



## **PROJECT OVERVIEW: 4-WEEK – AFRICA’S “DWINDLING GIANTS” ELEPHANT MANAGEMENT AWARENESS ECO-LEARNING VOLUNTEER PROGRAM**

This **4-week Africa’s “Dwindling Giants” Elephant Management Awareness Eco-Learning Volunteer Program** is an informative, fun yet formalised Elephant focused educational program and comprises learning through Wildlife Eco-Volunteering along the Garden Route of South Africa participating in a residential, structured and dedicated Elephant specific volunteering program which is founded on outcome-based learning objectives with innovative approaches to deciphering observable elephant behaviour and applying sound operational animal management care, husbandry and welfare strategies, procedures and protocols.

Each program is structured and organised with developmental interactive learning from day to day. This interactive program is managed in such a manner where all participants take away invaluable knowledge and experience which can be measured, quantified and qualified through the acquisition of new and innovative knowledge and acquired interpretive skills. This program gives an insight into both the quasi captive and the wild roaming populations of African Elephants and the way that they have adapted to change and sound wildlife management strategies and initiatives. You the Eco-volunteer will reluctantly leave the program enriched with Elephant ‘sense’, Elephant life and Elephant memories which are unsurpassed and friendships forged into the future.

### **PROGRAM OBJECTIVES & OUTCOMES**

- Participating Eco-volunteers will become Elephant aware in an African context through a structured **OUTCOME BASED LEARNING** program where all facets of the functioning, ecology, social order, behaviour, anatomy and physiology of Elephants are highlighted as are the Facility and Animal Management principles, strategies and protocols adopted by a ethical Sanctuary.
- Eco-Volunteers will develop an appreciation for our resident Elephants where behaviour, husbandry, care, monitoring and informal research initiatives, leaving an unforgettable imprinted memory of this close-encounter experience.
- Eco-Volunteers will leave with a better appreciation and understanding of Captive Elephant Management in South Africa by experiencing every facet of the day-to-day life and activities and how this contributes to conservation awareness and the plight of African Elephants in Africa today.
- Eco-Volunteers will experience the free-roaming life of wild elephants where social structures and interactions are observed, behaviors observed and assessed, and general management issues pertaining to wild & captive elephants addressed and discussed daily. We also explore African Elephants in an Africa context – distribution, threats and conservation measures.



### **PROGRAM SCHEDULE AND BREAKDOWN**

#### **Week 1 - 5-Day Elephant Husbandry, Care, Welfare and Management (Animal & Facility) Interactive Module.**

Eco-Volunteer learners will be led through the various facets of Elephant Husbandry, Care, Animal Welfare and Animal Management

principles and protocols by a hands-on facilitator/instructor who will guide the experience and the learning outcomes in a fun and entertaining manner. You will get down and dirty with every facet of an Elephants life in a quassi captive environment. You will become involve in the various physical Facility Management functions on a day-to-day basis inclusive of repairs and maintenance and general operational requirements through your day. You will be required at close of day to report back on your experience and provide feedback to your participating peers as to what you have experienced for the day. Each day you will be tasked with individual and group research assignments.

**What you the Eco-Volunteer will learn in this module:**

Animal Management Principles, Procedures, Operations and Protocols – You will be exposed daily to the Care, Husbandry and Welfare of the resident Elephants. This includes feeding tasks, cleaning stalls, loading waste, monitoring, water management, etc.

Research Initiatives – You will be involved in daily recording of Feed Utilisation Analysis and Dung Analysis.

Facility Management – You will be exposed to the daily operations of the Elephant Sanctuary and will be asked to do repairs and maintenance around the sanctuary, assist with the guest interactive component of the business, and general assistance where required. You will be exposed to the guest interactive experience.

Elephant Knowledge – Getting to Know your Subjects. You will be introduced to each elephant through Eley-Identi-Kits, Basic Anatomy and Physiology of Elephants, Anatomical adaptations, Ancestry, and Elephant Postures and Locomotion.

