

SAFETY AND SECURITY



Safety

Traveling abroad can bring out a mixture of excitement and nervousness. However, when you are immersing yourself in a foreign culture, through volunteering and living amongst a local community, this apprehension can be compounded. If you have not travelled much before, it is difficult to know what to expect and often volunteers (and their loved ones) are concerned for their safety and security. Although it would be foolish of us to try and guarantee your safety, we do everything we can to ensure you are kept safe and secure during your time in the programme. Every programme offered has been personally inspected and selected by a director from Nakavango. We have lived in the accommodations, experienced the orientations, worked on the projects, and built strong and trusting relationships with our local staff. If we did not believe the programmes were safe enough to send our own children on, we would not offer them.

Volunteers have various layers of support they can go through and people who will help them in the event of an accident:

- ✔ Victoria Falls Volunteer Co-ordinator
- ✔ Placement staff
- ✔ Accommodation Managers
- ✔ Nakavango Programme Manager
- ✔ Programmes are monitored on an ongoing basis to gauge volunteers' experiences, and we are continually improving our projects through this feedback
- ✔ The safety and security of our programmes is constantly being reviewed, and if you have any concerns, we encourage you to discuss these with the local staff during the programme orientation
- ✔ During orientation, the local staff will also provide guidance in the areas of safety and security

General Safety Tips:

- ✔ Avoid wearing jewelry on the streets – especially gold neck chains, or other items that would be appealing to would-be thieves
- ✔ Handbags are always a temptation – a backpack is better, and if you must carry one, keep it in front of you
- ✔ Be alert
- ✔ Always tell someone where you are going before you attempt long journeys, and ensure you know your way to and from your destination
- ✔ Be especially careful at night
- ✔ Use taxi drivers you know (keep their telephone numbers), or who are connected to the place where you are traveling from or to; our local staff will recommend some reputable drivers during orientation; if you are unsure of who to use, always ask local staff.

- ✔ Stay in a group at night and never walk down dark, empty streets – if possible, use door-to-door transport after dark
- ✔ Keep in mind that recognised tourist areas can be considered potentially high-risk spots for pickpocketing
- ✔ Leave your valuables behind when going out at night
- ✔ For traffic safety, look to the left, then to the right, and to the left again before crossing the road
- ✔ Always keep an eye on your drinks when out socialising

Security

Victoria Falls is a relatively safe area, compared with those in other developing nations. Theft is a relatively low risk in Victoria Falls, but snatch-theft on the street and from hotel rooms are not uncommon.

You are cautioned to keep valuables somewhere on your person where you can feel them at all times - especially when you are in crowded marketplaces or nightclubs. Our local staff will also inform you of areas to stay away from during orientation. Most tourists in Victoria Falls never experience any trouble, and so long as you stay alert and more use common sense, you should not either. Our local staff will guide you on safety and security during orientation. If you are ever unsure of anything, ask the local staff – they are only too happy to help.

Security Warnings

The following governments publish useful travel advisories – highlighting entry requirements; medical facilities; areas with health and safety risks; civil unrest or other dangers – and are generally up to date:

UNITED STATES	www.travel.state.gov
UNITED STATES	www.mft.govt.nv
CANADA	www.voyage.gc.ca
UNITED KINGDOM	www.fco.gov.uk/travel
AUSTRALIA	www.smarttraveller.gov.au

Responsible Drinking

It is natural that you and the other volunteers will want to go out together and socialise. While we encourage this, all we ask is: please drink responsibly! It can be exciting to be in a foreign country – the nightlife is great, the people are different, you have new friends – but it can be easy to lose control of how much you are drinking. When you are drunk, you start to lose awareness of your surroundings and your judgment is impaired, which can be incredibly dangerous – especially in an unfamiliar environment. Always chose, at least, one person in your group to remain sober. Enjoy your night, but drink responsibly!



Drug Use

It goes without saying that the consumption of illegal and prescription drugs (if you do not have a prescription for them) is forbidden. Our local staff will outline our rules regarding this during the orientation. However if a volunteer is caught using illegal drugs, he/she will be removed from the programme immediately with no refund. To consider buying or taking illegal drugs is extremely foolish and the consequences are extreme. We do not want our volunteers having their volunteer holiday turned into life imprisonment in a third-world jail. It is important that all volunteers are aware of the consequences, should they be silly enough to buy or consume any illegal substances.

Travel Insurance

It is mandatory to purchase travel insurance when participating in the programme. Things may not always go to plan while you are traveling and, although Nakavango does everything it can to ensure your trip abroad goes smoothly, it is essential to ensure you have adequate insurance to cover you against illness, lost baggage, theft, etc. Nakavango has therefore partnered with travel insurance provider, World Nomads to ensure volunteers have access to the best insurance deals, specifically designed with volunteer travellers in mind. World Nomads are recommended by *Lonely Planet* and are underwritten by insurance giants Allianz, IHI, BCS Insurance Group, BUPA, Mondial Assistance, and Millstream. This insurance covers medical emergencies, emergency evacuation, trip, cancellation, personal belongings, and personal liability. World Nomads quotes are extremely competitive, and they are one of the only insurance companies that allow travellers to claim whilst traveling, or extend their policy if they decide to stay longer. Visit www.worldnomads.com to find out more and for a free no-obligation quote.