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WHAT TO EXPECT

SHIP LIFE

ARRIVAL

Upon arrival, you will embark on board, be given an ID badge, and shown to your cabin where you will find your Crew Welcome Booklet, which explains some of the ship's policies, etc. Every Monday evening there will be given a complete tour of the Africa Mercy by our Hospitality department. Please expect to attend the following meetings:

- **MEET AND GREET WITH HOSPITALITY**

  As soon as you embark the vessel, our Reception and Hospitality Teams will welcome you aboard with light refreshments, create your ship I.D. badge, and help you complete your required embarkation paperwork.

- **NEW CREW ORIENTATION**

  On your first Monday morning, our HR team will give you a general orientation life on board the Africa Mercy, including times and locations of our crew services and Community Meetings. This is followed by tea with the HR Transition Facilitator.

- **BASIC FAMILIARIZATION—SAFETY & SECURITY**

  At this meeting, the Safety Officer will explain the safety regulations and emergency procedures on the Africa Mercy. The Ship Security Officer will also give you a security briefing for the ship and the country in which the ship is docked.

SERVICES ON BOARD

- There is a large **Laundry Room** on board with up to ten washers and dryers. There is no charge to use these machines. Laundry soap can be purchased in the ship store (Pier 99).
- Our well-stocked **Library** gives you access to study references, reading material, DVD's, games, and magazines.
- The small **Hair Salon** on board offers free haircuts as well as perms, colourings, and other services at little charge to crew who are on board longer than one month.
- Our **Starbucks™ Café** is open at set hours weekdays and Saturdays.
- Our **Crew Clinic** and **Crew Dental Clinic** are available for those who become ill or are feeling poorly. Please note that more serious issues may have to be addressed in your home countries. Due to legal and liability issues, Mercy Ships does not perform elective surgeries for crew. We do have a limited pharmacy on board if you need to be prescribed medicine.
Other services and facilities on board include:

- Small Gym
- Internet Café & WiFi
- Crew Bank
- Post Office
- Crew Galley (for cooking)
- Convenience Store (Pier 99)
- Snack Bar
- Swimming Pool

**WORK SCHEDULE**

All crew members (except primary care givers and children of our long term crew) are expected to work an average of 45 hours per week. In order to operate the ship effectively, each department may have different work schedules and days off. Your work schedule will be communicated to you upon arrival but likewise can be found in the forums in myMercy. Depending on your position, this may include some weekends. Crew may be reassigned to temporarily fill roles in other departments if needed.

**TIME OFF / FREE TIME**

In addition to the weekend and regular days off during the week, Mercy Ships has scheduled a three-day weekend every six weeks to allow our crew extra time off from work. During these three-day weekends, not everyone will have all three days “off,” but we do our best only to focus on essential business duties only.

During their time off from work, crew typically spend their time going out to eat with friends, resting, exercising, visiting a programmatic site (HOPE Center, Dental Clinic, etc.), Mercy Ministries, local shopping, going to the beach, and hiking.

**PERIOD OF SERVICE**

Crew members serving three months or more accrue PTO at a rate dependent on their length of commitment and position. PTO & LOA should be requested in advance and coordinated with each employee's department head.

We depend on each crew member to carry out their role on the team for the agreed upon dates and cannot function efficiently if people ask to be released early, except for an unforeseen emergency.

**SPIRITUAL LIFE**

Crew will be living and working in a community with multiple denominations of the Christian faith from many different cultures. All of our crew members are expected to attend departmental and community meetings, which in many cases could include some Christian devotional practice, such as music, prayer, or Bible reference, along with ordinary business announcements and updates or changes in the ship's program. Prayer and worship is often also integrated into the workplace and general social environment of the ship. This community environment is what makes Mercy Ships unique.

While we encourage all crew to maintain their own personal spiritual health while serving with us, there are many opportunities to enrich it while on board. In addition to our community gatherings and departmental
devotionals, we offer all crew the option to join small groups, Bible studies, prayer meetings, and other activities.

Except for special events, we do not offer church services on Sunday mornings. This is to allow crew to attend local churches. We do have an informal service on board on Sunday evenings, which is led by our Chaplaincy team and allows those who could not get off the ship a chance to worship.

**CHILD SAFETY**

At Mercy Ships, we take a child’s safety very seriously. Our child safety policies are in place to protect both crew children and local children, and are in effect at all times, and for all crew, no matter their period of commitment. After you've been officially accepted for your time on board, you will receive information to complete a brief video training in regards to child safety, as well as sign a Child Safety Code of Conduct.