You will be accommodated where the program is presented at the Elephant Sanctuary in the Craggs 20km from Plettenberg Bay. 2- Day Weekend is where Eco-Volunteer Learners can experience the region with Optional activities for their OWN ACCOUNT

**Week 2 - 5-Day Elephant Behavioural Research, Monitoring and Inter- and Intra- Specific Observation & Interpretation.**

Much of what you experienced and learnt during the first module will be carried over to this module with continued application practically of what was learnt. Eco-Volunteer learners are guided through the use of various tools, techniques and mechanisms to record, monitor and note interesting behavioural observations and features pertaining to each of the Elephants on a daily basis in a fun and informative way.

We use three key principles in behavioural monitoring – Observation, Interpretation and Deduction.

Each day participants will be required to provide feedback to the group as each volunteer compiles their own account of our resident elephants life through photographic accounts, written accounts and recorded research data which not only is a living memory of your experience at the Elephant Sanctuary but also a data contribution to the daily management.

**What you the Eco-Volunteer will learn in this module:**

African Elephant Physical Behaviour – You will identify intra-specific behavioural traits associated with each animal including Passive and Aggressive behaviours, Agonistic behaviours, Recognition behaviours and Communication behaviours.

General Elephant Behaviour – You will do an in-depth study into the Social Organisation, Feeding Behaviour, Feeding Ecology, Reproductive Behaviour, Parent/Offspring Behaviour, Play behaviour, Social Hierarchy to name but a few of the general behaviours we will explore and journal on our elephant learning and interactive journey of discovery.

African Elephant Monitoring – Each day you will be tasked with monitoring and documenting different behaviours exhibited through the day, providing feedback of interesting behavioural sequences and traits exhibited by individual elephants to the group.

You will be accommodated where the program is presented at the Elephant Sanctuary in the Craggs 20km from Plettenberg Bay. 2- Day Weekend where Volunteer Learners can experience the region with Optional activities for their OWN ACCOUNT.



**Week 3 - 5-Day Conservation Projects & Conservation Research Initiatives**

Eco-Volunteers will continue at Forest Hall with workshops initiated relating to the elephants being addressed as well as additional group tasks being undertaken where all observations found within quassi captive elephant populations, observed on our Elephant

journey so far are brought together in a group project based outcome. Individual experiences and interesting facts pertaining to elephant life, ecology, behavior and adaptability are collated. Each day participants will be required to compile their own account of an elephants life in quassi captivity through photographic accounts, written accounts and recorded research data which not only is a living memory of your experience with the African Edu-Eco Wizard team at the Elephant Sanctuary but also a data contribution to the daily management. Other elephant encounters may be added to this dynamic account from time-to-time.

In addition to this you will be exposed to a variety of localised **Conservation Projects & Conservation Research** Initiatives over the duration of your stay with us and more particularly this week. This region, due to its diversity of habitat and endemic species accounts are a favoured research zone.

**What you the Eco-Volunteer will learn in this module:**

Elephant Account – During this module we sum up the experience at a quassi captive elephant facility which highlights elephant awareness through interactive behaviourally sound elephant interactions.

**In addition to this module, you will be exposed to localised Conservation Projects and Research initiatives.**

Conservation Projects – Conservation projects in the region include clearing of Invasive and Alien plant species; Monitoring Estuarine Ecosystems; Clearing Hiking paths and trails; Beach debris clean ups and documenting debris found; to name but a few. Please note that you will be exposed to 2 of these Conservation projects during your stay with us.

Conservation Research Initiatives - These initiatives include Bird Ringing; Fish monitoring; Fynbos Research initiatives; Bird monitoring; Marine Animal research initiatives, Reptile & Snake Handling initiatives; Macro Invertebrate Research; and Seabird Research, to name but a few. Please note that you will be exposed to 2 of these research initiatives during your stay with us.

You will be accommodated at the Elephant Sanctuary or Forest Hall in the Craggs 20km from Plettenberg Bay based on availability. 2- Day Weekend where Volunteer Learners can experience the region with Optional activities for their OWN ACCOUNT.

