



KAKUMA CAMP &  
KALOBYEI SETTLEMENT

# VISITORS GUIDE







Kalobeyi Integrated Settlement is approximately 3.5Km from Kakuma Camps and was established in June 2016. Population: 38,000

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## BACKGROUND INFORMATION

UNHCR Sub-Office Kakuma has two areas of operation; Kakuma Refugee Camp and Kalobeyei Integrated Settlement with a cumulative population of nearly 186,000 refugees from 19 countries out of which 38,000 live in Kalobeyei Settlement. Kakuma Camp is divided into four namely: Kakuma 1, 2, 3 and 4 while Kalobeyei Settlement comprises of 3 villages: Village 1, 2 and 3.

In order to plan for your mission, we kindly ask you to inform us as soon as possible (ideally 3-4 weeks in advance), to enable us plan and facilitate your mission.

### Authorization to visit refugee camp and settlement:

An authorization from the Government of Kenya is required to visit Kakuma refugee camp and Kalobeyei integrated settlement. Refugee Affairs Secretariat (RAS) receives and authorises the requests. Once an authorisation has been granted, you are kindly requested to send a copy via email to the Public Information Associate, UNHCR Kakuma Sub Office through the address: [odhiams@unhcr.org](mailto:odhiams@unhcr.org). You are also reminded to bring a printed copy with you which you will present to the RAS Camp Manager's office in Kakuma town upon arrival. Please note that journalists accompanying a government official are also required to seek authorisation from RAS.

For authorization to visit Kakuma Camp and Kalobeyei Settlement, send an email to Mr Stanley Nyale, the Public Relations Officer for the RAS: [snyale.dra@gmail.com](mailto:snyale.dra@gmail.com), phone: +254 720 761 682.

At times, hand-carrying the request to RAS offices located at The Castle House, Lavington Green area along James Gichuru Road, Nairobi, will help you get the authorization sooner.

Journalists, film-makers and researchers intending to visit Kakuma camp and Kalobeyei settlement are, in addition to the camp visit authorization from RAS, required to obtain the following documents:

- Local and Foreign journalists are required to obtain accreditation from the Media Council of Kenya.
- Local and foreign researchers are required to obtain

a research permit from the National Commission for Science, Technology and Innovation.

- Local and foreign film-makers will require accreditation from the Kenya Film Commission.

For more information, please visit: <http://www.unhcr.org/ke/kakuma-refugee-camp>

### Visas:

Depending on the nationality and passport type, you may be required to apply and obtain a visa either prior to your departure or upon arrival. Kenya Government offers e-visa. For more information on visas, please visit <http://evisa.go.ke/single-entry-visa.html>.

UNHCR cannot assist visitors in obtaining a Kenyan Visa or provide supporting letters to facilitate the issuance.

### Security:

The security level for Kakuma and its environs is moderate according to the UN Security Level System. Movement of UN personnel, partners and visitors is restricted from 2200Hrs to 0500Hrs in Kakuma and Kalobeyei. By 1800Hrs, visitors are expected to return from refugee camp and integrated settlement to the UNHCR compound or other compounds.

The security of the UNHCR compound is provided by UN Security and Safety Service (UNDSS), a private guard company, as well as the Kenya Police Service. The compound remains under 24 hour CCTV surveillance. You are reminded to always cooperate with the security personnel and keep your badge/visitors pass visible at all times while in the compound.

Upon arrival, you are required to attend a security briefing by Field Safety Unit. In order to facilitate your movement in the camps and between UNHCR/WFP/NGO compounds, you should have UNHCR visitor's pass which will be given in exchange of your passport/identification card/driving license at the Field Safety Office.

Please note that you are required to display your visitors pass at all times while in the compounds/camps/settlement.