**COMMUNITY OF FAITH**

*What is a Community of Faith?* A Community of Faith (COF) is a group of individuals who choose to live, work, and worship together in community, sacrificially serving common values and purposes.

Mercy Ships follows the 2000-year-old model of Jesus, bringing hope and healing to the world's forgotten poor. Shorter-term volunteers (those on board for less than 1 year) come to serve, learn, and grow alongside our “community of faith” that constitutes the core of life on a Mercy Ship.

All who serve at Mercy Ships locations worldwide are expected to:

- **Respect Mercy Ships Core Values in their service and employment.**

  **Mercy Ships Core Values:**
  Desiring to follow the model of Jesus, we seek to:
  *Love God,*
  *Love and serve others,*
  *Be people of integrity,* and
  *Be people of excellence in all we say and do*

- **Abide by Mercy Ships Code of Conduct**

  In keeping in conformity with Mercy Ships Core Values, all are expected to exercise self-control and abide by the attached Code of Conduct, as well as additional instructions, prohibitions, and guidelines pertaining to life on a Mercy Ship.

  It is the goal of Mercy Ships to see all crew who join us for whatever length of time grow in their faith, love, character, skills, and competence.
SUMMARY OF CODE OF CONDUCT

Mercy Ships is an international faith-based charity whose foundation rests on an integrated biblical worldview of service to others and a personal relationship with Jesus. As such, all employees and volunteers (staff) are expected to respect these spiritual values and in no case undermine the values directly or indirectly in their interactions with others.

The purpose of the following Code of Conduct is to ensure all staff's safety as well as protect the reputation of both Mercy Ships and our Staff. The following is not intended to be “all inclusive”. All staff are expected to abide by this Code of Conduct. 

Violation of the Code of Conduct could result in dismissal.

ALCOHOL & DRUG ABUSE

The Africa Mercy is an alcohol-free environment.

While serving aboard the Africa Mercy, Mercy Ships crew are not to visit bars, nightclubs, discos or similar establishments.

While ashore at a restaurant having a meal, consuming beer or wine in moderation is generally acceptable. Excessive drinking will not be tolerated, and crew members suspected of being intoxicated will be challenged to take a breathalyser test. A test result of 0.05 BAC (blood/alcohol content) will result in the initiation of disciplinary measures. Failure to cooperate will result in dismissal. Operating a Mercy Ships vehicle is a serious responsibility; therefore, no alcohol is to be consumed prior to driving.

Mercy Ships is a drug-free organization and has a zero-tolerance policy relating to the possession and/or abuse of drugs, including prescription drugs.

SEXUAL CONDUCT & SEXUAL HARRASSMENT

Staff and volunteers are not to engage in sexual activity outside of legal marriage between husband and wife. Additionally, pornography is unacceptable in all forms.

In a desire to honour all crew, a crew member is not allowed to meet in a cabin alone with someone of the opposite sex who is not their spouse after 10PM. A man and woman who are not married should not travel alone together overnight or share a hotel room, nor should a group of men and women share a hotel room.

Mercy Ships has a zero-tolerance policy regarding sexual harassment (both verbal and physical).

VIOLENCE

Fighting and attempting bodily harm or injury will not be tolerated.

BETTING AND GAMBLING

Betting and gambling for individual monetary gain on Mercy Ships premises is strictly prohibited.

DRESS CODE
Modest apparel is essential to community life. All staff & crew are required to honour each other in their choice of attire. For more information, refer to the Dress Code in this Guidebook.

**TOBACCO USE**

Smoking is considered taboo for most African Christians and although we permit volunteers who do smoke to do so on the dock (off ship), we often have a smoking space more out of the line of sight. All Mercy Ships facilities are tobacco- and electronic cigarette-free. Those smoking cigarettes must do so ashore, and adhere to the port's guidelines for tobacco use.

**MEETINGS**

During your time with Mercy Ships you will have opportunities to meet together with other crew for general business/announcements, devotions, and prayer. Although these meetings are not mandatory, you are strongly encouraged to attend. Your attendance is an important way for you to stay informed as well as stay integrated into the community. There may be meetings scheduled that are mandatory (such as departmental devotions). In this case, your attendance would be required.

