



Contract #15-386
UNIVERSITY OF MARY WASHINGTON
Commonwealth of Virginia
Standard Contract/Master Agreement

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This contract entered into this 30th day of June 2015 by, Academic Experiences Abroad (AES), hereinafter called the "Contractor" and the Commonwealth of Virginia, University of Mary Washington, called the "Purchasing Agency", "University" or "UMW".

WITNESSETH that the Contractor and the University, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF SERVICES: The Contractor agrees to furnish Customized International Travel Services on an as needed basis to the University of Mary Washington, an agency of the Commonwealth of Virginia, per the requirements and terms and conditions of the original Request for Proposal (RFP) with exceptions noted herein.

PERIOD OF CONTRACT: July 6, 2015 through July 5, 2016 with an option to renew for an additional nine (9) one-year periods.

COMPENSATION AND METHOD OF PAYMENT: Will be in accordance with Method of Payment, (Ref. Section VII, RFP 15-386).

CONTRACT DOCUMENTS: The contract documents shall consist of this signed Contract, the general conditions, special conditions, Offeror's proposal, subsequent clarifications and modifications as described herein all of which are incorporated herein by reference and constitute the "contract documents."

CONTRACTUAL CLAIMS: Any contractual claims shall be submitted in accordance with the contractual dispute procedures set forth in the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors.

PROGRAM PRICING CLARIFICATIONS:

- 1. No deposits will be paid until the number of program participants has been confirmed between the contractor and the university.
2. The contractor shall guarantee the program price in U.S. Dollars to the university, with a signed itinerary agreement.

PROGRAM SCHOLARSHIPS:

- 1. Contractor shall provide a \$500.00 scholarship per program for UMW students demonstrating academic excellence and financial need. UMW will provide details for such students to the contractor at the time programming is confirmed.

In witness, whereof, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

By: Sam Brier

Title: Director

Date: 7.1.15

FEI/FIN# 74-3150448

UNIVERSITY OF MARY WASHINGTON:

By: Maura C. H. Cishybaugh

Title: Asst Dir. Procurement

Date: 7/2/2015

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia 2.2-4343.1* or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any basis prohibited by state law relating to discrimination in employment.



Academic Experiences Abroad
PO Box 82465
Portland, OR 97282
USA
800.556.7068 Office
503.610.3346 Cell
Sam@AEAstudyabroad.com
www.AEAstudyabroad.com

Sam Brier
Director, AEA

May 13, 2015

Subject: RFP 15-386 CUSTOMIZABLE INTERNATIONAL TRAVEL SERVICES

To Whom It May Concern:

I would like to submit the following information for AEA to be considered as a customized program provider for UMW.

eVA Account number: VS0000149214

AEA customizes educational, faculty-led programs to more than 75 countries, including much of Asia, Europe, Latin America and Africa. We also work in parts of the Middle East, the Caribbean and Oceania. All of our programs are customized, and we have in-country managers and 24-hour emergency assistance. AEA was founded in 2005.

Please also note that:

AEA is not certified in VA as a small business, because it appears to us that Oregon is a non-reciprocal state for VA for small businesses. We don't plan to subcontract to any certified small businesses.

All answers provided below.

Please contact me directly at 503.610.3346 or 832.605.7344 if you need additional information.

Sincerely,

Sam Brier
Managing Director
Academic Experiences Abroad

4. a. The RFP Cover sheet, and any addenda, must be completed and signed by an authorized

REQUEST FOR PROPOSALS (RFP)

ISSUE DATE: April 29, 2015 **COMMODITY CODE(S):** 95892, 96178

RFP NUMBER & TITLE: RFP 15-386 CUSTOMIZABLE INTERNATIONAL TRAVEL SERVICES

ISSUING AGENCY & ADDRESS: University of Mary Washington
Procurement Services, Eagle Village Executive Offices, Suite 480
1125 Jefferson Davis Hwy., Fredericksburg, VA 22401

WORK LOCATION: Fredericksburg, Virginia

PROPOSAL DUE DATE & TIME: ~~MAY 8~~ ³¹ MAY 31, 2015; 3:30 PM

PRE-PROPOSAL CONFERENCE: Optional Mandatory N/A **PRE-PROPOSAL LOCATION:** N/A

PRE-PROPOSAL DATE/TIME: N/A

CONTRACT OFFICER: MELVA A. H. KISHPAUGH, VCO, CUPO **EMAIL:** mkishpau@umw.edu

PERIOD OF CONTRACT: DATE OF AWARD THROUGH ONE YEAR, WITH OPTION FOR NINE (9) 1-YEAR RENEWALS, or as negotiated.

QUESTIONS/INQUIRIES: All inquiries for information should be directed via email to the contract officer listed above, referencing the solicitation by name and number. No questions will be accepted after **May 7, 2015; 4:00 PM.**

PROPOSALS: Sealed Proposals must reach the above address and department by the deadline stated in order to be considered. It is the responsibility of the offeror to ensure that the proposal is submitted in a package that clearly identifies the contents as a proposal submission in response to this RFP. Also reference section V herein. UMW requires the inclusion of a clearly marked redacted proposal if any portion of the Offeror's proposal contains proprietary information; Reference Section V.A.3 stipulations. All resulting contracts will be made available through UMW's Public Contracts Gateway <https://umw.cobblestonesystems.com/public/>.

In Compliance With This Request For Proposal And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Firm Offers And Agrees To Furnish The Goods/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation and the Undersigned Firm hereby certifies that all information provided below and in schedule or attachment of this document is true, correct and complete.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL.

Name of Offering Firm: ACADEMIC EXPERIENCES ABROAD

Address of Offering Firm: PO BOX 82465, PORTLAND, OR 97282

Check All That Apply: Micro Business Small Business Woman-Owned Business Minority-Owned Business

RFP Notification received via: eVA Newspaper Other: Melva Kishpaugh

DSBSD Certification No.: _____ Expiration Date: _____

Virginia Contractor License No. : _____ Class: _____

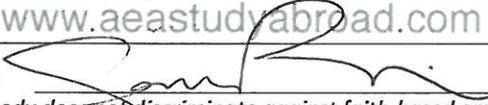
Specialty Codes: _____ SCC No.: _____

eVA Vendor ID or DUNS No.: VS0000149214 FEIN: 74-3150448

Submitted By (Print Name & Title): Sam Brier, Director

Email: Sam@aeastudyabroad.com Telephone: 832.605.7344

Website: www.aeastudyabroad.com Fax: N/A

Signature (In Ink):  Date: 5.11.15

NOTE: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

SMALL BUSINESS SUBCONTRACTING PLAN
MUST BE COMPLETED AND RETURNED WITH BID OR PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Small Business and Supplier Diversity (DSBSD) by the due date of the solicitation to participate in the SWAM program. Certification applications are available through DSBSD online at <http://www.dmbv.virginia.gov/swamcert.html>.

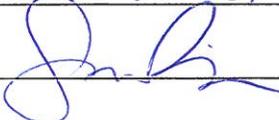
DEFINITIONS:

"Small business" means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DSBSD-certified women- and minority-owned businesses shall also be considered small businesses when they have received DSBSD small business certification. (Code of Virginia, § 2.2-4310)*

"Woman-owned business" means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. *(Code of Virginia, § 2.2-4310)*

"Minority-owned business" means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals. *(Code of Virginia, § 2.2-4310)*

Bidder Name: ACADEMIC EXPERIENCES ABROAD

Preparer Name: SAM BRIER  Date: 5.12.15

INSTRUCTIONS:

- A. If you are certified by the (DSBSD) as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in Section B.

Section A

If certified by the Department of Small Business and Supplier Diversity (DSBSD), are you certified as a:

Check Only One: Small/Micro Business Small and Woman-Owned Business Small and Minority-Owned Business

DSBSD Certification No.: _____ Expiration Date: _____

Section B

Populate the table below to show plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses that have received the DMBE small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Small Business Name, Address & DSBSD Certificate #	Indicate if also: Women (W) or Minority (M)	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract
Total Planned Subcontracting Spend (\$)					

SAMPLE ONLY
Contract #XX-XX
UNIVERSITY OF MARY WASHINGTON
Commonwealth of Virginia
Standard Contract/Master Agreement

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This contract entered into this XX day of Month 2014 by CONTRACTOR NAME, hereinafter called the "Contractor" and the Commonwealth of Virginia, University of Mary Washington called the "Purchasing Agency", "University", or "UMW."

