

## Cell phone (Mobile) Emergency Number

Namibia has a GSM 900 cell phone network which covers most towns and major roads. For peace of mind, have your phone activated to roam in Namibia. Mobile phone users may call 112 in an emergency and you will be connected to the appropriate service.

## Official Contact Numbers

**Crime Prevention Unit (24 hrs):**  
+264 61 290 2239 / 2018 / 3565 / 3567

**Nampol Tourists Protection Unit:**  
+264 81 615 4401

**Namibian Tourist Protection Unit:**  
+264 61 209 2022 (24 Hours)

**Toll Free number:**  
+264 61 302 302

**Sms Line:** 4444

**Fire Brigade** (ambulance, accidents and injuries):  
+264 61 211 111

**Traffic Management Unit:**  
+264 61 290 2722 / 258 473

**Emergency:** 10 111

**Mobile:** +264 81 222 2516

**Crime Stoppers** (Anonymous information to police):  
+264 61 254 299

**Report Corruption:**  
**Anti-Corruption Commission**  
Toll Free Number: 0800 222 888

## Safe Sex

HIV-AIDS is a global concern, therefore the use of the necessary precautions to prevent the spreading of the virus is recommended. Condoms are freely available at clinics and various outlets.

## Covid-19

Although wearing of face mask is no longer mandatory, Covid-19 is real. Kindly take the necessary precautions at all times.

## Water

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

## Parking

- The Municipal Council of Windhoek has replaced the old mechanical parking meter system with a parking marshal system.
- Parking marshals are easily identifiable through their KeyPlot branded uniforms, name tags and labeled handheld devises.



*The Gateway to Endless Opportunities*

## CITY OF WINDHOEK

### Visitor Information Office:

**Tel:**

+264 61 290 2596 / 2092  
(during office hours)

**E-mail:**

[tourism@windhoekcc.org.na](mailto:tourism@windhoekcc.org.na)

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

City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



Welcome to the

**City of Windhoek**



**SAFETY TIPS  
FOR VISITORS**



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

#### At the Hotel

- Leave your passport and other valuable documents, items and most of your cash in the hotel safe before going sightseeing.

#### Sightseeing and walking on the Street

- Avoid displaying jewellery, expensive cameras and other valuables. Carry your (video) camera in a shoulder bag and not around your neck.

- Keep your smartphone preferably on your person or in your pocket.
- 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 street children or loiterers, as this is in contravention of Municipal by-laws.
- Learn about your surroundings. Ask the Tourist Information Officers and hotel staff.
- If you need a taxi, your hotel or the nearest Tourism Information Office can recommend a reliable transport service provider.

#### After Dark

- Most areas in the City are safe, but rather explore the in groups, especially after dark and on weekend afternoons when very few people are around.
- Stay away from dark and deserted areas. Seek advice from the Windhoek Visitor Information Offices on Independence Avenue and on Post Street Mall.
- Be on the lookout for signs displaying directions to these offices.

#### Safe Banking Tips

- Choose a well-lit ATM where you are more visible.
- Do not accept help from strangers, if possible rather ask for assistance inside a bank.
- Do not carry large sums of cash with you.
- Never let your card out of your sight or control at the ATM.
- Never let your card out of your sight when making payments.

- Ensure that you get your own card back after every transaction.
- Beware of card skimming as criminals use this method to steal your card information.
- Report foreign lost and stolen cards immediately:  
**Tel.** +264 61 299 2999.
- Make use of legitimate foreign exchange outlets and guard against foreign exchange peddlers.

