

## **NAMIBIAN FAQ'S**

### **What is the best way to travel in Namibia?**

Namibia is an ideal self-drive destination with good infrastructure and well indicated roads although distances between destinations are quite far. Other recommended ways of travelling around Namibia are by charter flights or luxury train. We also can offer you a wide range of guided private or scheduled tours led by our expert guides.

### **Is Namibia a good family destination?**

Namibia offers wonderful value for families, although some establishments are more child friendly than others. As we have children ourselves, we can advise you on the best options for you and your family according to the ages and interests of your children.

### **What is the best time to visit Namibia?**

Namibia enjoys sunshine virtually every day of the year, and you can expect hot summers (October – April) and pleasant winters (May – September) in this arid climate. Daytime summer temperatures can rise to 40°C/104°F and drop to around 20°C/68°F at night. Winter days are sunny and mild to warm with temperatures of about 25°C/77°F, which may drop to as low as 5°C/41°F at night. The coastal region is cool and dry throughout the year. Best birding is during summer (November – April); best botanical months: December – May; peak season for travelers: July – October.

### **Can you tell me about my passport and visa requirements ?**

International visitors require a valid passport together with onward travel documents. All passport holders should verify with their relevant consulate concerning visa entry requirements. If you are extending your journey to other countries, please establish entry requirements for those countries as well. Please ensure that you have all the necessary visas prior to departure (unless available on entry) as we cannot be held liable for any errors on your side.

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

Summer is from November to April, with hot and sunny days. Daytime temperatures can rise to 35C, but drop at night to around 14-18C. The coastal region is cool and dry through the year. The rainy season lasts from February to March and rainfall varies from 50mm to 700mm depending on the region. Winter is from May to October and days are generally dry, sunny and mild to warm. Temperatures reach about 23C and drop at night to between 0 - 10C. It can be quite cold and windy at the coast, for which warm clothing and a windbreaker are necessary.

Temperature (°C) - These are the average lows and highs for Windhoek ( keep in mind that there are variations depending in which region you are ):

|         |          |           |         |          |          |
|---------|----------|-----------|---------|----------|----------|
| January | February | March     | April   | May      | June     |
| 17 / 30 | 17 / 29  | 15 / 27   | 13 / 25 | 9 / 22   | 7 / 20   |
| July    | August   | September | October | November | December |
| 7 / 20  | 8 / 23   | 12 / 26   | 14 / 29 | 16 / 29  | 17 / 31  |

Rainfall (mm). This varies according to the year and where you are.

|         |          |           |         |          |          |
|---------|----------|-----------|---------|----------|----------|
| January | February | March     | April   | May      | June     |
| 43      | 53       | 26        | 28      | 5        | 3        |
| July    | August   | September | October | November | December |
| 3       | 3        | 3         | 10      | 23       | 95       |

### **Can I use my credit card ?**

International Visa and Mastercard credit cards are generally accepted throughout Namibia. Holders of other cards are advised to clarify with a commercial bank whether their card is acceptable in Namibia. Most safari camps are unable to accept American Express cards.

### **What currency must I bring with ?**

The currency in Namibia is the Namibian Dollar, which is fixed to and equals the South African Rand on a one-to-one basis. The Namibian Dollar and South African Rand are the only legal tender in Namibia and can be used freely to purchase goods and services in the country. The Namibian Dollar, however, is not legal tender in South Africa. Traveller's cheques and foreign currency can be exchanged at any of the commercial banks, which are well represented throughout the country. Visitors may bring any amount of foreign currency into the country.