**Week 4 - 5-Day ADDO Elephant Behaviour & Ecological Adaptability Wilderness Learning Experience Module**

Eco-Volunteers will be taken to Addo Elephant National Park near Port Elizabeth for a 5-Day Elephant Observation, Interpretive and Facilitated SAFARI experience where Wild Elephant Behavior is observed, monitored and accounted for on a daily basis. During this phase we will look at the effects Elephants have on the greater ecology of an area with many interesting facts being communicated as we journey through the park on a daily basis. During our stay we will also observe all the other representative animals in Addo and how they relate to one another with their unique niche habitats and survival success opportunities in African Safari Style presented in a fun and informative manner. We depart for Addo National Park on the Monday morning and return late Friday afternoon of the same week back to the Elephant Sanctuary.

**What you the Eco-Volunteer will learn in this module:**

Wild Roaming Population Dynamics – Each morning and afternoon you the Eco-volunteer will be taken on a guided interpretive Elephant safari where all the behaviours that have been observed and noted can now be applied to wild roaming animals. We use the powers of observation, interpretation of that observable behaviour and make deductions and draw conclusions as to behavioural outcomes. During these daily outings we will encounter other species and discuss ecosystem dynamics and the natural balances.

This component of the program will be presented in Addo Elephant National Park.

During this module volunteers will be accommodated in traditional camping style – in shared dome-tented accommodation.



On the final **Friday** we will return to either the Elephant Sanctuary or Forest Hall (subject to availability) in the Craggs to do a complete debriefing regarding your experience and present Certificates and Special awards to Eco-Volunteers. This evening we will have an organised dinner function. Saturday is used for packing and onward journeys.

Each component of the program gives you the opportunity to experience the Elephant Sanctuary, Wild Elephants in Addo National Park and our resident Elephants in close quarters daily. In addition to this you will throughout the program be exposed to localised

Conservation Projects and Research initiatives.

If it is a learning experience you seek and an African Elephant Adventure like no other then this program is for you.

**NOTE:** From time to time rescheduling in the weekly schedule as outlined above may occur due to the programs dynamic nature.

**The Programming format is divided into FIVE Key areas –**

**Theoretical Modules** – Comprise Lectures, Presentations, Workshops & Interactive Participant Feedback Sessions.

**Practical Modules** – Comprises Formal Practical half/full day sessions per program and numerous Informal Practical sessions daily of varying duration. These practical sessions compliment the awareness training specific to the program.

**Practical Research Projects and Assignment Presentations** are allocated personally and for feedback sessions to the group.

**Presentations** comprise Peer Reviews, Peer Evaluations and Peer Points Allocations for Projects & Presentations undertaken.

**Program Outcomes, Assessments and Evaluations** take place individually during the final week of the program.



We use Observation, Interpretation, Deduction, Research, Feedback and Presentation as Outcome based learning objectives which are practically applicable.

### **DURATION OF THE PROGRAM**

This particular program is presented full-time over a period of **4-WEEKS**.

### **VENUE FOR THE PROGRAM**

The Program is Conducted along the Garden Route of South Africa, the core area between Mossel Bay and Addo.

3-modules (Weeks 1, 2 and 4) are based exclusively at the **Elephant Sanctuary in the Craggs**.

Module 3 or week 3 is an outward bound extension module where we are based at **Addo Elephant National Park for 5-days**.

### **ACCOMMODATION AND MEALS DURING THE PROGRAM**

The Elephant Sanctuary in the Craggs 20km from Plettenberg Bay serves as our Primary base for duration of your program.

The secondary base for a 7-day component will be at Addo Elephant National Park.

### **Accommodation**

All accommodation is on a SHARING basis – 2 in a room. All accommodation is comfortable, up-to-date with necessary amenities.

The only exception on this program is during Week 3 we will spend time at Addo in **SHARED DOME-TENTED** accommodation.



Eco-Volunteers are expected to keep their rooms and/or tents and personal belongings tidy at all times and participate in any chores

as required for the cleanliness and operation of the shared facilities, vehicles and program presentation areas.

