

Emergency help in Namibia

Keep this guide available while travelling. Protect people first, contact the appropriate emergency service, then notify Zumi when it is safe.

IMMEDIATE PRIORITY

People first. Vehicle second.

If anyone is injured, in danger, or the scene is unsafe, seek official emergency assistance immediately. Do not take extra risk to protect the vehicle or belongings.

Official emergency services

In a remote area, give the operator your GPS coordinates and the nearest road, lodge, campsite, park gate, town or landmark you know.

NamPol - Police / Polizeinotruf / полиция	10111
MVA Fund - Road crash / Verkehrsunfall / ДТП	9682 (also 081 9682)
Windhoek Fire & Ambulance / Feuerwehr & Rettung / пожарная и скорая	061 211 111
Windhoek City Police	061 302 302

Outside Windhoek, local fire and ambulance numbers can vary. If you do not know the local number, call NamPol on 10111 and clearly explain the emergency and your location.

Location information to give responders

- Your GPS coordinates, if available.
- Nearest road number, town, lodge, campsite, gate or landmark.
- How many people are involved and whether anyone is injured.
- Whether the vehicle is blocking the road or the scene is unsafe.

ZUMI 24/7

Zumi 24/7 emergency contact

Once immediate safety needs are handled, contact Zumi for help with the vehicle, insurance, towing or trip logistics.

+264 81 753 5330

Inside Namibia: 081 753 5330. The same number works for WhatsApp and voice calls.

REMOTE-TRIP MONITORING

Every Zumi vehicle is tracked with NamTrack.

If a vehicle stops pinging for an extended period, we will try to contact you. If we cannot reach you within a reasonable time, we may begin a search. Stay with or near the vehicle unless the location is unsafe.

No cell service?

Coverage is generally good in towns and along major routes, but remote areas may have little or no signal.

- If safe, pull fully off the road, switch on hazard lights and stay clear of traffic.
- Stay with or near the vehicle unless the location is unsafe. It is easier to find, can provide shelter and reduces wildlife risk. Do not walk long distances for signal.
- Conserve phone battery. Use airplane mode between checks and, if safe, charge from the vehicle without draining its battery.
- If another vehicle passes, signal from a safe position and ask for help. They may have service or another way to contact assistance.

VERY REMOTE ROUTES

Satellite phone recommended - and sometimes required.

For very remote routes, rent a satellite phone. Zumi may require one on some itineraries and will advise you during trip planning.

ULTIMATE CONTINGENCY

Extremely remote and waiting for help?

This is extremely uncommon. If help is delayed, stay with the vehicle if safe, avoid heat and unnecessary exertion, and ration spare food and water while drinking enough to avoid dehydration.

Quick reminders

- Save this PDF before leaving reliable coverage.
- Keep offline maps available.
- Keep emergency numbers accessible outside your phone if possible.
- Follow instructions from police, medical responders and local authorities.