



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

## Visitor Information Pack for Dadaab

### **General Information**

UNHCR welcomes your interest in visiting Dadaab, Kenya. There are three refugee camps in Dadaab, namely, Dagahaley, Ifo, and Hagadera with a total population of **217,511 as of 31 March 2020**. The breakdown of the refugee camp population are as follows: Hagadera- **76,170**, Dagahaley - **72568** and Ifo - **68,773** persons of concern.

UNHCR's core mandate is protection and assistance to refugees. The UN Refugee Agency is working with Government of Kenya, Implementing and Operational partners to fulfil its mandates to refugees and persons of concerns in Dadaab.

### **Planning:**

When you have decide on the tentative dates for your mission, and before securing government authorization, kindly inform Magatte Guisse, UNHCR Head of Operations, [guisse@unhcr.org](mailto:guisse@unhcr.org) copy [ohanusie@unhcr.org](mailto:ohanusie@unhcr.org) as soon as possible, ideally four weeks in advance.

### **Government Authorization:**

Once you have received clearance from UNHCR in Dadaab, you will need authorization from the Government of Kenya to visit refugee sites. This applies to anyone wishing to visit Dadaab. Government clearance is sought from the Refugee Affairs Secretariat (RAS). For government authorization to visit Dadaab, send an email to the Refugee Affairs Secretariat (RAS), [refugeeaffairs@interior.go.ke](mailto:refugeeaffairs@interior.go.ke) and copy [snayale.dra@gmail.com](mailto:snayale.dra@gmail.com). Once you have sent your request, please follow it up with Mr. Stanley Nyale who is the Public Relations Officer for RAS, on **+254 720 761 682**.

Once you have been cleared, you are kindly asked to send a copy via email to External Relations Unit, Dadaab [ohanusie@unhcr.org](mailto:ohanusie@unhcr.org) copy [maalimm@unhcr.org](mailto:maalimm@unhcr.org) and bring a printed copy with you that you will present to the Deputy County Commissioner's (DCC) office in Dadaab. Please note that journalists joining a government official will also have to go through the process of obtaining a RAS permit.

### **Use of Drones:**

If you intend to fly drones in Dadaab for purposes of your reporting and filming, you will need to expressly mention that when seeking Government of Kenya authorization.

### **Visas:**

A visa is necessary for entering Kenya. UNHCR does not assist in obtaining visas. Please arrange for your visa via this link <http://evisa.go.ke/evisa.html> .

### **Security:**

According to the UN Security Level System, the entire Northern part of Kenya (formerly known as North Eastern Province) where Dadaab is based is classified at Security level 4 – (Substantial threat levels). Our Minimum Operating Security Standards require that movement for everyone (UNHCR, partners and guests) is restricted from 1800hrs to 0600hrs every night, during which they are required to stay in the UN compound (DMO). There is no free movement in camps; all UN vehicles move by convoy with armed police escort. Moving in camp blocks requires a careful

assessment of the situation and anybody who must go to blocks must be accompanied by police officers. Please note that you are required to fasten your seatbelt while travelling in a UNHCR vehicle. Car doors should be kept locked and windows closed particularly when moving around crowded areas.

UN staff members or non-UN staff members travelling in UNHCR vehicles in camps are obliged to comply with the UN security arrangements. If you are coming with your own vehicle and if you will not be joined by UNHCR staff, you do not have to comply with the UN security arrangements, even though we would nevertheless encourage you to do so for your own safety. We highly encourage visitors (especially non-UN staff, such as journalists and researchers) to attend a security briefing upon arrival. A briefing will be organized through the External Relations office.

### **Travelling to the Camps:**

UNHCR has flights three times a week (Monday, Wednesday & Friday) going to Dadaab and back to Nairobi on the same day. Seats are offered to visitors at a fee of **USD 306.00** for a return trip to Dadaab. Ticket fees are to be paid a day 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](mailto:masha@unhcr.org)). ***After paying your ticket fee, please remember to send her your proof of payment. Otherwise your flight will not be confirmed.***

The flights arrive at 8:30 am in Dadaab and depart at 4:00 pm giving visitors at least six hours to complete their objectives. Please kindly check in at Wilson Airport, ALS, from 5:30 am to 6:00 am. Your ticket should have the details. You will not be reimbursed if you miss this flight. Please note that luggage is restricted to 15 kg per passenger. Special arrangements must be made for television crews wishing to carry more weight than specified.