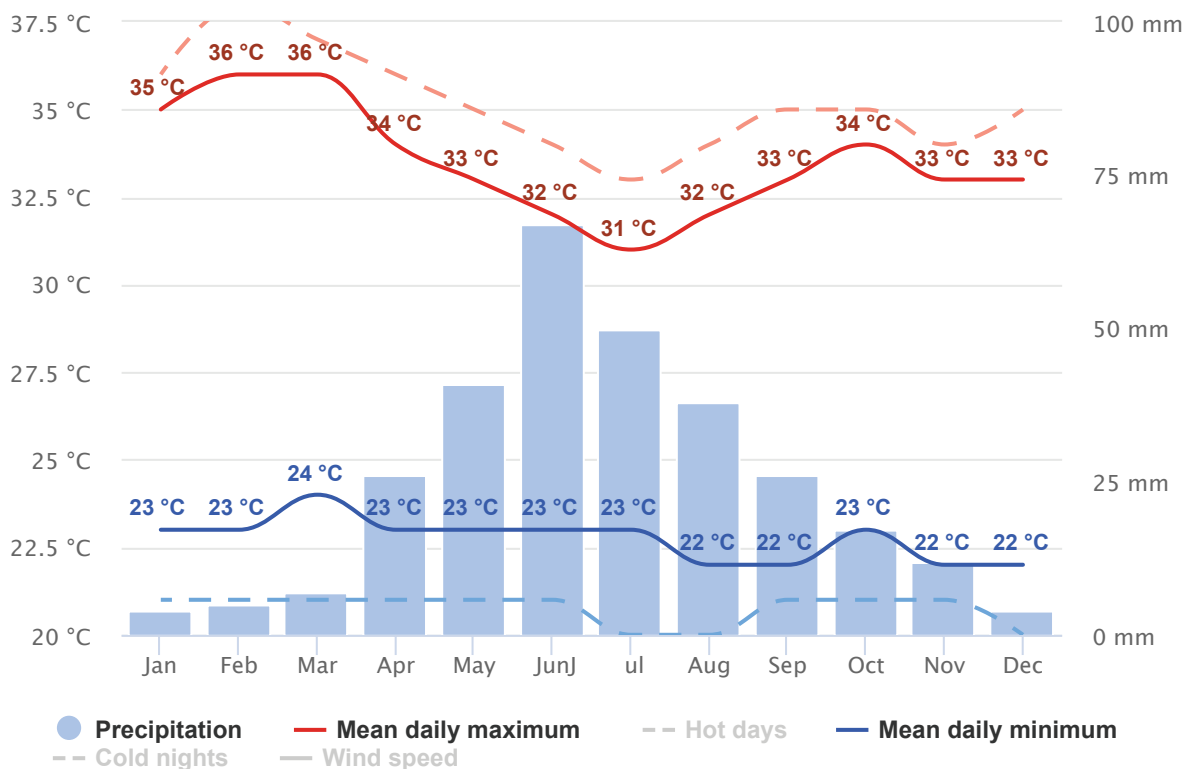
**Weather patterns:**

Turkana County is generally characterized by high temperatures (average 35 degrees Celsius/95 Fahrenheit) and is relatively humid. January, February and March are the hottest months, with temperatures reaching 38 Celsius / 100.4 Fahrenheit) on the highest. Due to the hot weather, sunscreen and putting on a hat is advisable.

In Kakuma, short rainy season occurs in November-December. Movement to the camp/settlement and neighbouring towns becomes limited when the numerous seasonal rivers flood. Long rains start in mid-March and end in June. It is strongly advised not to attempt crossing flooded rivers by car or by foot.

The risk of malaria is high during rainy seasons which often comes with floods. Prophylaxis is therefore highly recommended if you are visiting during this period. You are advised to bring with you a mosquito repellent when traveling to Kakuma.

It is advisable to carry with you a hat/cap, sunglasses and light (sweat absorbing) clothes. Comfortable closed shoes should be worn to protect you from scorpion and snake bites at night. You may also find it necessary to carry a torch with you at night especially in areas that are not well lit.



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## Traveling From Nairobi to Kakuma:

The UN has scheduled flights for humanitarian staff three times a week (Monday, Wednesday & Friday) going to Kakuma and back to Nairobi on the same day. UNHCR and other UN agencies can arrange a ticket for authorized visitors at a fee of US\$ 406 for a return trip and USD 206 one-way. Ticket fees are to be paid before travel at UNHCR Finance Office in Nairobi. The contact person for booking flights in UNHCR Branch Office - Nairobi is Catherine Masha: (masha@unhcr.org). After paying your ticket fee, please remember to send her your proof of payment. Otherwise, your flight will not be confirmed.

On Mondays and Wednesdays, UN flights arrive in Kakuma at 0900hrs and departs at 1530hrs. On Fridays, the departure from Kakuma is scheduled to take place at 1430 hours.

Kindly check in at Wilson Airport, 748 Air Service offices, from 0530hrs to 0600hrs and at Kakuma airstrip from 1400hrs to 1430hrs on Mondays and Wednesdays, from 1300 to 1350 hrs on Fridays.

Please note that luggage is restricted to 20Kg per passenger including any backpack/carry-on luggage. If you have excess luggage, we strongly advise to inform UNHCR in advance. Without prior booking, your excess luggage may be denied. Special arrangements must be made for television/filming crew wishing to carry more weight than specified.