WITNESSETH that the Contractor and the University, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF SERVICES: The Contractor shall provide the services described herein.

PERIOD OF CONTRACT: DATE; through DATE with an option to renew for an additional (OPTIONAL RENEWALS IF ANY) additional TERM periods.

COMPENSATION AND METHOD OF PAYMENT: Will be in accordance with the contract documents.

CONTRACT DOCUMENTS: The contract documents shall consist of this signed Contract, the general conditions, special conditions, Offeror's proposal, subsequent clarifications and modifications as described in Attachment I, all of which are incorporated herein by reference and constitute the "contract documents."

Any contractual claims shall be submitted in accordance with the contractual dispute procedures set forth in the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors.

In witness, whereof, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR- ACADEMIC EXPERIENCES AGENCY PURCHASING AGENCY - UNIVERSITY OF MARY WASHINGTON:

By: <u>SAM BRIER</u>	By: _____
Title: <u>DIRECTOR</u>	Title: _____
Date: <u>5-12-15</u>	Date: _____

FEI/FIN# 74-3150448

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia 2.2-4343.1* or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any basis prohibited by state law relating to discrimination in employment.

B. SPECIFIC SUBMISSION REQUIREMENTS FOR THE RFP PACKAGE: The Offeror should provide the following information tabbed as follows:

1. Please identify the amount of sales your company has had (if any) during the last twelve months with each public Higher Education Institution within the Commonwealth of Virginia.

UMW: \$36,850

2. Provide a comprehensive list of currently serviced destinations and examples of types of travel programming that the offering firm has provided to clients within the last three years.

1. Specify the international locations to which your firm has experience in providing travel management services. All of Asia (minus N. Korea); All of Europe + Russia; East Africa (Kenya, Tanzania, Rwanda, Uganda); Southern Africa (S. Africa, Mozambique, Botswana, Madagascar); West Africa (Ghana, Benin, Togo) + Morocco; All of Central America, All of Latin America, Parts of the Caribbean (Jamaica, Trinidad, Barbados, Dominican Republic, St. Kitts, Cuba); Parts of Oceania (Australia, New Zealand, Samoa, Fiji)

2. Describe the experience that your firm has in providing travel management services for large groups in an academic and higher education setting. Please provide recent examples (references) to support this experience. AEA has been customizing faculty-led programs since 2005 for private, public, state, community and online colleges/universities. See attached reference sheet. Some of our most recognizable clients include Wharton School of Business, University of California, Rice University, Boston College, Temple University and Rutgers College.

3. Describe the ability of your firm to provide customized group tours and/or organize group events that meet educational goals for faculty and students while traveling abroad. Provide examples of previously arranged tours. That is the only thing we do. Please see our website with particular attention to the videos and itinerary samples: www.aeastudyabroad.com

4. Describe the ability of your firm to offer professional trip counseling for faculty directors for complex or unique itineraries. All of our programs are customized to suit the needs of the client. AEA has experience working with faculty, Deans, Presidents, students, and many others employed at the universities. Many of our programs are complex, and all of the itineraries that we design are unique.

5. Describe your firm's ability to provide tour guides and/or interpreters on an as-needed basis during international travel. AEA provides guides for all of our programs. Interpreters are supplied as needed, according to the program.

6. Describe your firm's ability to arrange for admissions passes to various museums, performances, special exhibits, and other attractions as an enhancement to the international study program at the most favorable rate to the University. Provide suggested attractions as examples in conjunction with various serviced locations. AEA provides entrance fees and/or passes, depending on the location(s). In Tokyo, we can arrange a visit to a Sumo stable, a special experience to learn Kabuki in English, and entrances to museums that only allow a certain number of people in per day, for example. Students often get discounted rates for entrance. In Bhutan, for example, there is a discounted rate for groups, another for people under 25 and another for student groups. The list goes on forever.

7. Describe the ability of your firm in locating restaurants in the travel area that can accommodate large travel groups. Describe the ability of the University to have select group meals be pre-reserved and invoiced as part of the trip. Provide examples of previous arrangements. AEA does this with most of our groups. Welcome and farewell dinners, for example are always included and invoiced this way. Our largest groups have been close to 80 people. AEA regularly has groups between 25-35, and they always eat together at least a couple of times per program, more often if preferred.

8. Describe your firm's ability to provide or attend pre-trip seminars and organizational meetings on campus to the groups that will be traveling, if requested by the University. Specify all associated costs in the Pricing Schedule. If through Skype, or phone, this is always included for our groups. This may or may not be possible in person; however, depending on the time of year, the notice and the duration. We do have one part-time employee based in North Carolina that might be able to meet in person for such a seminar. If requested, there may be an additional charge.

9. Describe the firm's ability to provide meeting space, classroom facilities, and/or presentation/technology needs during international travel at the University's request. Describe your ability to provide facilities on another university or college campus and specify the locations.

This is standard practice for many of our programs. Each program is different and in a different location, time of year, length, etc., so this varies. However, AEA is used to arranging meeting spaces, lecture space, art space, orientation space, etc.

3. If all services described in section IV.A are not provided "in-house" by the offering firm, please provide the list of providers that partner with the firm to supply the services.

1. Describe the firm's ability to plan mini-trips or excursions for University groups traveling abroad. Describe the firm's ability to schedule either intra-national or international travel to accommodate the mini-trips or excursions. Provide examples of previous experience in providing this service.

This depends on the location. Of course, the smaller the group, the more expensive the program. All mini-trips/ excursions must be pre-planned and pre-paid. AEA offers these options in any country that we operate. Almost all of our programs move from place to place.

2. Describe firm's ability to provide charter transportation and the types available by location. Almost all of the transportation in country is private.

3. Describe all travel insurance available at no cost to the University. AEA is covered by a \$1 million liability policy that can be increased once per year at additional charge. If health, trip cancellation or other insurance is required, it will be factored into the cost of the program.

4. Describe any Common Carrier and Flight Insurance that would be made available to University travelers at no additional cost to the University. If included, it would be factored into the cost of the program.

5. The contractor shall provide any refunds due as a result of unused tickets and shall identify each refund by the original ticket and invoice number. Refunds shall be credited to the University in the form of the original payment. Describe the firm's refund policy as it pertains to tickets, rentals, and reservations described within this RFP. Refunds are only available according to the cancellation policy in our proposal. This changes from country to country, but generally is rather lenient until 35 days prior to departure. Airline cancellation policies are set according to the airlines. AEA recommends trip cancellation insurance. When refunds are made, AEA provides the invoice number originally paid and additional details as requested.

6. Describe the timeframe for providing the delivery of tickets and/or itineraries to the requesting University faculty travel leader after reservations are confirmed. All tickets and itineraries, unless otherwise requested by the University, should be delivered electronically.

This varies by airline and the types of tickets purchased, but generally, e-tickets are given within 2 weeks of purchase. Final itineraries are given 2 weeks prior to departure.

7. Describe the information provided on standard itineraries. Please see attached itinerary sample.

8. Describe the firm's ability to communicate entry requirements for a country (such as a visa, letter of invitation), and to communicate any issues that may prevent entry into a country (such as passport stamps to a specific country) and provide guidance on resolution.

AEA attempts to provide the most up-to-date and accurate information regarding visa needs and costs, and provides letters when requested; however AEA does not attain visas for groups. AEA will assist with information, but visas, passports, and additional related fees/ permits, etc. are in the end the responsibility of the traveler.

9. Specify the firm's ability to provide Passport and Visa services. Include all associated costs.

Not provided.

10. Trip itineraries for the entire group shall be provided to the University faculty director in charge of the trip, unless otherwise specified.

That is fine.

11. Describe how the firm ensures accuracy in booking, invoicing, and itineraries. Specify if original receipts shall be provided to the University.

Original receipts are not provided unless a specific receipt is needed, such as for a service paid for on the ground, and lost or not received. Accuracy is provided by working with people around the world who we entrust to get our reservations right.

12. Describe the ability of the firm to provide communications to the faculty director when the trip being planned will take the group to locations requiring immunizations. Specify if the firm will be able to provide the faculty director with details about the immunizations needed and time frame for the traveling group to receive the immunizations.

