

# SAFETY TIPS FOR TOURISTS

## Welcome to the City of Windhoek, the City of Many Faces

The City of Windhoek is a safe tourism destination and we trust that you will enjoy your stay in our beautiful city. Guests' well-being and enjoyment are of prime importance to everyone in the tourism industry. Please help us to ensure that your visit is both safe and pleasant by taking the following simple precautions, as you would in any other country.

### At the Hotel

- Put airline tickets, valuable documents and certified copies, items and most cash in the hotel safe before going sightseeing.

### Sightseeing/In the Street

- Avoid displaying jewellery, expensive cameras and other valuables. Carry your (video) camera in a shoulder bag and not around your neck.
- Never leave your valuables or property unattended in any public place **or displayed in the car** even if you are on a guided tour.
- Never give money to children or loiterers, as this would encourage contravention of Municipal regulations.
- Learn about your surroundings. Ask the Tourist Information Officers, Hotel Staff and local residents about areas to avoid.
- If you want a taxi, your hotel or the nearest Tourism Information Office can recommend a reliable service. Taxis in Windhoek **display a code consisting of an Alphabet and number for eg. K100**. Radio Taxis can be found behind the Tourism Information Offices at the corner of Independence Avenue and Fidel Castro Street.

### After Dark

- Most areas in the City are safe, but rather explore the area in groups after dark **or on weekend afternoons** when few people are around.
- Stay away from dark and deserted areas. Seek advice from the Windhoek Tourism Information Offices about local conditions.

### Safety Tips using the ATM and Protecting your Cash

- Follow the instructions on the ATM screen carefully
- Choose a well-lit ATM where you are more visible
- Do not ask for help from strangers or allow anyone (not even Security Officers at the ATM's) to help you with your ATM transaction, rather ask for assistance inside the bank
- Do not allow anyone to stand too close to you or distract you while making your ATM transaction
- Take your time to complete your transaction and secure your card and your cash in your wallet, handbag or pocket before leaving the ATM
- Do not carrying large sums of cash with you
- Never let your card out of your sight or control at the ATM

### **Tips to Protect yourself against Card Fraud**

- Never let your card out of your sight when making payments
- Ensure that you get your own card back after every purchase
- Beware of card skimming as criminals use this method to steal your card information
- Report foreign lost and stolen cards immediately: Tel. +264 (0) 61 299 2999

### **Tips on Safe Foreign Exchange**

If you are traveling with traveller's cheques or plastic wallets

- Report stolen or lost items immediately so that they can be cancelled
- You should only countersign traveller's cheques at the point of encashment, while the cashier is watching
- Make use of legitimate foreign exchange outlets and guard against foreign exchange peddlers
- Familiarise yourself with Namibian currency

### **Long distance medical assistance or ambulance by road or air**

*If outside Windhoek the dialling code is 061- and precedes the Windhoek telephone number.*

Aeromed, +264-61-249 777 / 230 505

MedRescue, +264-61-230 505/6/7

### **Hospitals**

Katutura Hospital, Hans-Dietrich Genscher Street, +264-61-203 9111

Khomasdal Medical Clinic, 4758 Zwarts Road, +264-61-213 424

Medi-Clinic Windhoek, Heliendoor Street, +264-61-222 687

Rhino Park Private Hospital, Rhino Street, +264-61-225 434

Roman Catholic Hospital, Werner List Street, +264-61 – 237 237

Windhoek Central Hospital, Oievaar Street, +264-61-203 9111

### **Cell phone (Mobile) Emergency Number**

Namibia has a GSM 900 cell phone network which covers most cities, towns and major roads. For peace of mind have your phone activated to roam Namibia. Mobile phone users may call 112 in an emergency and you will be connected to the appropriate service. Though the call is free of charge, all subsequent emergency or rescue services rendered are for your own account.

### **General Tips**

- In the unfortunate event of a tourist becoming a victim of a crime, please report the matter to the City Police or Namibian Police. Perpetrators must be punished to discourage their activities.
- If your safety is threatened in any way please do not hesitate to call our 24-hour City Police for assistance. Please dial telephone numbers +264-61-290 2239 / 2018 / **3565 / 3567** or the toll free number 302 302. Our Crime Prevention Officers will assist you with understanding and compassion.

### **Official Contact Numbers**

The City Police was established to complement the Namibian Police in crime fighting and combating, to make our capital city, Windhoek a no-go area for criminals.

City Police - Crime Prevention Unit (24 hrs), +264-61-290 2239 / 2018 / **3565 / 3567**

City Police – Toll Free number, 302 302

City Police – Sms Line, 4444

City Police – Fire Brigade (ambulance, accidents and injuries), +264-61-211 111

City Police – Traffic Management Unit, +264-61-290 2722 / 258 473

Crime Stoppers (Anonymous information to police) +264-61-254 299  
Namibian Police - Emergency, 10 111  
Namibian Tourist Protection Unit - +264-61-209 4339  
Report Corruption – Anti-Corruption Commission Toll Free number, 0800 222 888

### **Safe Sex**

The spreading of HIV-AIDS should be a concern for everyone visiting Windhoek. The use of the necessary precautions to prevent the spreading of the virus is recommended. Condoms are freely available at clinics.

### **Water**

Water is a scarce commodity in the City of Windhoek. Please use it wisely!

**ENJOY YOUR STAY IN THE CITY OF MANY FACES!!!**

### **CITY OF WINDHOEK**

Manager: Economic Development and Tourism

Tel: +264-61-290 2284

Fax: +264-61-290 2546

E-mail: [zus@windhoekcc.org.na](mailto:zus@windhoekcc.org.na)

Website: [www.cityofwindhoek.org.na](http://www.cityofwindhoek.org.na)

The Senior Tourism Officer

7 Garten Street

Tel: +264-61-290 2093

Fax: +264-61-290 2058

E-mail: [ghe@windhoekcc.org.na](mailto:ghe@windhoekcc.org.na)

Website: [www.cityofwindhoek.org.na](http://www.cityofwindhoek.org.na)