



SWAZILAND MISSION TRIP – AUGUST 2019

FREQUENTLY ASKED QUESTIONS

1. What are the Trip Dates and what is the schedule?

Schedule may change but initial plans are:

Friday, August 23, 2019: Depart Phoenix or your home airport in the aft/evening

Sunday, August 25, 2019: Arrive into Johannesburg, then travel to Swaziland – with a stop at a local craft center. Rest and Orientation/prep upon arrival to Swaziland hotel.

Monday-Friday, August 26-30, 2019: Clinic days

Saturday, August 31, 2019: TBD -- travel day or possible local excursion (not Safari) such as candle factory, and/or glass factory enroute Johannesburg for evening flight back to USA

2. What is the trip capacity and do I need any special skills to participate (eg be a Medical Professional)?

Trip Capacity is a maximum of 22 participants; medical and non-medical participants are welcome. While we do need the majority of participants to be in the medical profession, we welcome and rely on non-medical participants also to help with clinic registration, height/weight measurements, vitamin dispensing etc. There is plenty of work to be done and plenty of love needed to be shared with the people we are serving!

3. What is the trip cost and when are payments due?

Estimated Trip cost is \$3,200

Non-refundable Trip Deposit due within two weeks of Application Approval: **\$500**

Payment #1 April 15, 2019: **\$800**

Payment #2 May 15, 2019: **\$800**

Payment #3 June 15, 2019: **\$800**

Payment #4 July 15, 2019: Remaining Balance – tbd closer to that date

If you are falling behind on payments, we will not drop you from the trip until you have missed TWO payment deadlines. The total trip cost must be paid in full by the final payment deadline.

4. What do the trip costs cover?

Includes: Round trip airfare from based on Phoenix as the departing city to Africa, trip insurance, all meals in-country, accommodations and laundry service, local transportation, interpreters (time, lunch and tshirt), clinic supplies/medicines and operations, bottled water for the week, tipping, and local touring. Excludes: Meals in-transit, souvenirs, and elective entertainment.

5. What are my options for Fundraising?

CMO's trip information website is managed through a site called Managed Missions. Once you establish an account on Managed Missions, you will have access to the Online Fundraising option. You will be able to customize a personal trip webpage that has a URL link you can share with friends and family via email, Facebook and Twitter. Detailed set-up instructions are available on the Public Profile tab of your Managed Missions account.

6. Are my payments towards my trip tax-deductible? Are donations made on my Trip Page tax deductible for my friends and family?

Yes! All mission trip money is tax-deductible because payments are made directly to Covenant Medicine Outreach, which is a 501c3 organization. Payments should not be designated/labeled/noted to the participants name. Online contributions are preferred, but checks will be accepted – please mail to: Covenant Medicine Outreach Attn: Amy Stephens, Trip Coordinator 10645 N. Tatum Blvd. Suite 200-181 Phoenix, AZ 85028

7. What happens if a trip is canceled? What happens if I am no longer able to travel on the mission trip?

In the event a mission trip is cancelled by Covenant Medicine Outreach, we will work to reschedule the trip. If you are no longer able to travel on a mission trip or decide not to go, any money you or a donor have given cannot be refunded; however, Covenant Medicine Outreach will allow any unspent funds to be used as a credit towards a future trip within a year.

8. What vaccinations are required?

Covenant Medicine Outreach does not require proof of immunizations; except we do ask for your tetanus shot to be up-to-date. According to the Centers for Disease Control and Prevention (www.cdc.gov), "You should become familiar with what steps to take and who to contact in case of a medical emergency while you are traveling." We recommend that 8 weeks before your departure, you consult with your physician, local health department, or the CDC website www.cdc.gov/travel/ for information required and recommended immunizations for the country where you will be traveling. Some vaccinations require a series of doses spaced weeks apart.

9. What else do I need to know to preparing for my trip?

Covenant Medicine Outreach will provide an orientation guide to each participant within a month of the departure date. There will also be information provided about the safety precautions CMO takes and training on our Electronic Medical Record system. Packing guides and other travel tips will be included in the Orientation Guide as well as on the Managed Mission website, which you will have logon access to.