### **What are Namibia's banks opening hours ?**

Windhoek, Swakopmund, Rundu:

Mon - Fri 09h00 - 15h30. Sat 08h30 - 11h00

Keetmanshoop, Tsumeb:

Mon - Fri 09h30 - 12h30; 14h00 - 15h30. Sat 08h30 - 10h30

Katima Mulilo:

Mon - Fri 09h00 - 12h45; 14h00 - 14h30

### **Can I use my electric hairdryer or shaver in Namibia ?**

Most safari camps are situated in remote areas and have to generate their own electricity. Each camp has a generator that runs for about 6 hours per day (3 hours in the morning and 3 in the afternoon when guests are out on activities). These generators then charge batteries located at each tent / room, which provide good 12v lights all night (if used sensibly). There are no 220v or 110v power points in the safari camps. If you need to have your video battery re-charged this can be done while you are out on an activity. Therefore, please bring a spare battery for use while the other is being charged. Electrical plug outlets are not available in most safari camps therefore it is not possible to use such appliances such as hairdryers or electric shavers during your stay there. In major cities all electrical appliances run on 220/240 volts. Outlets are round 3-pin, 15 amp plugs.

### **Are there any health precautions I need to be aware of ?**

Medical facilities in the major cities are of international standard, although the remote areas are less well provided. There are relatively limited risks of malaria and bilharzia in the northern game areas, so you should exercise common sense precautions regarding untreated water and possible exposure to mosquitoes. If you are visiting the area north of Windhoek, you must obtain malaria prophylactics before entering Namibia. It is best to consult your pharmacist or doctor in this regard.

### **Do the local people speak English in Namibia ?**

Languages include Ovambo, Damara, Kavango, Herero, although the official language is English with German and Afrikaans being widely spoken

### **What time zone does Namibia use ?**

Namibia operates on daylight savings time as follows: Summer: From the first Sunday in September to the first Sunday in April - two hours ahead of GMT Winter: From the first Sunday in April to the first Sunday in September - one hour ahead GMT.

### **What can I look out for when shopping ?**

In the major centres, such as Windhoek and Swakopmund, many shops specialize in attractive local products such as diamonds, semi-precious stones, curios of all types including dolls dressed in the traditional Herero style (these are made by Herero woman), hand-carved wooden objects, beautifully fashioned jewellery, shoes made of Kudu leather, karosses (rugs made from the pelts of wild animals), and popular SWAKARA garments. Value Added Tax (VAT) in Namibia is 15% all round. Bona fide tourists to Namibia are exempt from paying sales duty or excise duty on luxury items such as jewellery or Swakara (fur) garments

### **Do you have any safety tips for me?**

It's sensible to take the same precautions in major cities as you would in any of the world's metropolitan areas. Never leave luggage unattended in front of the hotel or in the lobby. Deposit your valuables in the hotel's safety deposit box. Don't stroll around the streets after dark. Always lock your car doors and keep the windows closed. Do not walk around the city looking like a tourist and keep your camera concealed. Do not walk around with large amounts of cash and with cameras around your neck.

## **MOZAMBIQUE FAQ'S**

### **Can you tell me about my passport and visa requirements ?**

International visitors require a valid passport together with onward travel documents. All passport holders should verify with their relevant consulate concerning visa entry requirements. If you are extending your journey to other countries, please establish entry requirements for those countries as well. Please ensure that you have all the necessary visas prior to departure (unless available on entry) as we cannot be held liable for any errors on your side.

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

Mozambique's south coast offers a pleasurable expanse from April to November of consistently little rainfall and moderately hot 20 to 29°C (68-85°F) days. Closer towards the centre of the coast things get a bit wetter but with the middle of the year still an optimum time to travel around. The mercury climbs as you head inland and towards the northwest; the moister months from October to April can get humid.

### **What is the best way to travel in Mozambique?**

Mozambique is an excellent beach holiday end to a trip to Botswana, or even Namibia, and is easily accessed via Johannesburg. Private and scheduled charter flights are recommended for travel to and within Mozambique and are easily arranged from either Johannesburg or Nelspruit airports in South Africa. Most island resorts are reached by boat. We do not recommend self-drive options or trains and coaches as a mode of transport.

### **Is Mozambique a good family destination?**

Mozambique is a wonderful destination for families, although some island resorts are more child friendly than others. As we have children ourselves, we can advise you on the best options for you and your family according to the ages and interests of your children.

