wine like South Africa?

A. Namibia is not known for its wine. Kristall Kellerei in Omaruru and Neuras Wine Farm in the Naukluft Mountains are the two most well-known wine estates.

Q. Is a satellite/cellular phone necessary and what coverage does Namibia have?

A. While not necessary, a satellite or cellular phone offers greater peace of mind when travelling away from the towns or off the beaten track. Bear in mind, however, that Namibia's network does not cover the entire country and you should not rely on GSM communications alone. Satellite telephones are available to rent but they must be pre-arranged.

Q. Do you supply a large-scale detailed road map of Namibia or should I buy one in advance?

A. Abenteuer Afrika Safari supplies a complimentary map of Namibia

Q. Is your National Airline reliable?

A. Air Namibia is a safe and reliable carrier that conforms to the strictest International Civil Aviation requirements.

Q. Do we need a visa for Namibia?

A. Most visitors to Namibia are issued a visa upon arrival. Nationals from certain countries are required to have a visa prior to arrival. Consult the Namibia Tourism Board website (http://www.namibiatourism.com.na/traveling_visa.php) or VisaHQ.com (<http://namibia.visahq.com/>) for the latest visa information.

Q. Do you get to see whales in Namibia?

A. While Namibia is not a whale watching destination (like Hermanus in South Africa) we have recorded sightings of Southern Rights, Humpbacks, Minkys and Orcas. Most sightings occur in August and September in Walvis Bay on the popular marine cruise excursions.

Q. Can you do shark diving in Namibia?

A. Shark cage diving is not available in Namibia due to the cold water, strong currents and poor visibility. In addition the environmental impact of baiting sharks – as practised in South Africa – has yet to be determined.

Q. Is Namibia a scuba diving destination?

A. While there are dive clubs, most diving in Namibia is of a commercial nature. As with shark cage diving, the currents, temperature and poor visibility make diving difficult.

Q. Do you have Russian/Spanish/Italian Guides?

A. Yes. Namibia has a handful of excellent multi-lingual speaking guides. Languages available are German, Italian, Spanish, French, Russian and Portuguese. Please note that multi-lingual guides are in short supply so advanced booking is essential. The official Language in Namibia is English.

Q. How long do the Desert tours and Dolphin cruises take?

A. Dolphin Cruises are morning only activities beginning at about 8am and ending at midday – actual times vary according to season, current weather conditions and the boat owners' schedules. Desert tours take between 3 and 5 hours, and are done mornings as well as in the afternoons. One specialised tour even offers a short evening tour.

Q. Can I join a scheduled tour?

A. Abenteuer Afrika Safari currently does not offer scheduled departure tours. But we will gladly create a tailor-made travel solution (<http://www.abenteuerafrika.com/our-expertise/luxury-private-travel.php>) for you.

Q. Do we do Beach Camping?

A. The beaches are not very inviting for camping, due to lack of facilities, mist and a cold off-shore wind. The town of Swakopmund does however have a very nice and sheltered campsite, just a few meters from the beach, and there are a few rustic fishing sites on the coast between Swakopmund and Tora Bay in the north of the Skeleton Coast.

Q. Could we book Elephant rides?

A. Although Namibia is home to many elephants and one of a few countries with a growing population, nobody in Namibia offers elephant rides. Our neighbours Zambia, Botswana and Zimbabwe (Victoria Falls) offer elephant safaris and we will gladly assist with arranging these for you.