



REPUBLIC OF NAMIBIA

MINISTRY OF HOME AFFAIRS, IMMIGRATION, SAFETY AND SECURITY

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MEDIA RELEASE

MINISTRY REFUTES MISLEADING CLAIMS REGARDING VISA ON ARRIVAL SYSTEM

Windhoek, Namibia – The Ministry of Home Affairs, Immigration, Safety and Security wishes to categorically refute the misleading, irresponsible, and alarmist social media article recently published by *Spotlighting Namibia* under the headline: “*Visa on Arrival: Travel Industry Fears Damage to Namibia’s Image.*”

The contents of the article is not only factually incorrect but appear to be a deliberate attempt to distort public perception, create confusion, and discredit a successful national policy that has significantly enhanced both Namibia’s immigration systems and its tourism sector.

The Ministry would like to inform the public that since the implementation of the Visa on Arrival (VoA) system, more than **70,000** visitors and tourists have entered Namibia through both online and manual visa application processes. This initiative has generated **N\$100 million** in visa revenue, which has been paid directly into the State Revenue Fund, aim to support national development initiatives that benefit all Namibians.

The Visa on Arrival programme is not only operational, it is producing tangible and measurable results. Contrary to the unfounded claims presented in the aforementioned article, there is no evidence of a decline in tourist arrivals. In fact, Namibia continues to be regarded as a highly attractive and accessible destination for international travellers.

The Ministry has firmly streamlined the operational process for arriving passengers. Previously, travellers holding an eVisa were still required to complete an additional Visa on Arrival (VoA) form upon entry. That process has now been removed. The eVisa has been upgraded to simultaneously serve as a VoA form, ensuring that payment is made in advance, documentation is valid upon arrival, and travellers proceed directly to immigration clearance without any further administrative steps.

This reform is already delivering measurable results. For example, on Sunday, 25 May 2025, two major international flights arrived at Hosea Kutako International Airport. The first flight, arriving from Frankfurt, carried 243 passengers, saw the first individual report to immigration at 08:12 and the last cleared by 09:27. The entire group was processed in just 1 hour and 15 minutes, averaging 19 seconds per passenger.

The second flight, from Addis Ababa, brought in 212 passengers. Processing began at 13:17 and concluded by 14:40, with a total clearance time of 1 hour and 23 minutes and an average of 23 seconds per passenger.

These are the verified, accurate clearance times. They directly dismiss the unfounded claims made by *Spotlighting Namibian*, which erroneously suggested passenger processing delays of three to four hours. The facts speak for themselves, Namibia's immigration system is efficient, responsive, and continuously improving to enhance the traveller experience.

Furthermore, the Ministry's Electronic Border Management System (EBMS) monitors all entry and exit movements in real time. This technology-driven approach ensures the integrity of Namibia's borders and facilitates operational excellence at all ports of entry, allowing for the provision of accurate, data-driven insights rather than speculation.

Assertions made in the article regarding widespread chaos, disorder, and excessive waiting times are wholly unsubstantiated. No traveller has experienced delays exceeding two to three hours, even during peak periods. Claims of delays ranging from "three to six hours" are not only grossly exaggerated but also misleading and irresponsible.

In addition, all travellers were duly informed of the revised visa fee structure, as stipulated in Government Gazette No. 8613. The fee structure for families traveling with children has also been updated as follows

- **For nationals of African countries:**
 - Standard fee: NAD 1,200.00 (approximately USD 70)
 - Children aged 6 to 11 years: NAD 600.00 (approximately USD 35)
 - Children under 6 years: Exempt from visa fees
- **For nationals of other countries:**
 - Standard fee: NAD 1,600.00 (approximately USD 90)
 - Children aged 6 to 11 years: NAD 800.00 (approximately USD 45)
 - Children under 6 years: Exempt from visa fees

Namibia's visa pricing structure remains both competitive and equitable, aligning with the nation's broader goals of regional integration, reciprocal international cooperation, and sustained global tourism growth.

The Ministry reiterates its unwavering commitment to the efficient and secure management of Namibia's borders, to delivering exceptional service, and to maintaining the country's reputation as a premier travel destination. The public is strongly encouraged to disregard unverified and speculative information, and to instead rely on official communications and credible data released by the Government.

Namibia remains open for tourism, secure for visitors, and steadfast in its commitment to excellence and hospitality.

For further information, please contact the Ministry's Public Relations Officers at the following numbers: 081 951 0065, 081 951 0066, or 081 951 0724. Alternatively, enquiries may be directed via email to: Public.Relations@mha.gov.na.

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