### **What is the best time of the year to visit Mozambique?**

Mozambique has a tropical climate, with the northern coastal regions in particular being quite hot and humid. The average temperature for Mozambique is around 30°C all year round. The dry winter runs from April to September, when the average daily high reaches 27°C on the coast, becoming cooler inland. The wet summer is from October to April, with an average daily temperature of 33°C. The best fishing months are in summer from October to March.

### **Can I use my credit card?**

Credit cards are usually accepted only at the more upmarket hotels and island lodges. We therefore suggest that you use cash when making payments

### **What currency must I bring with ?**

The currency in Mozambique is the Metical. South African Rands and US Dollars in cash are advised. There are no credit card or ATM facilities in Mozambique. Although very time consuming; travellers cheques and cash can be changed at local banks- you will require your yellow travellers receipt

### **Do the people speak English in Mozambique ?**

The local language is Portuguese; however most people can speak English.

### **What are the opening hours of the local shops ?**

Normal business hours are between 08h00 - 12h00 and 14h00 - 17h30

### **How much should I include for gratuities ?**

If not included, it is customary to tip 10% to taxi drivers, waitresses, waiters, stewards and delivery persons. For your guide, approximately US\$ 5.00 - 25.00 per person per day, or more if service is above average ( see safari primer for more details )

### **Can I use my electric hairdryer or shaver in Mozambique ?**

All electrical appliances run on 220 volts. Outlets are round 3 pin, 15 amp plugs. Special adapters for video cameras, chargers and hairdryers are needed and can sometimes be supplied by some hotel or lodge receptions. Various island lodges may not have 220 volts and may operate on solar powered 12-volt electricity. Remember to bring spare batteries to have charged at the lodge while out on an excursion.

### **Should I take anti malaria precautions before entering Mozambique ?**

Anti-Malaria tablets are a must. These should be taken 24 hrs before entering Mozambique and continue taking them for 6 weeks after leaving the country. Please speak to your doctor in this regard. All lodges are equipped with mosquito netting and repellents.

**Are there any airport taxes I need to be aware of ?**

On arrival at Vilanculos Airport, you are required to clear Customs and Immigration. Domestic Airport Tax of approx. \$US 5.00 per person applies for your own account

**How do I get from the airport to the lodges on the island ?**

Transfers are done by boat or by air depending on the weather conditions. Boat transfers are approx. US\$80 one way per person and air transfers US\$120 per person one way.

## SOUTH AFRICAN FAQ'S

### **What is the best time to visit South Africa?**

South Africa has a lovely climate, with sunshine almost all year round. There is excellent game-viewing throughout the year but it is best during winter (May – August) in the northern regions and during summer (September – April) in the south.

### **Is South Africa a good family destination?**

South Africa offers wonderful value for families, although some establishments are more child friendly than others. As we have children ourselves, we can advise you on the best options for you and your family according to the ages and interests of your children.

### **What is the best way to travel around South Africa ?**

South Africa boasts an excellent infrastructure and travel by road, air and luxury train are all recommended. The country is well suited for those wishing to self-drive, and this method offers a great way to see the country ( especially for families ) at your own pace. There are also regular scheduled flights, charter flights, trains and a range of guided private and scheduled tours for groups from 2 people or more.

### **Can you tell me about my passport and visa requirements ?**

If travelling to South Africa then you must please ensure that your passport is valid for at least 6 months after your entry date and that you have a minimum of 2 blank pages (if there is insufficient space in the passport then entry will be denied) in your passport to enable the entry visa to be issued. Please ensure that you have all the necessary visas prior to departure (unless available on entry) as we cannot be held liable for any errors on your side.

### **What is the weather like in South Africa ?**

South Africa enjoys a high number of clear, sunny days. Summer in South Africa lasts from October until March. Despite regional differences, South Africa's climate is generally mild throughout the year. Snowfall is limited to the highest mountain peaks, and it is a relatively dry country with a mean annual rainfall of 502mm.

### **Can I use my credit card ?**

Visa and MasterCard are widely accepted throughout the country. American Express and Diners are less widely accepted, however more acceptable in the main city centres. Please check in advance with any safari lodges you may be visiting.