10. What if I prefer a special meal on my flights?

Based on the online registration process you completed on the Managed Missions site, your Trip Coordinator has requested special meals for anyone that listed a special dietary need, such as vegetarian or gluten free. This has already been communicated to the airlines. If you did not specify something on your application,

but have a request, you may log into www.britishairways.com and Click on Manage My Bookings to make your special meal selection.

11. Do I need to come with local currency or take care of this in the airport once we arrive?

Please do NOT convert cash prior to the trip or in the Johannesburg airport when we arrive. We can find better exchange rates from local places that our host recommends. As we travel from the airport to Swaziland, we will inform you on the best way and place to take care of converting currency.

Our host Teresa recommends bringing a debit and/or credit card. She can take the team to an ATM where you can get local currency vs. traveling with a lot of US dollars. She also says credit cards are accepted at most places and so that is another good option. Just be sure to notify your credit card/debit card company prior to departure to let them know you will be traveling internationally so you are authorizing charges from London, South Africa and Swaziland during the trip dates.

12. Do I need to get a Visa to enter Johannesburg or Swaziland?

No. U.S. citizen visitors to South Africa for stays of up to 90 days for tourism, short business meetings, or in transit do not require visas in advance. Please be sure though that you have Two completely blank visa pages in your passport upon arrival into South Africa. You will be denied entry and forced to return to your point of origin if you do not have two blank visa pages. Fyi, the Trip Coordinator will be registering our team with the US Embassy/STEP program so they are aware of the teams trip to Swaziland.

13. Can I check in online for my flight 24 hours prior to departure?

If you are traveling from a state other than AZ, you may check in early online or at the ticket counter. If you are traveling from Phoenix, AZ, we ask that you please WAIT to Check-in together as a group at the counter on the day of travel. Thank you for accommodating CMO in this way as we have found it ensures a smoother process. **Also, everyone needs to please bring a PRINTED copy of your flight itinerary** with you on the trip, thank you.

14. Can I bring any items as a gifts to the people in Swaziland?

Sure! But please know that your trip costs help pay for a Thank you Gift for our Host Coordinators, Teresa and Daran, as well for gifts for the team of translators and staff from Swaziland, who will be assisting our team throughout the entire week. Also CMO is providing extra supplies to our partnering Swaziland clinic.

However, we understand that some trip participants like to bring extra items to give as gifts to children or to volunteers in Swaziland. You are welcome to do that, but it's completely optional. We do ask that these items are collected upon arrival into Swaziland so that CMO can present these to Teresa, our Swaziland Host so she can distribute gifts to children or adults equitably and at the appropriate time. Some examples of items that have been appreciated in the past include: socks (any type/size), panties for teen girls, reading glasses, sunglasses, Visine eye drops and soccer balls.

15. What should I wear during Clinic and after-clinic hours?

Monday – Friday during the day while we are working in the clinic, our entire team will wear **solid navy scrub tops and bottoms**. Please order these on your own – we recommend two sets and you will be able to do laundry at the hotel.

On travel days and anytime in public, we prefer closed toed shoes, capri's, pants, or shorts that come down to the knees are fine. Skirts/dresses are not necessary. No short shorts or tank tops in public. In the evenings at the hotel during the week, flip flops and 'regular' length shorts are fine.

Please bring clothes that you can layer and a light jacket or sweater. June-August is the winter season in Swaziland and while its warm during the day, the evenings can be cool. **Refer to Mbabane, Swaziland on Weather.com**

16. Will my cell phone work internationally?

Please talk with your cell phone carrier directly to find the best plan for your specific type of phone and phone plan. One option is to make sure your phone is "unlocked" to work internationally and then purchase a SIM card in Swaziland upon arrival. Our host, Teresa says to make sure to NOT purchase in the airport/in South Africa but to wait until the team drives into Swaziland to purchase a SIM there. She will assist on finding a store location for those interested.

17. What type of power and voltage adapter do I need to be sure I can charge my phone/electronics at the hotel?

Details to be provided soon

18. Who do I ask if I have questions?

Feel free to email CMO Trip Coordinator, Amy Stephens at tripcoordinator@cm-outreach.org or call or text Amy at 920-256-9031.