For security reasons, UNHCR does not recommend travel by road to Dadaab. However, if you do wish to come by road, we would appreciate if you could kindly provide us with the travel details, so that we can alert UNHCR security and arrange for security escorts.

### **Accommodation and Meals:**

(Please book through <https://accommodation.wfp.org>).

Accommodation is provided at the UNHCR guest houses for KSH 4,000 per person exclusive of meals. Meals in the staff cafeteria are KSH 800 per day (breakfast: KSH200, lunch: KSH 300 and dinner KSH 300). Please ask the kitchen staff for the bill and finalize payment. Breakfast is served from 0600Hrs to 0800Hrs, lunch at 1300Hrs and dinner at 1900Hrs. All bills are payable in Kenyan Shillings. Consider taking snacks with you or buying them in Nairobi before you head towards the camps. This is particularly advisable for delegations that will go straight from the airstrip to the camps. Some snacks, bottled water and soft drinks are available at the UNHCR cafeteria, at the UNHCR shop as well as at the bar called *Pumzika*.

### **Electricity:**

There is electricity in the compound throughout the day and night. The UNHCR or Agencies compound is powered by diesel generators; there is electric power throughout in the offices and the rooms, although power cuts can occur. Certain areas in the camp such as UNHCR field offices also have electricity but it is advisable for journalists to charge their equipment while at the UNHCR or Agencies compound.

### **Money:**

There is an Equity Bank ATM Visa Machine in Dadaab town but since movement of visitors around Dadaab town is restricted, take as much cash (Kenyan Shillings) with you as you need for the trip. You can also have some money in your M-Pesa (Mobile Money Transfer Services provided by Safaricom). There is an M-Pesa agent at the UNHCR cafeteria shop and from the agent, you can withdraw, deposit, send and receive money.

### **Weather Patterns:**

In Dadaab, November-December is the short rainy season; roads are in a bad state (flooded with 1-2 feet of water and mud). The temperature is still high (around 30 degrees Celsius) and relatively humid. January-March are the hottest months, temperatures reach at the highest 45-50 degrees Celsius. There is a longer rainy season at the beginning of March. The effects of El Nino are, however, altering weather patterns. Because of the hot weather, sunscreen and wearing a hat is advisable.

### **Interpreters:**

Interpreters charge about KSH 400 per day. UNHCR Dadaab will endeavour to provide you with interpreters in the camps but due to operational requirements and constraints, this will obviously not always be possible. Please kindly let us know well in advance, so that we can forward the request to our Field Officers.

### **Health Insurance/Medical Kit:**

Please kindly bring your medical kit as well as any medication you need with you to Dadaab, since there are no medical facilities here, apart from the hospitals for refugees in the camps. In addition, please kindly assure that your health insurance covers your stay in Dadaab as well as the cost of an evacuation, in case of an emergency.

### **Internet:**

Unfortunately, UNHCR is unable to provide internet facilities to visitors. You can therefore come with your own Safaricom, Airtel or Orange modem loaded with enough internet bundles from Nairobi.

### **Compound/Camp Safety:**

Please note that in the past, random snakes, scorpions and camel spiders have been identified around our compound and in camps as well. It is advisable to bring good footwear and to be alert especially at night. A torch is necessary.

### **Focal Points:**

#### **Eunice Ohanusi**

Associate External Relations Officer

UNHCR Sub Office Dadaab, Kenya

Mobile: +254 793454453

Email: [ohanusie@unhcr.org](mailto:ohanusie@unhcr.org)

#### **Mohamed MAALIM**

PI Associate

UNHCR Sub Office Dadaab, Kenya

Mobile : +254727531014

Email : [maalimm@unhcr.org](mailto:maalimm@unhcr.org)