

Student – Frequently Asked Questions

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Pre-Departure

1. What documents should I receive from Gap Africa?

You should receive a confirmation email, which contains invoice (bank details can be found on your invoice) and confirmation letter which includes a link to the group webpage.

Documents included on the group webpage will be:

- Information Pack – contains a kit list.
- Pre-Departure Pack – contains a kit list.
- Travel Plan

After you have made a payment you will receive an updated invoice. Two weeks before travelling final documents will be emailed to you.

2. What travel documents are required?

Your passport must be valid for at least 3 months beyond your date of departure from the Netherlands to your country of origin and must be no more than 10 years old. Any student travelling on a non-UK passport should confirm any VISA requirements with the Netherlands' consulate before travel.

<https://www.netherlandsworldwide.nl/visa-the-netherlands/visa-required>

3. What vaccinations are recommended?

We recommend consulting your GP or travel clinic or this website:

https://travelhealthpro.org.uk/country/160/netherlands#Vaccine_Recommendations

4. Do we require Travel Insurance?

All travellers must have travel insurance which includes all activities – [True traveller](#) is our preferred supplier, you should select 'Adventure Pack' which covers all activities.

5. Where can I find the kit list?

The kit list can be found on the information pack and pre-departure pack on the group webpage.

6. What luggage allowance do I have?

You can bring one suitcase/holdall and one day sack. Ensure you pack enough items for your trip, making sure you check the kit list. Do not over pack.

7. When is my next payment due?

For details relating to payments please see your most recent invoice. Please let us know if you require a new copy.

Health and Safety

8. Should I bring a first aid kit with me?

We recommend you carry a basic first-aid kit with you. Basic items such as plasters, and paracetamol and ibuprofen can be very useful whilst on the project.

Basic first aid will be available and emergency procedures will be communicated to you. Please note that staff at the projects are unable to give out any medication.

Any prescription medication should be in its original packaging and consider having a doctor's letter as well. Ensure that all prescription medication is carried in your hand luggage.

9. What are the emergency procedures and contacts?

Emergency contacts are provided on the pre-departure packs. Tutors will have details of emergency procedures.

Emergency procedures will also be included in the arrival briefing.

10. What is the procedure for reporting incidents or issues during the trip?

Any incidents or concerns should be reported to your tutors in the first instance. Your tutor will then communicate with the project staff to resolve any issues.

11. What happens if I require a doctor or hospital?

Firstly, ensure you have spoken to your tutor, staff at your project will be able to assist in ensuring that you gain access to medical care as required. It is recommended that you have a UK global health insurance card:

<https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>

This allows you to get state healthcare or treatment at the same cost as a local resident would pay. You would need to pay for transport from the project to the doctor or hospital. All payments would need to be paid locally.

You must ensure you follow the guidance as set out on your insurance policy to ensure you can claim back any costs.

Whilst On Project

12. Are there opportunities for swimming?

At some projects there are swimming pools, lakes/rivers that can be used, however, you need to be aware that there are no lifeguards and limited/if any life-saving equipment. Your institution will issue guidance on using these facilities. The recommended kit list will advise if swimwear is applicable.

13. Are there any specific cultural considerations for the trip?

Respectful behaviour and cultural sensitivity are important throughout the trip; In particular, you should dress respectfully and short or revealing items should not be worn. Neutral colours are recommended whilst working on the project.

We recommend that students keep cash/mobile phones and valuables out of sight, particularly in and around towns.

14. Mobile Phone and Wi-Fi

Mobile phone signal is generally good however please keep in mind any additional charges. There is WiFi at the project although it may not be up to UK speeds etc.

15. I'm a fussy eater what food will there be?

Food at the projects is very good quality, projects will cater for genuine dietary requirements, allergies and intolerances however the project cannot cater for "fussy eater". We recommend you look at the sample menu in the pre-departure packs and if you believe that you will struggle you should take items such as noodles/ breakfast bars etc. with you; there may be an opportunity to stop at a local shop however this is not guaranteed.

Note: We must know of any dietary requirements, allergies and intolerances at least 6 weeks before departure.

16. How is accommodation arranged?

Students will stay in shared accommodation; this is normally allocated with your tutors before travelling.

17. How much spending money should I bring?

It is hard to answer, you will need to take into account that not all lunches are included. There will be opportunities to spend money at the local shops and café/restaurants. Card and Apple/Android pay are widely accepted, please be aware of additional bank charges. We recommend that students do not bring large amounts of cash, rather use Card and Apple/android pay.

18. Am I expected to tip?

Whilst there is no obligation, it is a nice gesture to show your appreciation for the housekeeping staff by leaving a small tip/donation for the staff when you leave; any amount is always appreciated this should be given to the project coordinator. In cafes/restaurants 10% is normal.

19. What will the weather be like?

The climate in the Netherlands can be variable, like the UK! Link to weather monitoring website.

[The Netherlands](#)

20. Can we drink the water?

In the Netherlands, tap water is so clean and of such high quality that you can drink it straight from the tap without worrying about quality or safety. It is important to ensure you are drinking plenty of water to keep hydrated.

21. Are there laundry facilities

There are laundry facilities/service at the project.

22. Is drinking alcohol allowed?

This is subject to your individual college/institution policy on alcohol; we recommend you confirm this before travelling. Most projects have the option of stopping at off-licenses if required. Any form of inebriation is not acceptable, please refer to the student guidelines document.

23. What travel adapter/plug will I need?

It is important to ensure you take the right travel adapter so you can charge your phone, and other devices, whilst away. Follow this link to access a map showing the most commonly used plug types.

<https://www.kayavolunteer.com/international-guide-to-travel-adapters-plugs/>

24. How to support students who may be menstruating during the trip

The accommodation has closed bins in the bathrooms that can be used to dispose of sanitary items. These must NOT be flushed down the toilet.

Students must bring sanitary products with them, menstrual cycles can change, you should also be bring items that can hold used sanitary products until there is a suitable place to dispose of them.; nappy bags are a good idea, also have tissues or wipes and some hand sanitiser if you need to change your sanitary product during the day.

Don't forget, all project staff are experienced in these matters and students should try not to feel embarrassed about being honest about their needs if their period comes whilst they are away.



25. Gap Africa Team Contacts

General Enquires – Hello@gapafriaprojects.com

Mark Bottell – Mark.Bottell@gapafriaprojects.com

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