Daily commercial flights are available to Lodwar from Wilson airport with air tickets going for US\$ 85 – US\$ 120. Some commercial air companies that have daily flights to Lodwar include: Jambo Jet, SafariLink, Silverstone, Tristar, and SAX airline. To book a commercial flight to Lodwar, contact:

Jambo Jet: <http://www.jambojet.com/us/>  
Safari Link: <http://www.flysafarilink.com/en>  
SAX: <https://www.fly-sax.com/>

Public transport from Lodwar to Kakuma is available but is not advisable. Private taxis, 'Toyota Probox', will

charge an average of KSH 600 from Lodwar to Kakuma town. Preferably, you may need to hire a 4WD vehicle to transport you from Lodwar to Kakuma at approximately US\$ 70 – 100. However, the road is not in very good condition but you might find the scenery very captivating. Kakuma is 123Km (apprx. 76 miles) from Lodwar and the journey takes apprx. 2.5 - 3 hours.

### Accommodation and Meals:

Accommodation is provided at the UNHCR compound for KSH 4,000 per person exclusive of meals. Meals at the UNHCR staff cafeteria is served at KSH 1,050 per day (breakfast: KSH 250, lunch: KSH 400 and dinner KSH 400). Please ask the cafeteria staff to assist you in settling your cafeteria bill before the end of your visit.

Breakfast is served from 0700hrs to 0800hrs, lunch at 1300hrs and dinner at 1900hrs. Due to the unpredictable number of guests, it's advisable that you arrive at the cafeteria within the first 30mins to take your meals before food runs out. Please notify the cafeteria staff in case you will need to take your meals outside the stated time. Cafeteria bills are payable only in Kenyan Shillings and the preferred mode of payment is cash or M-Pesa. Accommodation is payable in cash only at UNHCR finance office or bank transfer if involves a longer period of stay.

Accommodation charges at UNHCR compound is inclusive of laundry services (hand washed), towels and sanitary effects (soap and toilet rolls), and mosquitoes net. Distilled water is available at the cafeteria and offices but you may also purchase bottled mineral water at the Staff Bar.

Other UNHCR partners/agencies that offer accommodation and meals for authorized visitors include:

**International Organization of Migration (IOM):** IOM and UNHCR share a compound. Accommodation is charged at US\$ 40 per night. However, IOM and UNHCR share a staff cafeteria where meals can be purchased.

**World Food Programme(WFP):** Accommodation is

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charged at KSH 3,115 per night and meals are at KSH 1,200 (Breakfast at KSH 200, Lunch and Dinner at KSH 500 each). The rooms are well furnished and air-conditioned. To make reservations at WFP, please contact Daniel Macharia through [daniel.macharia@wfp.org](mailto:daniel.macharia@wfp.org).

**Lutheran World Federation (LWF):** Accommodation is charged at KSH 3,000 per night. Meals at LWF staff cafeteria are at KSH 900 per day (Breakfast at KSH 200, Lunch and Dinner at KSH 350 each). The rooms are standard and a fan is provided to keep you cool. To make reservations, kindly contact Nancy through [nancy-mwaniki@lwfkenya.org](mailto:nancy-mwaniki@lwfkenya.org).

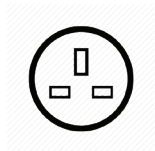
There are several privately owned lodgings in Kakuma town that offer accommodation at KSH 1,000 – KSH 2,500 per night for a self-contained room.

**Standard diet** includes rice, ugali and/or chapati, beans, goat meat and cooked vegetables. The variety is limited but the kitchen staff can accommodate special requirements such as a vegetarian meal upon request.

**Groceries and fresh produce** can be purchased at local shops, for example at Vanillas, Tawakal, and Kakuma market all of which are located on Lodwar-Lokichogio highway in Kakuma town.

### Electricity:

Electricity is available in the compound. Electricity outlets have two parallel flat pins with a ground flat pin (as shown in the diagram below). Certain areas in the camp such as UNHCR field post also have electricity but it is advisable for journalists and film-makers to charge their equipment while at the UNHCR compound. The figure below shows the standard wall sockets available in Kakuma.



### Internet:

UNHCR Compound provides good Internet connectivity. Kindly request for a Guest Password from the PI Office/ ICT Office.

### Recreation:

A Gym with equipment and a fitness trainer is available for all UNHCR compound residents. A fitness trainer is only available in the evening, Monday – Friday, from 1700 – 1900hrs. A basketball court, a mini football pitch, a jogging and biking track is also available within the compound. There is a GYM facility available at WFP and LWF compound as well.

Occasionally, UNHCR or partner staff will plan for a hiking trip to nearby hills during the weekends. Please carry your hiking shoes if you wish to join them.

### Compound/Camp Safety:

Snakes, scorpions and camel spiders may be spotted in Kakuma and its environs. It is advisable to bring solid footwear (closed shoes) and to be alert especially at night. While the compound has several street lights installed, it is advisable to carry a torch when walking at night especially in areas that are not well lit. In case of a bite/sting, first-aid will be offered at Kakuma mission hospital.