AEA refers all groups to the CDC regarding vaccinations and immunizations. AEA is not a medical provider. However, AEA will give honest advice.

13. Describe the firm's ability to book group lodging for short term and long term stays. Describe any unique lodging situations for which the firm would have booking access, such as apartments, dormitories or houses.

It depends on the location, time/ duration, budget and number of people, etc. We have booked all kinds of residences.

This is a part of our day-to-day and depends on the needs of the programs.

4. Describe business operations:

1. Provide resumes for key personnel (particularly the single point of contact who will be working with UMW) who would be representing the firm and working with UMW staff to develop travel programming or fulfill travel programming needs.

Sam Brier is the director and primary manager. Ginger Peterson is the primary program manager. Sam started and has managed AEA since 2005. Ginger worked for People to People for 8 years. Please see attached resumes.

2. Specify how invoicing will demonstrate exactly how the cost per traveler was determined. Provide an invoice example.

AEA invoices do not provide breakdowns. They show the cost per person x the number of people. If faculty are included in the price, those faculty will not be shown. If faculty costs are separate, their costs will be shown. It depends on how the university would like to see the invoice. A cost breakdown may be requested during the proposal stage, or later, but generally this is not provided unless requested.

3. Describe how payment is accepted.

Check, ACH, Wire, Credit Card. If credit card, AEA will issue an invoice to be paid online against a 3.5% additional charge.

4. Describe billing and payment terms. Specify if deposits are required and when full payment is due.
Terms may change according to the location and time of year. However, generally, deposits are due 90 days prior to departure (\$500 or 20%, whichever is higher; not including airfare); 50% of remainder due 60 days prior to departure (or full payment due 45 days prior); and if desired, a final payment may be made of 50% of remainder 35 days prior to departure. See sample contract for examples.
5. Specify the firm's cancellation policies and penalties. In the case of program cancellation or individual participant withdrawal, describe how refunds would be processed. Maximum flexibility is preferred.
Terms may change according to the location and time of year. However, generally, deposits are non-refundable; at 60 days the deposit and 75% of the remaining program costs are non-refundable; at 30 days there are no refunds. See sample contract for examples.
6. Describe the process for providing a quote of travel costs, as requested by the University for Budget planning. Describe how the firm would be able to guarantee quoted price (for up to a year in advance). Specify any and all issues that would impact the quoted price.
Prices are not guaranteed until payments are made. Prices might change due to severe exchange rate shifts in countries where we must pay in a foreign currency. However, it is extremely rare for the cost of a program to change. And if necessary, AEA will notify the university as soon as instability in the currency is apparent.
7. Describe how the firm would ensure that post trip reconciliation charges or surcharges, previously unapproved by the University are not levied.
No extra costs/ charges are allowed unless approved by the university or faculty member on the program. Likewise, no additional services will be provided unless paid for or confirmed to be paid for in advance, in writing with one of the AEA program managers in the US, and verified with the university.
8. Describe the ability of the firm to provide quotes for international travel based on current exchange rates and provide the University with the ability to hedge currency when possible and if in the best interest of the University. Explain the process for issuing credits and charges if exchange rates change after the original quote.
AEA does not participate in hedging. If the currency becomes weaker after a program has been paid for, AEA will offer suggestions/ options to use or refund savings.
9. Describe how the firm obtains the most favorable rates in regard to international travel for large groups. Experience in the travel industry.
10. Describe the firm's ability to advise the University departments of savings opportunities as it pertains to various items of travel as part of an international study program.
AEA first requests what budget the client is trying to meet. Then, we aim to meet that budget. If there are options to save further, AEA will offer those options. These programs are too complex to sum up these possibly savings in a few sentences. We operate all over the world.
11. The University shall not be required to sign additional travel agreements or pro forma for individual trips planned by firms awarded a contract as a result of this solicitation. The University will issue a purchase order in accordance with the contract and in accordance with the pro forma, which shall serve as the University's agreement to proceed. Describe the firm's ability to comply with this requirement.
That is preferred. However, AEA also has terms that must be met by the university. See our standard contract that should be included in the university agreement as an addendum.

5. Provide an Emergency Operations Plan to support UMW faculty, staff and student travelers, inclusive of emergency contact information (24/7).

This varies by country and location within each country. A single EOP would be irresponsible or terribly vague. However, in short, we supply a thorough pre-departure packet, and Contact Sheet, complete with 24-hour emergency number, guide information, hospital, embassy, hotel and country / program manager information/ contacts.

1. Describe the firm's ability to communicate travel alerts or warnings issued by the U.S. Government and/or destination area including travel restrictions to sanctioned countries.

AEA passes this information on to our clients when we hear of them. AEA attempts to stay up to speed when these warnings occur.

Provide details on the process that a University faculty leader would follow if problems occurred during an international trip arranged by the firm. Describe the firm's ability to provide back-up arrangements with short-term notice.

In the case of a problem on a program, the faculty can first discuss with the guide, then the program manager and/ or country manager, all of whom pass the information up the chain of command. AEA in the US may also be contacted at any time. And the faculty can contact any of these people along the chain at any time if needed. The in-country teams will take care of the problems and make changes as needed. If there are last-minute, additional costs due to such problems, the in-country teams will let the faculty know, and the costs can be approved or not. All of these details will be communicated to the US as needed.

6. Describe how the firm ensures that all local state and federal laws and regulations are followed.
AEA has overseas teams that abide by local laws.

7. Provide at least one sample travel program with itinerary, for purposes of cultural immersion for 10 students and one faculty member, in a specific designation that the firm services, for a program minimum 21 days in length, or if only air transportation is available through the firm, please provide sample group itineraries with pricing.
See attached. All programs are customized, so we are providing a program of similar comparison

8. Provide information regarding services not described in the scope of work that the offering firm is currently able to provide to the University, along with associated pricing.

Sam Brier

AEA, Director
832.605.7344
Sam@AEAstudyabroad.com
www.AEAstudyabroad.com

Sam Brier is the founder/ director of Academic Experiences Abroad (2005), a company that specializes in customized study abroad program development, logistics and pre-departure training for academic institutions with academic initiatives in more than 75 countries.

A sampling of AEA's clients in the U.S. have included: Rice University, the University of Delaware, Linfield College, the University of Pittsburgh, Wharton College of Business, Rutgers University, Boston College, University of California Maritime and Temple University.

From 1995-2005, and some years after that, Sam lived overseas. A sampling of work from that time period includes: Teacher at *Yao Kita High School* in Osaka, Japan (JET Program); Faculty at *Sichuan International Studies University* in Chongqing, China; Cultural Trainer and teacher at *The US Embassy* and the *International School* in Vientiane, Laos; Faculty at *Chulalongkorn University* in Bangkok, Thailand; and teacher volunteer at *Moris Foun*, an NGO in Fahilebo, East Timor. He also lived Cairo, Egypt in 2004 and in Saigon (Ho Chi Minh City), Vietnam for much of 2008 – 2010.

Sam has visited over 70 countries and has worked, studied and volunteered for extended periods in several others: Australia, China, East Timor, Egypt, Israel, Japan, Laos, New Zealand, Spain, Thailand, The Netherlands and Vietnam.

In addition to work with AEA, Sam designs and delivers intercultural and relocation workshops for a variety of governmental, public, non-profit and private organizations around the world. Clients have included the American Embassy in Vientiane, Laos, and the No. 3 Military Hospital in Chongqing, China, to the Board of Education in Osaka, Japan, Chulalongkorn University in Bangkok, Thailand, Prudential in Saigon, Vietnam, and DFA in the USA.

Sam has been involved with several diverse organizations in Texas and Oregon, including: the Society for Intercultural Education, Training and Research (SIETAR); The Center for Healing Racism; American Field Services (AFS); the Asia Pacific American Heritage Association (APAHA); the Japanese Exchange & Teaching Alumni Association (JETAA); Friends For Fide (FFF); Airbnb.com Splinlister.com; and the Japanese Consulate, for which he regularly joins the panel to interview the year's applicants to the prestigious JET Program.

Born in Houston, Sam holds a graduate degree in Asian Studies from the University of Melbourne, Australia, and a BA in Journalism from the University of Texas at Austin. English is his native language and he has studied several others including: Arabic, Chinese, French, Hebrew, Japanese, Korean, Lao, Portuguese, Spanish, Tetum, Thai and Vietnamese.