**OTHER**

Other offenses which will lead to discipline, including possible dismissal are:

- Destroying or defacing Mercy Ships property
- Unauthorized use of Mercy Ships property, finances, telephones, or other communication equipment
- Theft or dishonesty
- Violation of safety rules or common safety practices
- Misuse of confidential information

**DRESS CODE**

*The clothes we wear and the way we look communicate a message. Recognizing that our crew comes from over 40 nations, and as we are guests within the country, we have established this dress code in an effort to be as culturally honouring as possible amongst the broadest number of people. We thank you in advance for your compliance and willingness to embrace this code while onboard. The dress code applies to all crew, guests, and visitors who are 13 years or older.*

**GENERAL RULES:**

- Knees must be covered for both men and women (including when seated).
- Undergarments should never show, nor skin between trousers and top.
- No spaghetti straps or low necklines.
- Shorts that reach the knees may be worn on board outside of business hours (0800-1700) except:
  - In reception
  - During patient interaction in the hospital or on deck 7
During official functions on board.
- Footwear must be worn at all times unless in your cabin or at the pool.
- Tattoos and body piercings carry a negative connotation and crew are encouraged to keep them covered if possible.

SPORTING ACTIVITIES:

- **(On board)** Clothing used for sports may be tighter-fitting than allowed for normal wear. Do cover up or change before and after exercising.
- **(Ashore)** Clothing for sports must be loose-fitting.
- Basketball shorts are appropriate.
- Lycra/spandex or other form-fitting clothing (including leggings) are not appropriate. When travelling to / from exercise, sweat pants or a long wrap should be worn over shorts.

OFFICIAL FUNCTIONS, BUSINESS MEETINGS, CHURCH:

- Looser-fitting slacks (trousers) as part of a uniform or a western-style business suit.
- No necklines or showing of skin between trouser and top.
- No sleeveless tops. Shoulders must be covered.
- Closed-toed dress shoes – no flip-flops or sandals.

GOING ASHORE, PATIENT INTERACTION, ON BOARD:

- Dresses are best.
- No shorts (unless after business hours).
- Loose-fitting sleeveless tops may be worn.
- Tight-trousers (jeans or otherwise) may be worn only underneath a loose-fitting, long tunic or top which reaches at least to the mid-thigh.
- Leggings are not trousers and should only be worn underneath a dress or skirt that reaches to the knee when standing.

SWIMMING:

- One-piece or a modest ‘tankini’.
- No high-cut legs.
- No visible skin between top and bottom.
- Clothing should be worn over the suit to and from the pool (not just a towel).
While 40% of the population of Guinea are under the age of 25, and have had exposure to Western media and culture, older Guineans and many who come from non-urban areas do not agree with what they perceive to be the negative influences coming from the West, which they may associate with immorality. To show respect for all Guineans and their culture while Mercy Ships are guests in the country, we have adapted our dress code to be more conservative this field service.

OFFICIAL FUNCTIONS, BUSINESS MEETINGS, CHURCH:
- Long slacks (trousers).
- Shirt and tie or business suit and tie (suit is not necessary for church).
- Closed-toed dress shoes – no flip-flops or sandals.

GOING ASHORE, PATIENT INTERACTION, ON BOARD:
- Long slacks (trousers).
- No shorts (unless after business hours).

SWIMMING:
- Boxer or shorts-style swim trunks. No tight fitting swimwear.
- Clothing should be worn over the suit to and from the pool (not just a towel).

ADDITIONAL RECOMMENDATIONS:
- Earrings on men are considered taboo in traditional Guinean culture and should be taken off if possible.
- Men with long hair will find they are better received with their hair tied back or worn in a ‘man bun’.

Are you accepted to join the crew? If you’ve completed your Staff Confidentiality Agreement, you can access the full dress code in Navigator, which includes “pro-tips” from crew members, as well as “do” and “don’t” photographs that will help you as you prepare!

https://navigator.mercyships.org/x/oIDXiw

MEN
UNIFORM GUIDELINES

Some positions on board require a uniform; if you are unsure if this is applicable to you, please confirm with your Placement Facilitator.

RECEPTION, PURSER, & HOSPITALITY

- Men: Please bring 2-3 white uniform shirts, 1-2 sets of black dress trousers, and black close-toe dress shoes. You will be provided with your epaulets on board.
- Women: Please bring 2-3 white uniform shirts, 1-2 sets of black dress trousers, and/or black skirts that falls below the knee, and black close-toe dress shoes. You will be provided with your epaulets on board.