### **What currency must I bring with ?**

The currency unit is Rands and Cents. 1 rand = 100 cents. Major credit cards are accepted at most hotels, restaurants and stores. In line with the legislative changes in Europe, most establishments and banks will unfortunately not accept euro legacy currency notes and coins as legal tender including Austrian Schilling, Belgian Franc, Deutsche Mark, Spanish Peseta, Finnish Mark, French Franc, Irish Punt, Italian Lira, Netherlands Guilder and Portuguese Escudo. We recommend you bring travelers cheques with you.

### **What are South Africa's banks opening hours ?**

Most banks are open Monday to Friday 09h00 to 15h30 and Saturday from 08h30 to 11h00. The following banks offer foreign exchange services: First National, Nedbank, Standard Bank, and ABSA. Various teller machines (ATM's) and foreign exchanges ( Rennies and Thomas Cook ) are found in every large town. Several international banks have branches in the main cities. The banks and the Bureau de change offer the best exchange rates, but it is also possible to change money at most hotel receptions.

### **Can I use my electric hairdryer and shaver whilst in South Africa ?**

All electrical appliances run on 220 volts. Outlets are round 3 pin, 15 amp plugs. Special adapters for video cameras, chargers and hairdryers are needed and can sometimes be supplied by some hotel receptions. Various safari camps and lodges may not have 220 volts and may operate on solar powered 12-volt electricity. Remember to bring spare batteries to have charged at the lodge while out on safari.

### **Are there any health precautions I need to be aware of ?**

Medical facilities in the major cities are of international standard. There are a few basic health matters that require care and attention. Malaria within South Africa's borders is only prevalent in a few areas. It is encountered mainly in northern and eastern Mpumalanga, northern Kwa-Zulu Natal, and the border areas of the Northern and North West Provinces. Malaria is also common in the lower lying areas of Swaziland. Should you be visiting these areas malaria precautions are advised. Malaria transmission is at its highest during the warmer and wetter months of November through to April. From May through to October the risks of acquiring malaria are reduced.

### **Do the local people speak English in South Africa?**

Although the new 'South Africa' boasts 11 official languages, the major languages spoken are still English and Afrikaans. The other 9 languages are African, the most common being Zulu and Xhosa.

### **What can I look out for when shopping ?**

A variety of shopping centres, local handicrafts markets and roadside stalls are found. Quality gold and diamond jewellery is high on the list of the most popular purchases. Leather goods, wooden carvings, sculptures, paintings and local handicrafts including pottery, beadwork and woven articles are also available for purchase.

### **Can I claim back sales tax on departure from South Africa ?**

When visiting South Africa, foreign tourists can have sales tax (known as Value Added Tax - VAT) refunded at a port of exit provided the value of each invoice for goods purchased exceeds R50.00 and the total value of all items purchased exceeds ZAR250.00. To qualify for a refund, visitors must be in possession of a valid passport, valid tax invoices and must produce the goods purchased. Please note that a receipt stating "for information only" is not accepted by the VAT refunders. It has to say VAT invoice and show the amount. The VAT rate is 14 percent and is levied on most products. Goods are also not to be utilized/consumed whilst in South Africa and must be in original packaging.

### **How much should I tip my guide ?**

If not included, it is customary to tip 10% to taxi drivers, waitresses, waiters, stewards and delivery persons. On safari, approximately US\$ 5.00 - 25.00 per person per day, or more if service is above average ( see safari primer for more details )

### **Are petrol stations open all day ?**

Filling stations are conveniently situated throughout the country. Unleaded petrol is available. Most filling stations are open 24 hours a day. Please bear in mind that you are only able to pay for petrol with cash money.

### **What telephone code do I use for dialing out ?**

Phoning from any hotel room can be very expensive. There are phone booths at some of the hotels. Inquire at the reception desk. The international code for South Africa when dialling from abroad is 27. Do not dial 0 before the city code, e.g. Johannesburg would be +27 11. To call overseas from your hotel room, dial 0 to get a line and then 09 (from S.A) then the international country code e.g. 44 (U.K) and the local number, once again omitting the "0" from the area code.