Sam has also published six language books: *The Lao Phrase Book* (2005); *Chinese Phrase-A-Day* (2008); *Chinese Phrase-A-Day Practice Pad* (2008); *Lao Basics* (2010); *Japanese Phrase-A-Day Practice Pad* (2010); and *Instant Vietnamese* (2011).

Sam lives in Portland, Oregon, with his wife and two boys. He says that there is a pinch of truth to every Portlandia episode.

Sample
Proposal
+ Itinerary
4.9.15



Dear Prof. Smita Jain Oxford,

Thank you for your proposal request for your program UMW in India – Business Communications 2015. Please find our proposal below. As all of our programs are customized, this is a starting point and the program can be changed as you see fit. Please let us know if you have any questions.

It has been prepared for you by:

Sam Brier
Director

Sunny Fitzgerald
Assistant Director

AEA strives to make your program memorable with:

Customized programs - No two programs are alike
A focus on academic quality and unique visits
Interaction with local communities and opportunities to make new friends
Flexible program options and services
Reliable, on-site team of travel professionals
No minimum numbers | Safety and affordability

AEA operates customized, faculty-led programs in:
Asia, Africa, the Americas, Oceania, the Caribbean, and Europe

Since 2005, AEA has developed and managed customized, faculty-led programs for numerous public and private colleges and universities. More than 2,700 students and faculty have traveled with us on uniquely stimulating programs, and we are excited to help you and your students reach your goals.

University of Mary Washington
Business Communication in India
February 26-March 6, 2016
Version 1

ITINERARY

- Please make sure your passport has no tears, has at least 6 months of validity after return to the USA and that it has at least 2 empty pages.
- Flight to be determined. Not included

Friday, February 26: Mumbai [D]

- **1:55pm (ETA)** Arrive in Mumbai: pick up with guide, transfer to the hotel and check in
- **5pm** Welcome and orientation at hotel
- **Welcome dinner**

Saturday, February 27: Mumbai [BL]

- Breakfast at the hotel
- **8:45am** Depart from hotel
- **10am-12:30pm Mani House, Dhobhi Ghaat, Haji Ali, Iskon** (opposite babulnath)
- **1-2pm** Lunch
- **2:30-4:30pm Gateway of India, Taj Hotel, Victoria Terminus, Colaba Market**

Sunday, February 28: Mumbai [BL]

- Breakfast at the hotel
- **9:15am** Depart from hotel
- **10:30am-12:30pm Company Visit to PR Firm:** ~~Ad Factors [www.adfactorspr.com]~~
- **1-2pm** Lunch
- **2:15pm** Depart
- **3-5pm Company visit to Ad Agency:** ~~Think With Not [www.thinkwithnot.com]~~

Monday, March 1: Mumbai [BL]

- Breakfast at the hotel
- **9:15am** Depart from hotel
- **10am-12:30pm Dharavi Tour**
- **1-2pm** Lunch
- **2:15pm** Depart
- **3-5pm Visit to Bollywood Studio:** meet and talk with ~~Amitabh Bachchan~~

Tuesday, March 2: Mumbai [BL]

- Breakfast at the hotel
- **9:15am** Depart from hotel
- **10:30am-12:30pm Company visit to Media House news channel,** ~~Ami Talk~~
~~[www.amitalk.com]~~
- **1-2pm** Lunch
- **2:15pm** Depart
- **3-5pm Company visit to set of daily TV soap film shoot**

Wednesday, March 3: Travel to Agra [BL]

- **4:30am** Depart from hotel to airport
- **6:25am** Flight to Delhi
- **8:25am** Arrive in Delhi, eat breakfast at the airport
- **9:30am** Depart for Agra (6 hour drive) via expressway
- **5pm (approx.)** Arrive Agra and head straight to Taj Majal, then check in to hotel
- **7:30pm** Mehendi application

Thursday, March 4: Agra [BLD]

- Breakfast at the hotel
- **10am** Check out
- **1:30-12pm** Visit Agra Fort
- **Afternoon:** have lunch and depart for Delhi via expressway
- **Evening:** Arrive in Delhi and check in at the hotel
- **Farewell Dinner** at the hotel

Friday, March 5: Delhi [BL]

- Breakfast at the hotel
- **9:30am** Check out
- **10am-5pm** Qutab Minar, Humayun's Tomb, Birla Temple, drive past India Gate & Parliament house. Lunch, then shop at Delhi haat (Bazaar Tour) for an hour
- **5pm** Depart for airport
- **6:30pm** Arrive at airport
- **9:20pm** Flight to be determined

QUOTE

Number of participants	Cost per participant	Cost per faculty
10	USD [REDACTED]	USD [REDACTED]
12	USD [REDACTED]	USD [REDACTED]

Single supplement is USD [REDACTED]

* Itinerary and price are subject to change, according to availability and exchange rate prior to payments, although unlikely.

* No bookings have been made and rooms are subject to availability. Other hotels may be substituted if any of these are unavailable at time of deposit

//We are happy to discuss this itinerary, activities, alternative options, and price, but please do not share our hard work with other program providers. All AEA programs are uniquely customized, and all information is private. Thank you for understanding.//

Services Included in Your Faculty-Led Program Proposal:



On-Site Coordinator:

- 24-hour emergency support
- Orientation to the country
- On-site coordinator to accompany group the entire program
- Coordinator available after hours by phone, if needed
- Local guides to accompany the coordinator and group in each city

Accommodations:

- 5 nights accommodation at Vivanta by Taj President hotel, Mumbai
<http://www.vivantabytaj.com/president-mumbai/overview.html>
- 1 night accommodation at Radisson Blu Hotel, Agra
<http://www.radissonblu.com/hotel-agra>
- 1 night accommodation at The Park hotel, New Delhi
<http://www.theparkhotels.com/new-delhi/new-delhi.html>
- Students in shared rooms (unless singles are requested or required for odd numbers); faculty in singles
- Single supplement included for 1 odd-numbered student
- Internet in rooms included

Meals:

- Breakfast to energize you each day
- Daily lunch to keep you going
- Welcome and Farewell dinner with 1 soft drink
- One soft drink at meals included

Transportation:

- Private, air-conditioned bus for all transfers (22-seater coach with 2 bottles of water per day per person)
- Internal flight included: MUMBAI - NEW DELHI (economy class) Indigo 6E 184, 620am / 825am (price subject to change)

Cultural Experiences / Field Trips:

- Excursions and entrance fees for entrances as below. Video fees not included.
- Single Entry at the monuments for sightseeing in Mumbai (Mani Bhawan) on 28th February
- Single Entry at the monuments for sightseeing in Agra (Taj Mahal + Agra Fort) on 2nd & 3rd
- Single Entry at the monuments for sightseeing in New Delhi (Humayun's Tomb & Qutub Minar and Dilli Haat) on 5th March

Academic / Professional Excursions:

- Presenters and/or professionals can be arranged specifically for your group to provide discussions and presentations to compliment your course and program; additional charges may apply

Also included:

- All applicable taxes
- Pre-departure marketing support and promotional materials (upon request)
- Certificate of participation (upon request)
- AEA is covered by third party liability insurance for personal damages (up to \$1 million with the option to upgrade to \$3-\$5 million at an additional charge).

Not Included:

- **International flights**, unless requested
- **Visas & passport fees (plan on \$150 for India, subject to change)**

- **Passports must be valid for at least 6 months from date of departure**
- **All passports and travel documentation, including names for airline tickets must be checked and approved by the university**
- Health & evacuation insurance, required. AEA can arrange at \$3/day/person
- **Trip cancellation / interruption insurance (recommended)**
- **Tips and gratuities**, suggest \$30/ person
- Personal or other miscellaneous expenses

AEA Quality Service Guarantee

Accommodation: We can arrange a variety of options for your group, although out of our experience, hotels generally offer the best price/value ratio for groups. We do not work exclusively with any hotels and are glad to book a specific hotel if you have special wishes. To keep the price down, we continually research, visit and update our database of hotels, and negotiate for the lowest rooms rates on a regular basis. Students are grouped in twin rooms and group leaders are always booked in single rooms, unless otherwise requested.

