

KAKUMA REFUGEE CAMP: VISITORS INFORMATION PACK



Government Authorization: All visitors intending to visit Kakuma refugee camp are required to seek permission from the Government of Kenya. This is to be sought from the Refugee Affairs Secretariat (RAS) at the Ministry of Interior Coordination and National Government. As soon as you are issued with a permit, keep a printed copy. You shall be required to produce this copy when you arrive in Kakuma. The contact person for RAS is Mr. Stanley Nyale, Media Officer for RAS - who can be reached on email address: snyale.dra@gmail.com.

You will probably obtain your permit sooner if you draft a letter and take it personally to RAS offices which are based at The Castle House, Lavington Green area along James Gichuru Road, Nairobi.

Visas: A visa is necessary for entering Kenya. UNHCR does not assist visitors to obtain visas. Please make your own arrangements before flying to Kenya.

Travel to the Camps: UNHCR chartered flights to Kakuma are available twice a week (Mondays and Fridays) and cost USD 400 for a return trip. Tickets should be made before travel at the UNHCR Finance Office. UNHCR office is located along Waiyaki Way at Lynwood House. You can contact masha@unhcr.org for bookings.

Check in is at Wilson Airport - 748 one hour before departure. You will be charged an airport tax fee of Kshs.600.00 per passenger - this should be paid through the personnel on ground upon which a receipt will be issued. **Note:** Luggage is restricted to 20 kg per passenger. Special arrangements should be made for television/film crews wishing to carry items in excess of 20 kg per passenger.

Accommodation: Accommodation for visitors in Kakuma is USD 30 per night in the UNHCR guest house. Accommodation is limited and is only issued subject to availability. Requests for accommodation in the UNHCR compound should be made 14 days prior to your arrival in Kakuma. Some partner agencies working in the camp also provide accommodation to guests. Jesuit Refugee Services (JRS) and Lutheran World Federation (LWF) provide accommodation in their compounds (which are adjacent to the UNHCR compound) at a cost of USD 15 per night. World Food Programme (WFP) guest houses cost USD 40 per night while International Organization for Migration rooms costs 40USD per night. This is subject to availability.

Meals: Meals in the cafeteria are served at Ksh 1,050 per day (breakfast Ksh 250, lunch Ksh 400 & dinner Ksh 400). Breakfast is served from 0700 – 0800hrs, Lunch from 1300 – 1500hrs, Dinner from 1900 – 2100hrs. Meals at the WFP's cafeteria are served at Ksh1,000 per day and at LWF cafeteria, meals cost Ksh 850 per day (breakfast Ksh 150, lunch Ksh 350 and dinner Ksh 350).

Water & other drinks: Bottled water, refreshments and alcoholic drinks can be obtained at the UNHCR cash bar.

Health Facilities: The health facilities in Kakuma offer basic health services. Kakuma Mission hospital provides limited medical services. It is therefore advisable to bring along a personal medical kit if you know you will need medication during the course of your

stay in Kakuma. You can carry medication such as antibiotics, analgesics, and ORS. Doctors at Kakuma Mission hospital are available for consultations.

Recreation

There are various recreational facilities in the UNHCR compound that include a fully equipped gym, table tennis, volley ball, basketball and pool table. Staff members and guests often walk or jog around the UNHCR compound's outer perimeter which is approximately 1 km x 1.6 km.

OTHER USEFUL INFORMATION

Equipment: Prior to your arrival in Nairobi, please send a list of equipment (indicate their value) that you will be bringing into the country. There have been incidences where international crews have had their entry delayed because of lack of appropriate paperwork for their equipment. In such cases, you may be required to pay a **non-refundable** fee of 500USD or a percentage of the total value. Crews are advised to work with local production companies to assist with customs paperwork for such equipment.

Money: Take as much cash with you as you need as you are required to settle your bills in cash only (KES). Equity Bank has one ATM in town and there are several MPESA (mobile money transfer) agents available for smaller withdrawals (between Kshs.10, 000 – 20,000).

Weather Patterns: The average temperature in Kakuma is 38 Degrees Celsius. Long rains begin in mid-March and end in June. The period between August and December is normally hot and dry. The risk of Malaria is high during rainy periods which often come with floods. Prophylaxis is therefore highly recommended if you visit during these periods.

Electricity: There is electricity in residential rooms and offices within UNHCR and agencies' compounds. The electricity is powered by generators. Visitors are advised to charge their equipment while at the UNHCR or agency compounds since field offices do not have electricity.

Personal security: Guests are advised to dress up appropriately every evening to protect themselves against mosquito and insect bites. Open shoes can be worn during the day. It helps to wear closed shoes at night to avoid possible snake/spider bites and scorpion stings.

UNHCR contacts	
Sub Office Kakuma Catherine Wachiaya Public Information Associate Cell No: + 254 728 602469 wachiaya@unhcr.org	Branch Office Nairobi Duke Mwanacha Media Focal Point Cell No: +254 722 207 863 mwanacha@unhcr.org
Honorine Sommet- Lange Head of Sub Office Cell No: +254 720 365676 sommet@unhcr.org	Marco Lembo External Relations Officer Cell No: +254 715 514730 lembo@unhcr.org