Participants may not bring non-program participants back to the program accommodations under any situation. Visitors can be met at any of the public areas nearby.

For safety reasons, participants are expected to return to the accommodation each night prior to the working day. If a participant does not follow this policy, they may be prohibited from joining the group/program. It is not safe to sleep in public areas such as beaches.

### **Meals**

You will be provided three balanced meals per day. A basic breakfast, brunch or lunch or packed lunch and dinner daily.

Meal times are: Breakfast 7h30 – 8h00 am. Lunch 12h00 – 13h00 pm. Dinner 18h30 – 19h30 pm

Breakfast Format – Help yourself to breakfast; cereals, fruit, yoghurts, toast and spreads

Lunch Format – Lunch will be in the form of a packed lunch on excursion days or help yourself to lunch – with breads, fruits, cold meats, salad of the day and spreads.

Dinner Format – A hot meal will be served every night such as traditional BBQ (Braai), stews (Potjies), casseroles, fresh vegetables and meats being the order of the day. All dinners will include a meat, starch and vegetable.

Tea and coffee are available throughout the day.

All other drinks are for your own expense though the tap water is safe to drink.

A generous amount of wholesome food will always be given. If snacks are desired there are grocery stores nearby. There will be refrigeration available for personal foods and soft drinks.

Students are required to participate in the preparation of meals and to clean up after themselves after meals.

Important reminder – Participants must advise us on their enrolment form of their dietary needs (Vegetarian or have allergies) prior to their departure. Participants with very specific dietary needs may be required to supplement their meals at their own expense.

### **QUALIFYING FOR THE PROGRAM**

Programs generally have a minimum age of 18 Years old and a maximum age of 65 Years old. Fitness and the ability to get and be involved in all facets of the program inclusive of a physical requirement, is a pre-requisite.

You must have a reasonable command of the English language as the program is presented in English.

You will be required to provide us with a CV/Resume'

### **DATE SCHEDULE**

These programs commence on the **1<sup>ST</sup> MONDAY** of the stipulated and scheduled month subject to availability.

Please note that it is advisable to arrive the day prior to the start of the scheduled program starting date and to depart either the afternoon of the last day of the program or the following morning.

<b>SCHEDULED DATES FOR 2017</b>	<b>SCHEDULED DATES FOR 2018</b>
9 <sup>th</sup> January – 3 <sup>rd</sup> February 2017	
6 <sup>th</sup> – 31 <sup>st</sup> March 2017	
1 <sup>st</sup> – 27 <sup>th</sup> May 2017	
3 <sup>rd</sup> – 28 <sup>th</sup> July 2017	
7 <sup>th</sup> August – 1 <sup>st</sup> September 2017	
4 <sup>th</sup> – 29 <sup>th</sup> September 2017	
2 <sup>nd</sup> – 27 <sup>th</sup> October 2017	

**Special scheduling for group bookings (8 or more) can be arranged for February, April, June and November 2017. ENQUIRE**

### **DAILY TIME SCHEDULE – AVERAGE WORKING DAY**

The Programs are presented from a Monday to a Friday. Weekends are free for you to explore the region.

Daily Schedule starts at 08h00 and concludes at 16h30 unless otherwise specified.

The Morning Session is from 08h00 to 12h00. Lunch is from 12h00 to 13h00. The Afternoon session is from 13h00 to 16h30. Meal times are: Breakfast 7h30 – 8h00 am. Lunch 12h00 – 13h00 pm. Dinner 18h30 – 19h30 pm

## **ON COMPLETION OF THE PROGRAM**

All participants in the Specified program will be issued with a **CERTIFICATE of ATTENDANCE** on completion.

## **COST OF THE PROGRAM**

The cost of the **4-WEEK** program is **R32 500.00 ZAR** per person sharing.

Please note that there are additional over night costs for early arrivals and late departures. Single Supplements are Applicable

## **TO REGISTER ON ONE OF OUR EXCITING ECO-VOLUNTEER PROGRAMS:-**

Contact African Edu-Eco Wizard for an Enrolment Pack giving an Overview of Who We Are and What We Do.