On-site Coordinators: Local, bi-lingual coordinators will be selected specifically for your group. The coordinator is the liaison between group leaders and the AEA local offices. Duties include, but are not limited to: airport pick-up, chaperoning the group on organized activities, assistance with: hotel check-in; emergencies; problems; transportation; translation/language & cultural barriers; distributing: city maps; pre-ordered tickets; cash allowances; cell phones, etc.

Meals: Food is a very important part of any culture. It is not only important to see and visit places, but to really taste and experience the cuisine, the traditions and the local "way of dining". For this reason, we arrange group meals at unique and authentic restaurants when possible. Of course, we know that dietary concerns are also important when traveling abroad. We will gladly accommodate any special requests for group meals if we are informed before your departure. As with hotels, we do not work exclusively with any restaurants, so you are free to request a special restaurant, which you may have tried in the past. Otherwise, we will arrange something special for your group!

Cultural Experiences / Field Trips: The team at AEA that plans and organizes your program are all from the countries where you are traveling, and those in the US who are helping our team have lived in and traveled extensively in those same locations. You can be assured that we can offer authentic experiences, organized exclusively for your group. We strive to arrange all of the services and activities (professional & cultural field trips, guest lectures etc.) as stated in the proposal. However, due to the nature of faculty-led programs, cancellations by third parties may occur. In such cases, we will make every effort possible to find and arrange a comparable replacement for you. If it is absolutely not possible due to time or availability, or if a cancellation occurs after the program has begun, then we will replace the cancelled activity with a cultural visit, which we deem suitable for the program.

Safety & Liability: We provide you with 24/7 emergency support. Since our teams are located in the countries and cities you will be traveling, we can arrange on-site assistance. We carry liability insurance and only work with official and accredited transportation companies to insure that your land/water/air transfers are safe.

Ground Transportation: Depending on your specific itinerary and travel route, we will carefully evaluate all of the options available and arrange the most affordable, efficient and convenient means to transport your group safely from A to B. After years of experience, we tend to hire private coach busses for group travel. However, in certain cities or for certain transfers, it will be more sensible and affordable to use public transportation or other modes of transportation.

Classrooms and Meeting Facilities: Meeting and conference rooms will be generally used for classroom lectures, instructional meetings, and group/student presentations. These must be booked and paid for in advance. Upon request and availability, facilities can also be arranged at local universities.

Academic/Professional Excursions: Through personal and professional contacts of our colleagues, we arrange highly qualified faculty members and professionals to teach specialized courses or provide guest lectures to your students. Visits, lectures and tours of Educational Institutions, NGOs, Organizations, National and Multi-national corporations are selected depending on the focus of the course and program. Professional lectures and speakers can be arranged in the topic requested by the visiting faculty.

Airfare: We work with a wholesaler who offers competitive airfare rates. Please inquire if interested in having AEA book your flights. Flights will be on regularly scheduled major airlines and e-tickets will be issued.



Sample
Invoice

**ACADEMIC
EXPERIENCES
ABROAD, LLC (AEA)**

PO Box 82465
Portland, OR 97282
1.800.556.7068 (Office)
503.610.3346 (Sam Brier)
team@AEAstudyabroad.com
www.AEAstudyabroad.com

Fed Tax ID # 74-3150448

Invoice # 00438

Program: CLIENT, Jamaica Program June 5 - 14, 2015

PAX: 1

Issue Date: 5/12/15

Attention: NAME

Description	Quantity	Unit Price	Total
1 additional student	1	\$2565	\$2,565
1 single supplement	1	\$700	\$700
			\$0
Total Remaining			\$3,265.00
Due on May 25, 2015			
*Any overpayment can be applied to the total program costs once participant number is finalized. Airfare subject to change.			

DIRECT DEPOSIT, ACH & WIRE DETAILS:

If paying by domestic wire, please add \$15

BANK NAME: JPMORGAN CHASE BANK

To: Academic Experiences Abroad, LLC

BRANCH: Chase, 3203 Southwest Fwy
Houston, TX, 77027

Routing # 111000414

Contact address: PO BOX 82465, Portland, OR, 97282 Contact Phone: 832-605-7344

CHECKS not requiring delivery signature, & not by UPS/FEDEX:

Mail to:

KY1-0900

NBBM

PO BOX 36520

LOUISVILLE, KY 40233-6520

Make check out to:

ACADEMIC EXPERIENCES ABROAD

!! Please write our account number on the Memo line:

Credit Card accepted with additional 3.5% charge. Invoice portal for online payment will be sent upon request.



Cancellation Policy

You must inform us in writing (by post or email) **as soon as possible** if you wish to cancel a group program or cancel individual members of the group. Your notice of cancellation will only be effective from the moment we receive it in writing and confirm it. Upon cancellation, the following charges per participant will be:

- **up to 90 days** prior to departure date: **airline costs only if purchased**
- **89-65 days** prior to departure date: **the deposit + airline costs if any**
- **64 days** prior to departure date: **the deposit + 25% of remaining costs + airline costs**
- **35 days** prior to departure date: **100% of program costs**

A change in the arrival or departure date after the contract is signed is considered a cancellation. In addition to these fees, any unrecoverable expenses and/or cancellation charges imposed by the airlines will be your responsibility.

Emergency
Action Plan
for South
Africa

**University of Mary Washington – South Africa 2015
Pre-Departure Information Packet**



CONTACTS

Dialing Code

The international dialing code for South Africa is +27 but from within South Africa, the +27 should be replaced with 0.

~~CHIEF Security Officer - [REDACTED]~~

Local office details

Operations and Logistics - [REDACTED]
Mobile: +[REDACTED]

Program Coordinator - [REDACTED]
Mobile: +[REDACTED]
AEAsouthafrica@gmail.com

Emergency Numbers

- Police emergency: 10111 (Flying Squad)
- Police Crime Stop: 08600 10 111
- Emergency and Crisis Services: 1022
- Ambulance: 10117 (Provincial Ambulance service)
- Private Ambulance and Emergency Service: 082 911
- Medical Practitioner in Skukuza: Dr Ferreira & Dr Venter 013 735 5638
- Malaria Info 24-hour hotline: 082 234 1800

V & A Waterfront Surgery (50m to right of Mugg & Bean entrance, hours: 9AM – 5 PM, M-F)
Doctor: Dr Bisset
Tel: +27 21 418 2720
Cell: +27 82 444 5626
Opening Hours: 08h30 – 14h00
Dentist: Dr De Milander
Tel: +27 21 418 2668

Embassies and Consulates / High Commissions

Johannesburg

Address: 1 Sandton Drive, Sandton
Telephone: 011 290 3000
Office hours: 8.30am – 12.30pm weekdays

Cape Town

Address: 2 Reddam Ave, Westlake
Telephone: 021 702 7300 (24-hour line)
Office hours: 8.30am – 12.30pm Monday to Thursday

Durban

Address: Old Mutual Building, 31st floor, 303 West St
Telephone: 031 305 7600
Office hours: 8.30am – 12.30pm

Enquiries

- Electronic Yellow Pages: 10118
- Time: 1026
- Trunk/Collect Calls: 0020
- Phonograms: 1028
- Teleconferencing: 0020
- Domestic directory enquiries: 1023

International dialing and full telex, telefax and electronic mail facilities are widely available, e.g. at hotels and Postnet outlets.

Pay Phones

Pay phones can be found in most public places, some operating with phone cards, others with coins. Phone cards can be bought from shops that indicate that they sell these cards.

- International Operator: 0009
- International Directory: 0903
- International direct dial: 09 + the country code.

Accommodations

[REDACTED]
17 [REDACTED] Street
Claremont, Cape Town
Tel: +27 21 671 6958

[REDACTED] Institute
Lynedoch Road
[REDACTED] off
Lynedoch, South Africa
Tel: +27 21 881 3196
Fax: +27 21 881 3294

Tshukudu Ditch Camp

GPS Co-ordinates for entrance gate to Tshukudu: S 24° 18 ' 55.6 " E 30° 55 ' 47.5 "
Tel: +27 15 702 4625
Tel: +27 15 702 4625

Other important contact numbers

Sam Brier

Director of AEA

Sam's cell phone: + [REDACTED]

Sunny's cell phone: + [REDACTED]

[REDACTED]

[REDACTED]@AEAstudyabroad.com

Team@AEAstudyabroad.com

Here are a few things to consider in preparing for your South Africa program. Please read thoroughly, so that you can prepare and pack accordingly.

