

Your African Family!

So you've signed up and now heading on an Adventure of a lifetime, great! It's exciting, isn't it!

We never forget how we felt the first time we dreamt of travelling to Africa, the itchy feet willing away the days to departure. The thirst for knowledge of everything African, the thought of discovering this mythical continent and exploring the many cultures and landscapes of the 'dark continent' - the genetic birth place of the human race.

But we also don't forget the questions and worries that cross your mind. Below are a few pointers for you that show the support and infrastructure we have in place for you to fully enjoy your time in Africa. There is obviously a responsibility on you as an individual as well. Travel to anywhere - even London is not without risk. It's important especially for the first few weeks to always question and check that you are doing things correctly so that you can have the best time possible without inadvertently putting yourself at risk or offending the communities where you will be living.

How will I cope without all my home comforts, friends & family, and what if something happens?

Past clients have told us that they are like a big sister or brother.

In each area of Kenya we have a strong team of individuals who will look after your every need. These people have been working with us for many years. In some cases they have been educated and grown with us from childhood. Each person has been monitored, tested and proven themselves to be not just a leader for you but also a blanket of support, a friend, mentor and guide.

Our Kenyan company is called **Africampers**, which is based in Nairobi. At the helm we have **Rose Gathirimu, Peter Kariuki** and **Kelly Kioko**. All three are young Kenyan's who have knowledge and experience far beyond their years. All have been assisted by our charity **Moving Mountains** and have grown with us. They are all qualified individuals in differing disciplines and combine to make a very strong team. All three also represent our charity **Moving Mountains** and are Trustees of the Kenyan NGO. They are only too aware of the risks and poverty experienced on the streets and have a strong realisation of change and progression. Their essential knowledge and advice should always be listened to and taken onboard. They will be the head of your new family in Kenya.

On reaching Kenya Rose and co will introduce you to OT, our driver and in house comedian, Maurice our Western Kenyan coordinator and headmaster, Kioni our architect, builder, plumber, electrician and in house wise man, Kenneth our Western team leader and entertainment specialist, Osman our tour organiser, Eva and all the rest of the team running our orphanage, the list goes on and on. You can turn to any of these people for advice and we encourage you to check in with them and ask them openly how you are doing.

Under Rose, Peter and Kelly we have a number of skilled and experienced employees who will also advise and steer you

Whilst in Kenya you will have daily contact with many of the people mentioned above and it is important that you spend some time updating them on how you are settling in and any problems you are experiencing. They are well versed in our 'western' ways and will show you nothing but care and consideration and their advice should be taken onboard. No problem is too small. If you are not feeling well or if a serious problem arises at home or in Kenya - they are your first port of call. If you need medication, a doctor, police anything they will organise this proficiently, privately and professionally. We use only the best hospitals in Nairobi if it becomes necessary, and we can assist with contacting your insurance company and your family.

When it comes to your own responsibility towards others you will have to show common sense and seek advice when necessary.. It is easy to cause offence without realising it. For example wearing revealing clothing, being argumentative or drunk in public or by simple things like not shaking the hands of everyone you meet - even in a room full of people! Always ask our staff if you're not sure.

When it comes to travelling our staff will either accompany you or take you to your transport and arrange for you to be met at the other end of your journey. On occasion people have gone away at weekends for trips and this is very possible, however we do insist that you do this in a group or with one of our staff. This is purely for your safety.

As time passes you will feel more confident about travelling without the staff however you must always seek their advice on journeys, remember that they know a lot more than you.

If you do decide to travel alone then you must again seek advice on this. The staff are there for your safety and if you go against their advice or go off travelling without informing them then they will have a sleepless weekend whilst you enjoy yourself. The company has a responsibility to ensure all efforts are made to make your time in Kenya as safe and enjoyable as possible, however if you are travelling independently and therefore outside of our umbrella or remit we cannot be at hand in a situation to react quickly to your needs. We will of course help and you are only a phone call away, however consideration must be given to the distances involved and the transport available at any given time. Please do respect this; we want you to have independence and versatility, but not at the expense of safety.

If a situation occurred whereby you needed the assistance of the police or a hospital then the staff will arrange getting you there and help wherever possible. Any dealings with Kenyan police, as in the UK, are between you and the authorities; however we will of course inform the appropriate Embassy who can then assist in legal matters. Any hospital fees will be covered by your insurance policy, however on the ground this is generally paid up front and the money retrieved afterwards. We can help you inform your insurance company in the event of hospitalisation or repatriation. Your parents or friends can send money out to you via Western Union or you can talk to our ground staff to help. The UK office can assist in getting the funds out to you and will definitely be involved with any accident or crisis that may arise. In this respect we do ask that you pass your Kenyan mobile number to us straight away so we have access to you while in Kenya.

It is vital that you and your family understand that we in the UK office are only a phone call away, and that we are in touch with our Kenyan staff every single day. You are not alone ! You call or text us and we call you back

We will follow your progress and call you whenever you need it, and we are there to help with any situation.

I know this all sounds rather serious however it would be a lot worse if these issues were not discussed prior to your departure. At the end of the day accidents or crime can strike at any time anywhere on the planet and it is best that you know the staff will be there to support and assist you. Furthermore the UK staff can liase with family, friends embassies etc to ensure all your needs are met.

Emergency Phone Numbers: make sure these are in your mobile phone for instant access

Western Kenya

Maurice Odindo: 00254 (0) 722627605

Kenneth Amani: 00254 (0) 724510903

Eastern Kenya

Gilbert Njeru: 00254 (0) 724686316

UK Office

Belfast: 0044 (0) 2890701476

North Coast: 0044 (0) 2870831258

Gavin Mobile: 0044 (0) 7740076725

Nairobi

Rose Gathirimu: 00254 (0) 722233623

Peter Kariuki: 00254 (0) 720298651

Kelly Kioko: 00254 (0) 720859681

Nyeri

Samson Kagiri: 00254 (0) 724400092

Chris Mobile: 0044 (0) 7753461908

Andy Mobile: 0044 (0) 7793211910