This includes an Enrolment form, Kit List for the duration of the Program, an Indemnity Form (Completed, Signed and Returned with the Enrolment form), Medical Release & Dietary Preference Form and the Payment Options Available to Prospective Experiential Eco-Learning Adventurers.

All participants should be aware of our operating terms and conditions as highlighted in the PLANNING YOUR TRIP document.

A Program of Optional Activities in the region is provided as part of your Enrolment Pack. This list of activities will assist you in deciding what activities or adventures you would like to partake in on your weekends. Please note that these activities DO NOT form part of the Eco-Volunteer Awareness program you are registered for. These OPTIONAL activities are for your OWN ACCOUNT and in your off-time. Bookings can be done through your facilitator and transport can be arranged and priced specific to where the activity offered. In most instances facilitators will assist with transport and accompany you.

## **MAKING A BOOKING**

- A non-refundable deposit of 50% is required to confirm your place on a scheduled program. Prices are subject to change without notice and exchange rates are subject to fluctuations.
- Fill in the application form and e-mail it to us. We will send you an e-mail to confirm availability of your chosen dates, price confirmation and payment details for your deposit.
- Once you have received this confirmation from us and before you pay your deposit, you need to establish that you are able to get flights to and from George Airport (via Cape Town International or Oliver Tambo - Johannesburg International) a day prior to the start of your program and depart either late on the last day of your program or the following morning.
- You will also need to check that your timeline works if Visa's and Inoculations are required.
- You will then need to pay the non-refundable deposit of 50% of the total fee to confirm your place, with the balance of payment due 30 days prior to your arrival date.
- Once you have booked with us, your dates have been confirmed and you have paid your deposit we will send you all the necessary additional information to help you prepare for your trip and stay with us.

## **FREQUENTLY ASKED QUESTIONS**

### **Will Someone Meet Me At The Airport?**

You will be met at the airport by our representative on the day prior to the commencement date of the program. Alternative arrival modes are to be discussed with us prior to arrival.

### **When Is The Best Time Of The Year To Volunteer?**

Our projects are active year round and you are welcome to make a booking on any of our scheduled dates relating to the program you are interested in and have selected..

### **What Do The Program Costs Include?**

- All arrival and departure transport components for your program. This is for arrival at George airport and departure from George.
- Complimentary transport on Wednesday afternoon and a Saturday morning to town to stock up on supplies you may need and general retail therapy.
- All accommodation for the duration of the program. Please NOTE that this is SHARED accommodation – 2 in a room. The accommodation varies from facility to facility and location to location. Single supplements are available.
- You will be provided three balanced meals per day. Basic breakfast, Brunch/Lunch or packed lunch and Dinner supplied daily. Students will be required to assist with meal preparations when requested.
- Tea and Coffee will be available throughout the day at the respective bases.
- Fresh linen is given weekly – Includes bedding and towels.
- A washing machine is available as is an iron. Students are required to do their own personal washing and ironing.
- A Workbook, Tuition, Professional Instructors, Facilitation and outcome based experiential learning components.
- Comprehensive Public Liability, Professional and Passenger Liability cover for each participant for the duration of the program.
- The full-time service of a qualified Professional Instructor/Facilitator who is your Program Leader.
- A Certificate of Attendance with Certifiable aspects highlighted.

### **What Do The Program Costs Exclude?**

- International flights to and from Oliver Tambo (Johannesburg) International or Cape Town International airports.
- Domestic internal flights to and from George airport.
- Visas – Visa applications and Visa requirements.
- Personal, medical and travel insurance that must cover you for the duration of your Learning program stay with us and should include cover for repatriation and any additional activities which you may wish to undertake including working with wild animals.
- Any Optional Adventures or activity costs not part of the program which you have been advised of in this document, which in our opinion are the very best that the Garden Route has to offer for you to participate in.
- Transport costs to and from Optional Adventure activities or entertainment venues. Facilitators will assist in organizing optional activities as well as assisting with transport arrangements at pre-determined rates.
- Items of a personal nature: drinks, refreshments, gifts, curios and additional food and snacks not supplied.
- Stationary requirements for the duration of your program specified in your Kit List which forms part of your Enrolment Pack.
- Personal entertainment and excursions into Plettenberg Bay or surrounding Towns.
- Medical expenses and Personal medication.
- Additional spending money for the duration of the program. Most VISA and Mastercards are accepted.