GENERAL HEALTH

South Africa offers all the excitement and adventure of the African continent but with health and sanitation standards mostly on a par with that of the developed world. South African private sector health-care facilities compare with the best in the world. Medical services are readily available in South Africa and are sophisticated and safe for visitors to use.

Although food and beverages served in restaurant establishments are prepared and served under hygienic conditions and the tourist runs no greater risk of contracting traveller's diarrhea than in the south of Europe, if you have not traveled outside the US, or have not spent much time in a developing country, your stomach might be sensitive to foreign bacteria. Please read the below information carefully to minimize your risk of falling ill. This information is not meant to scare you – many people travel abroad without any incident – but, rather, to help you best prepare and enjoy your experience in South Africa!

It is important to notify your group leaders and the AEA program manager of any existing allergies, conditions, or concerns. We can make the following suggestions based on our own experiences, but you should **be sure to check with your primary care doctor before making any decisions regarding your health.**

- If you require any regular medications, please be sure to bring them with you.
- We recommend taking probiotics (immune booster) a couple of weeks prior to and during the program. One is called an acidophilous treatment. This will help your body build up “good” bacteria to help ward off any foreign bacteria you may encounter. Some people also find grapefruit seed extract helpful. **Consult your doctor & read instructions, prior to use.**
- Drinking water in South Africa is usually safe to drink and cook with when taken from taps in urban areas. Not all tap water in rural areas is safe for consumption, so take precautions if necessary. When in doubt, we recommend drinking it boiled or bottled to reduce the risk of ingesting foreign bacteria.
- Standards of hygiene in relation to food health and safety are generally high in hotels, restaurants, pubs and nightspots. It is generally safe to eat fresh fruit, vegetables and salads, and put ice in your drinks. Street food is not as common in South Africa as it is in other countries, but occasionally, vendors selling snacks can be found. Food safety in such instances cannot be guaranteed.
- **STAY HYDRATED!** One of the most common and easily avoided health issues when traveling is dehydration. Bring a reusable water bottle and drink at least eight cups of water each day, including the day of departure for South Africa. Fill your water bottle after you pass through security at the airport so that you have water to drink throughout

the flight. It is also important to be mindful that drinking alcohol requires more water to be consumed.

- If you get any cuts during the program, be sure to treat them immediately to avoid infection. It is helpful to travel with New Skin – it is an antiseptic as well as a liquid bandage.
- If you do get sick from bacteria in food or water, it usually lasts for about a day, and can include vomiting and/or diarrhea. Please let your group leader know if you are not feeling well, particularly if it lasts more than a day.

Smoking

Smoking laws are strict in South Africa and penalties are high. Smoking is illegal in public places and is consequently a sensitive issue for many establishments. Please check before lighting up in your room or restaurants etc.

HIV/AIDS

There is a high incidence of HIV/AIDS in South Africa. It is largely transmitted through sexual intercourse. Every precaution needs to be taken to have safe sex. Condoms are available from pharmacies, hospitals, clinics and supermarkets. Medical facilities, including injections and blood transfusions are sophisticated and safe; blood is carefully screened before use.

Vaccinations

There is no risk of yellow fever in South Africa. The government of South Africa requires proof of yellow fever vaccination only if you are arriving from a country with risk of yellow fever OR if you transit through such a country. If you are traveling from a country other than the US, check this list to see if you may be required to get the yellow fever vaccine: [Countries with risk of yellow fever virus \(YFV\) transmission](#)

Malaria

A malaria risk, predominantly in the malignant form caused by *P. falciparum*, exists in certain low-veld regions of the country, namely parts of Limpopo, Mpumalanga and the Maputaland coast part of KwaZulu-Natal. Certain parts of the neighbouring countries of Zimbabwe, Mozambique, Swaziland and Botswana are also malaria areas. The warmer months from October to May are the highest risk periods. South Africa has an extensive anti-malaria program that has reduced the incidence of malaria by some 81% in two years.

The incubation period for malaria can be as short as seven days or as long as several months. The majority of *P. falciparum*-malaria patients develop symptoms and signs within two weeks of being bitten by an infected mosquito.

You may wish to consult your doctor at least 4 weeks before the program about the most appropriate anti-malarial drug for you. In addition, try to prevent mosquito bites between dusk and dawn by using DEET-based insect-repellent and a bed net.

Finding a doctor or hospital

Doctors are listed by their surnames, under Medical, in the telephone directories. AEA guides have the telephone numbers of local medical practitioners used by the Spirit of Africa for our travelers and if need be major hotels have an arrangement with doctors and dentists to treat guests when needed.

Hospitals are listed under "H" in all telephone directories and indicated with "H" on maps.

*Please see **CONTACTS** section on final page of this document for emergency numbers.*

Medications

Most medicines are obtainable at pharmacies, and emergency pharmacies are open at night.

Visitors are, however, advised to bring any supplies of specialized medicines they may need, with them. Should visitors carry any prescription medicine on them, it would be best to bring along a letter of authorization from a doctor, since some medicines might be mistaken for illegal drugs.

Travelers to South Africa require valid copies of doctors' prescriptions and the contact details of where they acquired the scripts in their home countries if they wish to have scripts filled. South African legislation does not allow pharmacists to dispense medication on scripts issued by doctors outside SA without that patient having the script validated by a local doctor.

MEDICAL INSURANCE

There is no national health scheme and all participants are required to take out medical travel insurance with evacuation for the duration of their stay.

VISA & PASSPORT INFORMATION

- Up-to-date visa information is available at www.dha.gov.za/index.php/immigration-services
- You must have a passport that is valid for at least six months from the day you start your journey. We recommend you carry your passport on your person or in your hand luggage during your entire program. Do not pack your travel documents in suitcase.
- You must have at least two empty visa passport pages for immigration endorsement. The official endorsement pages (for amendments) in the back of most passports will not be accepted for immigration use.
- Please send us a scanned copy of the passport picture page of your passport.

PACKING LIST

In handbag/money belt

- Wallet (keep in front pocket)
- Personal identification
- Passport
- Air tickets
- Luggage key
- Emergency phone numbers

In carry-on

- Light jacket
- Personal journal and pen
- Kleenex tissue pack

- Toiletries for flight (in 100ml containers, total not exceeding 1L)
- Personal medicines / extra prescriptions
- Photocopy of your passport and tickets
- have the ability to be turned on

- All your electronic equipment, including cameras, video recorders and laptops etc.
- All batteries must be fully charged and

In checked luggage

- Clothes – suggest clothes that can be worn in layers according to the temperature
- Comfortable walking shoes
- Toiletries including sunscreen
- Insect repellent
- Travel raincoat
- Sun hat
- Extra batteries for camera or camera charger
- Alarm clock

Please also bring towels for bathing and swimming, or plan to purchase them upon arrival - your accommodations have mostly shared facilities, so towels are not provided.

Information Regarding Luggage

Ensure you have researched the baggage allowance policy with your airline prior to packing and departure,

Please note that international flights seem to allow double the luggage allowance to those of domestic flights so, as you are flying internally within South Africa, it is best to pack according to the domestic flight limits.

Note also that some airlines have a one-baggage policy, so you will only be able to check in one item, regardless of whether the 2 items combined weigh less than the allocated weight allocation.

Please ensure you have your luggage locked before each check-in.

NEVER travel with electronic equipment in your checked luggage.

ALWAYS make sure electronic gadgets are fully charged before checking in.

Many airlines try to insist that you check-in your hand luggage. Only do so:

- If your bag exceeds their size / weight specifications. (Unless this is the case you are entitled to carry your hand luggage with you.)
- Once you have removed all valuable items from it. NEVER check-in valuables
- Once you have securely locked the bag. Always ensure you have the means to lock your hand luggage if you do decide to check it in.

CLIMATE

Despite regional climate differences, South Africa generally enjoys a mild climate throughout the year with generally sunny, pleasant days although in winter nights can be cold and the Cape can be very rainy. Snow only falls on the high mountain peaks of the Cape and KwaZulu-Natal. The South African seasons are the reverse of those of the Northern Hemisphere.