### Banking Services:

Equity Bank ATM Visa Machine is available in Kakuma town. You can access M-Pesa(Mobile Banking) services from the various M-Pesa agents in Kakuma town and in the camp/settlement where you can withdraw, deposit, send and receive money.

It is highly advisable that you have sufficient cash with you when you are in Kakuma. You may also exchange foreign currencies to Kenya shillings at the local bank.

There are several banking services and ATMs available in Lodwar town should you prefer to travel through Lodwar. Banks available include: Equity Bank, Kenya Commercial Bank, Cooperative Bank and Family bank. Mobile money services are also available.

### Health services:

There is a mission hospital that offers basic medical services in Kakuma. Availability of drugs might be limited to the most essential. 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.

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## In the Camps and Settlement

**Transport:** Kakuma camp is spread across a vast area (15Km<sup>2</sup>) of land. The main mode of transport around the camp and settlement are motorbikes commonly known as Boda Boda. This mode is relatively cheap but is not advisable due to safety concerns. 2 wheel hatchbacks (Toyota Probox), 4 wheel SUVs, and vans are available for hire to transport you around the camp and settlement. Charges range from KSH. 4,000 – KSH. 10,000 per day, inclusive of a driver, depending on the type of vehicle.

Kalobeyei settlement is located 3.5Kms (9 miles) from Kakuma refugee camp and 16Kms when using the highway. The 3 villages that make up Kalobeyei settlement are spread far apart. The main mode of transport is motorbikes with charges ranging from KSH. 100 between the villages and KSH. 500 - 600 to Kakuma town.

**Photography:** Whereas you may take photos in the camp and settlement after getting your filming/photography permit, consent should be sought from persons of concern. Some members of Turkana community do not appreciate photography/filming and consent should be sought first. You may need a translator who speaks Turkana language. The following installations are restricted and permission should be sought before filming or taking images: Government installations (Police posts/Stations, Military installations, Government Offices, Airstrip), Health facilities, Schools, Reception facilities, and agency compounds.

**Communication:** You may need to purchase a Kenyan SIM card to ease communication while in Kakuma. Safaricom SIM cards are available in the camp markets as well as android powered smart phones that cost from as low as KSH. 4,000. You will need to produce your identification documents for you to purchase a SIM card.

### Contacts:

Otieno Samuel, PI Associate | Email: ODHIAMBS@unhcr.org | Cell: +254 720 365 673 / +41 2273 9 7530

Meriana Megasari, Compound Manager | Email: MEGASARI@unhcr.org | Cell: +254 702 075 877 / +41 2273 9 7530

**Commodities available in the market:** You can purchase basic items in Kakuma town and markets in the camp and settlement. Fresh food (vegetables and fruits) and snacks (biscuits, yogurt, fresh milk, juices, chocolates, ground nuts among others). Light refreshments is also available in the local markets.

### Before traveling back:

**Watch a football match (Kakuma Premiere League):** Catch a Kakuma Premiere League match in Kakuma refugee camp every evening at 1630 Hours. Contact LWF or PI Unit for the locations.

**Sample Ethiopian coffee and cuisine:** Take a walk to the Ethiopia market and sample the famous 'Machiato' and 'burna', served hot in a traditional set-up. Some of the restaurants that serve Ethiopian coffee include Franco's, Ethiopian Bar and restaurant, and Unity restaurants.

**Watch South Sudanese Cultural Dances:** Every Saturday and Sunday, from 1600Hrs, South Sudanese refugees meet for a cultural dance. These dances are a reminder of home and a way to bring the community together after a tough week. Contact the PI Unit for information on exact locations.

**Visit Kakuma host community market:** You may also want to visit the Kakuma host community market and grab a souvenir or two as a reminder of your visit. Apart from Traditional Turkana wares, you might also be lucky to meet and interact with camel herders at the Kakuma livestock market.

**Buy a souvenir:** You might want to take a walk at the busy Kakuma 1 market: Somali/Ethiopia street. Some interesting souvenirs from Kakuma 1 include Congolese African print fabric, refugee made tote bags, diras', paintings and wood carvings.



## FACTS



For the first time in the history of Olympics Games, 10 refugees took part in the 2016 RIO Olympics Games. out of which 5 were athletes from Kakuma Refugee Camp UNHCR/ Samuel Otieno



There are over 19 nationalities living in Kakuma camp and Kalobeyei settlement with over 56% of the population being South Sudanese Refugees UNHCR/ Samuel Otieno



According to a report by World Bank 'Yes in my Backyard' the presence of refugees has contributed to a vibrant economy in Kakuma.





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