### **How Many Participants Per Program?**

A minimum of 6 participants and a maximum of 12 participants are accepted onto this program. Personalized attention is KEY. Group bookings are welcomed with special scheduled dates being allocated to such group bookings of no more than 12 participants. We welcome individual and group enquiries. We are able to tailor-make specific programs to meet group objectives

### **What Do I Need When I Am On The Project?**

When you make a booking and your booking is confirmed, you will be provided a comprehensive KIT List of what is required and what is necessary for you to be comfortable on the program.

## **GENERAL INFORMATION AND OPERATIONAL POLICIES**

### **Water**

Water is safe to drink however scarce in many areas. Please use water sparingly and have short showers or baths.

### **Electrical Power**

South African electrical power is 240 volts AC. Appliances from North America will burn out if they are not switched over or have a properly-rated power transformer (not just a plug converter) attached. Think twice about that hairdryer. South Africa is also prone to electricity cuts due to short supply and load shedding is a reasonable common occurrence. Please turn off lights and heaters when not in your room. We suggest that the plug adapter needed for South Africa is purchased in South Africa.

### **Insurance**

All program participants must have medical, travel and trip cancellation insurance for the duration of the program. We must receive proof of this insurance no later than 65 days prior to departure.

## **Drugs**

African Edu-Eco Wizard and their associated partners have a **ZERO-TOLERANCE** for illegal drugs. Offenders will be removed from the program immediately without refund.

## **Smoking**

No smoking is permitted in close proximity to the animals on the program. There are key designated areas to smoke and there will be regular intervals during the day where volunteers can smoke. Smoking in the vicinity of non-smokers is to please be done in a sensitive and non-invasive manner.

## **Alcohol**

A responsible level of drinking (for Eco-Volunteers of a legal age) during free time in the evening and on weekends is permitted.

However in these limited situations:

Alcohol is never to be consumed during the work day;

Participants are never to be intoxicated;

Eco-Volunteers are never to be under the influence of alcohol at work or during group feedback sessions or discussions; and

No hangovers will be tolerated on the program so keep drinking to off days.

Failure to comply will be treated as a serious matter. African Edu-Eco Wizard and their associates reserve the right to remove any participant from the program without refund if non compliant and in complete disregard for this policy. Participants who endanger their safety and the safety of others through irresponsible drinking of alcohol or negligence may be removed from the program without refund.

## **IMPORTANT POINTS TO READ**

### **What is the difference between Volunteering and regular Tourism?**

In regular tourism the emphasis is on the tourist who expects to receive excellent service on their trip (great hotel, good food and all excursions working according to a timetable). The place and local community becomes less important with the tourist becoming the centre of attention.

In Volunteer Tourism (or “voluntourism”) the emphasis shifts to work contribution, goals and objectives of the program and focusing on the program outcomes. It is the success of the program and the atmosphere between the community and the volunteers that helps make the trip unforgettable – not the level of service or the quality of the hotel.

Many programs are underfunded and staffed so inevitably there will be some difficulties; however it is the overcoming of any challenges which creates a sense of achievement and satisfaction not found in regular tourism.

### **Will there be any surprises?**

Volunteer tourism can be unpredictable. While African Edu-Eco Wizard does the utmost to stick to timetables and examples of type of work needed by the volunteer, there are many factors that can impact these plans. For example, the weather and the seasons, local holidays, moods of the animal subjects and the immediate needs of the program.

The information you will receive from the program is important and extremely valuable however things can change and we urge you to use it as a guideline and **expect the unexpected** – this is what makes volunteer tourism so diverse and exciting.

It is important that you arrive with a **flexible attitude** and remember that just by being there at the project you will be contributing to its running, growth and success. Many of these programs are in cultures very different than yours and as such the type and length of work given may or may not seem important to you but it will be for the program.