Average temperatures in South Africa can vary widely. The table on the next page gives average temperatures but be aware that in summer the daytime temperatures are regularly a lot hotter than this.

CITY	Summer		Winter	
	Ma x	Mi n	Ma x	Mi n
Johannesburg	26	15	17	4
Cape Town	26	16	18	7
Durban	28	21	23	11
Nelspruit	29	19	23	26

Temperatures in degrees Celsius.

Avg. for January (mid-summer) & July (mid-winter)

Data source: South African Weather Service

Shortcut for Fahrenheit, roughly $x \cdot 2 + 30$
ex.

Exposure to the Sun

South Africa has one of the world's highest daily sunshine rates and visitors, who are not used to the sun, should take extra care, especially between 10am and 3pm. Use of a sunscreen lotion with a SPF of at least 30 is recommended. A variety of good quality products are available throughout the country.

Clothing

Fashion-wise, South Africa is as familiar with trends as the rest of the first world. You will feel comfortable here wearing the style of clothing you wear at home (but no heels, please!). But be sure to pack for the relevant temperatures and weather patterns. For summer months bring lightweight cool clothing with warmer items to add on at night – the evenings in the Cape can be windy and cool. Also pack a lightweight raincoat and umbrella for the afternoon showers that occur in Gauteng province. Bring comfortable, closed shoes for wear, as there is a fair amount of walking in the program. Consider thin, wicker socks that dry quickly.

Please be mindful of the weather when packing:

Summer in Cape Town begins in November and December, and lasts till January and February. The average temperature during summer is 20 C. The warmest months are January and February with a maximum temperature of roughly 26 C. It won't get any colder than 14 C at night, so don't bother to bring your warm coat. Do bring some sun block, and a snug-fitting sunhat. The sun shines approximately 10.5 hours a day during the summer months, but that said, there can be the odd grey day. The highest temperature measured in Cape Town was a steaming 41.3 C one January.

The climate of the Kruger National Park and Lowveld is really subtropical. Summer days are usually humid and hot with temperatures sometimes soaring to above 40 C. The rainy season is from September until May, so summer rain and thunderstorms are to be expected. Midsummer max temperatures average 30 C with evening temperatures of 19 C.

SHOPPING

Most shops are open between 9am and 5pm on weekdays and 9am to 1pm on Saturdays. Shopping malls are generally open 7 days a week and often offer extended trading hours. Credit cards are often accepted, but keep in mind that a fee may be charged on your statement back home. Look into Chase or other banks that do not charge a foreign transaction fee.

CURRENCY

The South African monetary unit is the South African Rand (R) and one rand equals 100 cents. The international symbol of the Rand is ZAR. Bank notes are issued in denominations of: R200 (orange), R100 (purple), R 50 (pink), R20 (brown), and R10 (green). Coins are issued in denominations of: R5 (silver), R2 (silver), R 1 (silver), R0.50c (copper & tin), R0.20c (copper & tin), R0.10c (copper & tin), R0.05c (copper). In November 2012 the South African Reserve Bank issued new bank notes, colloquially called "Madiba Money" because they have the image of Nelson Mandela (Madiba) printed on them but are the same color as the older notes. Both the old and new notes are legal tender.

SAFETY

Visitors are advised to take basic safety precautions, much the same as they would in other major cities around the world. Basic safety precautions are:

- Do not walk alone at night, especially in unlit streets.
- Do not draw unnecessary attention to money or jewelry on your person.
- Do not be tempted into pavement games or gambling.
- Do not buy gold, diamonds or other seemingly valuable items offered for sale on the street - they are often stolen or fake.
- Do not leave your property unattended in a public place.
- Always have a friend with you when transacting at an ATM.
- Do not travel off the beaten track before informing someone and asking advice.
- Do not resist when confronted.
- Do not accept rides from strangers.
- Do not venture into the township areas unless you are part of a tour group led by a reputable tour guide.
- Lock valuables in the hotel safe.
- Check your route before leaving the hotel.
- Lock your hotel door at all times, whether you are in the room or not, and check who it is when someone knocks on your hotel door.
- Lock your car doors at all times and leave your windows closed.
- Listen to the advice of your guides, your hosts or hotel personnel.
- Park in well-lit areas when going out at night.
- Lock any personal items and luggage in the boot (trunk) of the car.
- Contact the police immediately after a crime.
- Use only reputable taxi companies - ask the hotel for help.
- Remember in South Africa the cars drive on the left hand side of the road – look right-left-right before crossing the streets.

The Police

The South African Police Service (SAPS) can be contacted 24 hours a day. Their vehicles are white and blue and their uniforms are blue. Larger cities have Tourist Assistance Units.

Government has implemented a strong program of cracking down on crime and criminals to ensure a safer and better South Africa for all. New measures instituted by police have already begun to show results and some crime statistics are down from previous years.

TRAVEL ETIQUETTE

- Handouts and donations: Please do not give anything to people you meet randomly – no sweets, cookies, empty water bottles, pens or even money – since this encourages a culture of begging and hassling. Our desire is to encourage a culture of entrepreneurship, service provision, and targeted help rather than uncoordinated handouts. **If you would like to make a donation (e.g. school toys, medicines, etc), please make arrangements with us prior to your program if at all possible.**
- Environmental protection: We have a strong sustainability policy, and we encourage our guests to respect the environment and to be aware of your own “footprint.”
- Photography: **Please always ask your guide when it is appropriate to take photos.** Never take photos during a meeting or discussion session without prior permission and approval of all participants. In many cases, taking photos will be permissible and even welcomed, with the exception of military personnel and government property as well as public buildings, such as the airport. Please always do so in a sensitive and dignifying way. Children tend to enjoy photos, but permission should also be sought from individuals beforehand so as to remain respectful.

INTERNET CONNECTIVITY

Internet connectivity prices in South Africa still remain among the highest in the world, and in comparison to what most westerners are used to, it is slow. Internet and Wi-Fi hotspots are ubiquitous in hotels, coffee shops and the like. Many are free of charge, but a significant number of them do charge for usage. In remote areas, such as on safari, there is no connectivity. Some safari lodges and camps do offer internet access, although it may only be on a supplied computer via a fixed line connection.

Tips on using Wi-Fi Hotspots in South Africa

1. Look out for national restaurant chains, like Mugg & Bean and hotels that offer Wi-Fi hotspots so you can easily stay connected.
2. Steer clear of using Internet banking or payment sites when using a Wi-Fi hotspot to avoid potential phishing threats and rare cases of login information theft.
3. Ensure your firewall and antivirus programs are up to date and check that file sharing is not enabled on your laptop.
4. File and printer sharing is a feature that enables other computers on a network to access resources on your computer. When you are using your mobile device in a hotspot, it's best to disable file and printer sharing.

MOBILE PHONES

The mobile telephone network in South Africa is well developed and calls can be received almost anywhere. When using a cell phone, the city dialing code for each area must be used before punching in the telephone number, even if you are phoning a landline within the city in which you are located.

International roaming is possible in South Africa but bear in mind you will pay higher than normal call-costs on your contract due to using the phone at an overseas location. This is true for both call costs and data access features on all smart phones. It is advisable to turn off data roaming and only use Wi-Fi hotspots to access the internet if you wish to browse web content on your cellular device.

You can purchase prepaid SIM cards at many retail outlets throughout South Africa if you would like to make use of a local phone number and local dialing charges.

NOTE: T-Mobile's Simple Plan has free international texting and Internet in S. A. Please confirm with T-mobile or your carrier before using.

FINANCIAL

Credit Cards

All major credit cards such as American Express, Diner's Club, Visa and MasterCard are widely accepted. Money can also be withdrawn from these cards at various cash points (ATMs), providing you are in possession of a pin number for your credit card.

Credit cards are often accepted, but keep in mind that a fee may be charged on your statement back home. Look into Chase or other banks that do not charge a foreign transaction fee.

Currency Control

There is no limit to the amount of cash that visitors can bring into South Africa. However, some countries have limits on the export of bank notes and visitors bringing large amounts of cash into South Africa are therefore advised to convert most of their money to traveller's checks. The necessary permit should be obtained from the South African Reserve Bank (the central bank of South Africa) if visitors wish to leave the country with more than R5,000 cash in their possession. Import of foreign currency is free, subject to declaration. Export of foreign currency is limited to the amount that the visitor declared upon arrival. For more information, contact any Customs and Excise Office.