### **Do you have any safety tips for me ?**

It's sensible to take the same precautions in major cities as you would in any of the world's metropolitan areas. Never leave luggage unattended in front of the hotel or in the lobby. Deposit your valuables in the hotel's safety deposit box. Don't stroll around the streets after dark. Always lock your car doors and keep the windows closed. Do not walk around the city looking like a tourist and keep your camera concealed. Do not walk around with large amounts of cash and with cameras around your neck. Please carry a record of your passport number, airline tickets and travellers cheques.

### **Do you have a list of South Africa's public holidays ?**

New Years Day: 01 January  
Human Rights Day: 21 March  
Good Friday: 29 March  
Freedom Day: 27 April  
Workers Day: 01 May  
Youth Day: 16 June  
National Women's 09 August  
Heritage Day 24 September  
Day of Reconciliation 16 December  
Christmas Day 25 December  
Day of Goodwill 26 December

Please note that should a public holiday fall on a Sunday, then the Monday is considered a public holiday too. Generally all service orientated shops and all banks are closed on a public holiday.

### **Is there a list of emergency numbers you can give me ?**

Department of Home Affairs  
(012) 314-8911/ (012) 324-1860

Medical Rescue  
(011) 403-7080

Automobile Association  
0800-010101 (Toll free)

Life Line  
0800-012322 (Toll free)

Police  
10111

Temperature (°C) - These are the average lows and highs for **Johannesburg**

|         |          |           |         |          |          |
|---------|----------|-----------|---------|----------|----------|
| January | February | March     | April   | May      | June     |
| 15 / 26 | 14 / 25  | 13 / 24   | 11 / 22 | 8 / 19   | 5 / 16   |
| July    | August   | September | October | November | December |
| 5 / 16  | 7 / 19   | 9 / 22    | 12 / 24 | 13 / 25  | 14 / 25  |

Rainfall (mm). – **Johannesburg**. This varies according to the year and where you are.

|         |          |           |         |          |          |
|---------|----------|-----------|---------|----------|----------|
| January | February | March     | April   | May      | June     |
| 112     | 96       | 74        | 61      | 23       | 8        |
| July    | August   | September | October | November | December |
| 8       | 5        | 3         | 69      | 117      | 109      |

Temperature (°C) - These are the average lows and highs for **Durban**

|         |          |           |         |          |          |
|---------|----------|-----------|---------|----------|----------|
| January | February | March     | April   | May      | June     |
| 21 / 28 | 21 / 28  | 20 / 28   | 17 / 26 | 13 / 24  | 10 / 23  |
| July    | August   | September | October | November | December |
| 10 / 23 | 12 / 23  | 15 / 23   | 17 / 24 | 18 / 25  | 20 / 27  |

Rainfall (mm). – **Durban**. This varies according to the year and where you are.

|         |          |           |         |          |          |
|---------|----------|-----------|---------|----------|----------|
| January | February | March     | April   | May      | June     |
| 130     | 114      | 135       | 107     | 54       | 31       |
| July    | August   | September | October | November | December |
| 36      | 43       | 61        | 99      | 114      | 117      |

Temperature (°C) - These are the average lows and highs for **Cape Town**

|         |          |           |         |          |          |
|---------|----------|-----------|---------|----------|----------|
| January | February | March     | April   | May      | June     |
| 16 / 26 | 15 / 26  | 14 / 25   | 12 / 23 | 10 / 20  | 8 / 18   |
| July    | August   | September | October | November | December |
| 7 / 17  | 7 / 18   | 8 / 19    | 10 / 21 | 13 / 24  | 15 / 25  |

Rainfall (mm). – **Cape Town**. This varies according to the year and where you are.

|         |          |           |         |          |          |
|---------|----------|-----------|---------|----------|----------|
| January | February | March     | April   | May      | June     |
| 15      | 18       | 18        | 50      | 90       | 85       |
| July    | August   | September | October | November | December |
| 90      | 80       | 50        | 36      | 13       | 15       |