## **The First few Days**

These are the most important and can be the most difficult ones. You have just arrived off a long flight in a strange location and are living with new people. Even if the first impression is not what you had expected PLEASE give yourself a couple of days to acclimatize and give the project a chance to change your life. Our experience has shown that within two / three days everything works out for the best.

## **Sticking to a timetable.**

Each program asks its volunteers to stick to a timetable which it arranges to help the program run and grow. Please follow the instructions from the program facilitators. However, please note that volunteer programs are dynamic especially when working with animals which can lead to multiple changes in the program timetable. Volunteer work needs to be flexible for various reasons and should not be seen as a nine to five office job even if some changes do not make sense to you, the volunteer. **Flexibility** and an **'expect the unexpected attitude'** are needed – however never forget that by volunteering you are learning and contributing immensely to the program success and involvement.

## **The Eco-Volunteer Program Leader**

All programs within the African Edu-Eco Wizard portfolio will have a program director and facilitator. This person is a highly qualified individual who loves teaching and ensures that there is outcome based learning which is measurable and quantifiable. This person is most likely to be a very highly qualified and professional field and/or marine guide. The leader can be of great assistance when a problem arises. Should a problem arise please approach them at a convenient time outside of busy working hours. As in life there are better and worse leaders however it is important that you listen to the program leader and cooperate with them and where appropriate work with and help the leader.

## **Problems? Here is the Solution!**

If there are any problems during the program please speak to the nominated leader. It is important to initially raise and discuss the issue in the program as most problems can be solved in this manner. If the problem is not resolved within 24 hours, please feel free to approach the African Edu-Eco Wizard Director of Operations. If, within a further 24 hours, you still feel the problem has not been dealt with, you should contact [info@edu-eco.com](mailto:info@edu-eco.com) or +27 79 753-8968 and we will do our best to sort the problem out.

## **PLEASE DO NOT LEAVE A PROGRAM UNHAPPY (OR MIDWAY) BEFORE SPEAKING TO US.**

The organisation and the projects rely on each and every volunteer. If you leave the program in the middle (or leave unhappy and disgruntled) it could seriously damage the hard work being undertaken. Approaching us directly will help us resolve the issues for future Eco-Volunteers or for the sustainability of the project. We want to make it an unforgettable experience for you and all others. We also want our projects to continue receiving the much needed volunteers – we can only help if we know what the concerns are.

## **Volunteer Work**

It is important to realise that not all the work will be easy or 'romantic'. Many times you will need to roll your sleeves up and get down and be dirty. Keep a positive attitude and note that mundane tasks contribute and are also very important to the program. Also remember that mundane tasks are not given to you on purpose but forms part of the overall Eco-Volunteer experience as it takes care of the needs of the overall project.

## **Culture Shock**

The Eco-Volunteers you may be working with come from all over the world and may be from different religious and ethnic backgrounds. Volunteering is also a cultural experience where you can learn a lot about different cultures but please be both tolerant and patient. Do not be shy in sharing your experiences, recipes, songs and traditions. It will add to the overall group cohesion. Youngsters may be raised in ways that are very different to what you are used to. If you are unsure about certain issues, please feel free to discuss it with your Volunteer group leader.

## **In Short**

You can't change the world, you can only change a small rock in a river – but it means a lot more than you know in the bigger picture. Be prepared to learn a new culture, T.I.A (This Is Africa) – things change that is the awesome part of the experience. Patience can go a long way to making your trip unforgettable.

Please come with an open mind and positive attitude – you will have the most awesome time of your life.

This is not a hotel or holiday, you will have to look after yourself, do your own dishes and clean your own room, etc.

You will be expected to take initiative and add value to the project.

Don't get fixated on the little discomforts. Focus on those things that you wish to remember later.

**CONTACT DETAILS FOR THE AFRICAN EDU-ECO WIZARD WILDLIFE, CONSERVATION AND  
MARINE ECO-LEARNING VOLUNTEER ADVENTURE EXPERIENCES ARE**

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