Financial Institutions

South Africa has a sophisticated banking system that can accommodate all international transactions. Banking hours are generally from Monday - Friday, 09am to 3.30pm and Saturday, 8.30am to 11am. ATM's are open 24 hours a day. In the rural areas, these facilities may be less readily available.

Foreign Exchange

Banks, foreign exchange bureaus, and certain hotels accept all major foreign currencies. The best currencies to use would be the US Dollar, the British Pound and the Euro. Traveller's checks can also be exchanged at any commercial bank. Most hotels, and tourism-related shops and businesses also accept traveller's checks, but a fee may be charged for this service. American Express offices and most hotels also have exchange facilities for guests.

Taxation

VAT (Value Added Tax) is currently set at 14% and is included in the marked price of goods. Foreign visitors may claim refunds on goods (with a total value exceeding R250) that they take out of the country. Only goods purchased from shops that are authorized under the export-incentive scheme and that display the VAT logo, qualify for the VAT refund. VAT can be claimed at airports on departure.

TIPPING

Restaurants normally do not include the service charge in the account and it is customary to include an extra amount of 10 to 14 percent as a tip for the waiter, depending on the quality of the service. Some restaurants do include a 10 percent service fee for tables of 6 or more. Some hotels keep a staff-box at reception where tips for the staff can be left; otherwise tips may be given to individual staff members personally.

TRANSPORT

Public Transport

South Africa does not have a well-developed public transport system. The cities have a bus service, which runs according to an established schedule, but only until a certain time of the day. Cape Town also has the My CiTi bus service which runs on a card-based system, except on the airport route. Towns do not offer a municipal bus service.

Taxis

There are mainly two types of taxis in South Africa; metered and minibus taxis. Metered taxis are more expensive and are found mainly in the cities although some small towns may have a limited number. They cannot be hailed from the street and must either be ordered by phone or at the taxi ranks, which are scarce. Minibus taxis are the cheapest but also the most uncomfortable. Minibus taxis are not recommended because of a relatively high accident rate caused by overcrowding, poor vehicle conditions, and dangerous driving.

CUSTOMS

On arrival, before leaving the customs hall, duty has to be paid on items that are over the allowed limits.

Duty-free Allowances	•	Spirits / alcoholic beverages 1 litre
• Cigarettes 200 per person	•	Perfume 50 ml per person
• Cigars 20 per person	•	Eau de Toilette 250 ml per person
• Cigarette or pipe tobacco 250g p/p	•	Gifts, souvenirs and all other goods
• Wine 2 litres per person		R 500, 00.

A flat rate of 20 percent is charged on gifts with values between R3,000 and R12,000. No person under 18 is entitled to a tobacco or alcohol allowance.

Duty-free goods can be bought upon leaving the country at Johannesburg, Cape Town and Durban airports on presentation of a valid international air ticket and passport.

LANGUAGE

South Africa has 11 official languages but English is spoken well by almost all South Africans and visitors will always be able to have their needs met in English. Road signs and official notices are all in English.

ELECTRICITY

SA electricity supply: 220/230 volts AC 50 Hz. Exceptions: Pretoria (230 V) and Port Elizabeth (200/250 V). Most plugs have three round pins but some plugs with two smaller pins are also found on appliances. All plug points are South African Standard – 3 large round pins. Adapters are provided by some hotels but may be in short supply. In addition to a simple plug-adaptor, all USA appliances need a currency converter so as not to damage the device with the higher electricity voltage supply. We suggest you purchase the converter in South Africa, so as to be sure you have the correct one. <http://www.iec.ch/worldplugs/typeM.htm>

TIME

South Africa is two hours ahead of Greenwich Mean Time (GMT). There is no daylight saving. There are no time-zone changes between South Africa and its neighboring countries, or between the nine provinces of South Africa.

WEIGHTS & MEASURES

- South Africa operates on the metric system.
- Distances are measured in metres and kilometres (1 mile = 1, 621 km).
- Weight is measured in grams and kilograms.
- Liquids are measured in litres.
- Temperature is measured in degrees Celsius (10 °c = 50 °f; 20 °c = 68 °f; 30 °c = 86 °f)

FOOD

(This information is from an article by John Scharges, found in Cape Town Magazine)

South Africans love their food and Cape Town its variety of restaurants – but where does such an eclectic mix of tastes come from?

Rainbow cuisine for a rainbow nation. We love mixing and mashing – one only has to take a stroll down Long Street to see the variety of foods that South Africans enjoy. From Italian to Mexican to Chinese, there's nary a country that isn't being represented gastronomically.

The same goes for home-cooking; we'll try pretty much anything, and we'll try especially hard to master other countries specialities.

Historically Nutty

The origins of this probably comes from our colonial background. Pre colonialism, indigenous foods of our native cultures were made up of predominantly nuts, fruits, leaves – and of course game. Meat is and was a large part of South African eating habits - but I'll get back to that in a minute.

A typical meal for a typical black family is known as 'pap' – and this has its origins in our ancestors culture too; this fluffy porridge made from maize meal (complete with a stew gravy) is staple food, and variants of it have always been. But even before colonialism came a-knocking with alternative palates, meat was the centre and basis of any South African meal.

Meat, meat, and more meat

Beef for preference, but as long as it once ran away from spears and arrows, we aren't too picky. You'll be pushed to find any South African family (hippies aside) who DON'T have meat as the main portion of any meal. This is a large part of why Braai's (barbecues for the uneducated) are so popular, really an every weekend activity. And of course dried meat, or Biltong. (Beef Jerky as the Americans know it).

Back to colonialism – South Africa was settled by the English, Dutch, French and German, and these nations brought all their culinary delights and extended taste buds with them. Something we've never been quite able to get rid of, democratic elections and all!

So our tastes were mixed with theirs; and that's why today we have love for such wide variety; variety is what we love. That doesn't however mean we are devoid of our own food extravaganza's, by any means; South African Chefs are some of the most highly regarded in the world, as are our restaurants.

As for indigenous or especially loved foods, here are some examples of more popular choices:

Biltong

A salty dried meat – most popularly beef or kudu or ostrich.

Bobotie

Malay in origin, Bobotie is like meatloaf with raisins and savoury baked egg custard on top, and is often served with yellow rice, banana slices, and chutney.

Boerewors

A more often than not thicker sausage that is traditionally braaied.

Bunny Chow

A hollowed out half loaf of bread curry stuffed with curry; known as Kota by the locals.

Chakalaka

A garnish or food accompaniment made of Indian/Malay origin, made of mixed onion, garlic, ginger, green pepper, carrots and cauliflower, spiced with chillies and curry

Chutney

A sweet sauce made from fruit, usually poured on meat. Much like tomato sauce however, we put it on everything.

Koeksisters

Afrikaans koeksisters are twisted pastries (plaited in fact), deep fried and heavily sweetened. Delicious, but OH so sugary.

Malva Pudding

A sweet spongy Apricot dessert of Dutch origin.

Melktert

A milk-based tart or dessert.

Mielie-Meal

Often used in baking but predominantly cooked into the above mentioned pap.

Potjiekos

A traditional Afrikaans stew, made with meat and vegetables and cooked over coals in cast-iron pots. Tremendously fun and easy to prepare.

Rusks

Rectangular, (hopefully) hard and dry biscuits eaten with tea or coffee, like biscuits we dunk them in our warm beverages. You can make your own, or buy them in any store.

Sosaties

You might know them as kebabs – grilled, marinated meat on a skewer.

Umngqusho

Made from white maize and sugar beans, a staple food for the Xhosa people.

Bokkoms

Bokkoms are Harders (Mullet) that are salted and strung into bunches before being hung up to dry. Almost like fish biltong...

Smoked Snoek

A regional Gamefish traditional to the Cape, and smoked (obviously).

Waterblommetjie (Water flower Stew)

Meat stewed with the flower of the Cape Pondweed

Gatsby

A style of Deli sandwich, very long rolls cut open lengthwise and stuffed, normally with hot chips (French Fries) but a variety of fillings can be used.

If you have any food allergies, be sure to share this information with your group leaders and AEA. Otherwise, please be open to experiencing the local flavors!