Note: There is a selection of white epaulette shirts kept on board, but Mercy Ships cannot guarantee we will have the appropriate sizes for all crew in Purser, Reception, and Hospitality. Many online retailers sell these shirts, including Amazon.

DECK & ENGINEERING

- Deck & Engineering Officers: Please bring at least one pair of khaki trousers and khaki shirt with epaulets for general work and “on duty” days and one pair of black slacks

There is a selection of coveralls, steel-toed boots, and white epaulette shirts kept on board, but Mercy Ships cannot guarantee we will have the appropriate sizes for all Deck and Engineering crew. Therefore you may want to consider bringing the following:

- Steel-toed boots or shoes
- 1-2 pairs of coveralls

Mercy Ships will provide one set of epaulets for each uniform.
GALLEY AND DINING ROOM

- **Loose-fitting, comfortable clothes** - a uniform shirt and trousers will be provided for you. You should bring shirts that you are wearing under your uniform, or to wear to work before you change into your uniform. If you choose not to use the issued trousers, you are welcome to bring your own. They should be ankle-length.
- **Hat or cap** - will be provided for you with the Mercy Ships logo.
- **Non-slip shoes**

The approved non-slip shoe vendor is “Shoes for Crews” at [www.shoesforcrews.com](http://www.shoesforcrews.com). An individual may purchase any shoe they wish from Shoes for Crews, except for shoes with holes in the top. Overshoes are available if needed, however; we cannot accommodate those with wide-sizes and have a limited selection. You will be provided with an apron for your work-days.

Please note: Your clothes and shoes are likely to get dirty, so bring things you don’t mind damaging (old t-shirts, comfortable trousers, etc.). Also, remember that the galley area will get hot as you work throughout the day.

ACCOMMODATIONS

*The Africa Mercy is a state-of-the-art modern hospital. It is also a small, international city and home to 450 crew members from over 35 nations.*

Housing is our biggest challenge on board. Single crew will most likely be in a multi-berth (with 6, 8, or 10 beds) cabin, most of which do not have a window or porthole. Most cabins have self-contained bathrooms and are furnished with bunk beds, a small closet for each person, and access to WiFi. Cabin occupants are responsible for cleaning their own bathroom and cabin spaces.

Housing assignments are based on the volunteer’s length of commitment. New crew often start on the top bunk. We do our best to facilitate special needs, but every person is encouraged to rise to the challenge of living in a small space with people they do not know from many different countries, cultures, and sleeping habits. However, during shipyard with fewer crew on board, we may be more flexible in terms of berth space.

Cabins can be decorated and personalized by hanging pictures and other items using magnets.

Storage space is limited for clothing and luggage. You will have one small closet (approximately 20 inches/50 centimetres wide) and one drawer. Please bring a duffel bag, which is much easier to stow than a suitcase.

Electricity on board is 220 volts/50Hz, and all cabins are fitted with British style three-prong electrical outlets (see photo reference). Some electronics (including
most laptops) come with dual voltage power supplies and do not need a transformer. Any appliance that does not already have a British plug attached will require an **adaptor**, which can be purchased on board or brought from home.

**MEALS**

Meals are served in our dining room on board three times per day on weekdays. Breakfast and an evening meal are served on the weekends, with food set out for you to take for your lunch meal during breakfast. It is helpful to either buy or bring a plastic food container to store your lunch on the weekends. The menu is based on a planned, 8-week rolling schedule. We do have a Crew Galley for personal cooking, but it is limited in space and supplies, and will require you to purchase groceries/supplies at the local market or in the Convenience Store (*Pier 99*).

There is also a good selection of restaurants off-ship, should you choose to go out for any meals.

All food and water on board is safe for consumption.

**STAYING IN TOUCH**

**TELEPHONES**

The *Africa Mercy* has a U.S. based satellite phone system. The phone number on board is **+001 (954) 538.6110**. Personal calls can be made from cabins, but are restricted to U.S. toll free phone numbers (i.e. 1-800 or 1-888). A phone card is necessary to call non-toll free numbers and can be purchased in the ship’s Convenience Store (*Pier 99*).

Mobile/cell phones may be brought with you, but check with your service provider for network coverage/availability. Local SIM cards and credit are often sold in the ship’s Convenience Store (*Pier 99*).

**EMAIL AND INTERNET**

The *Africa Mercy* is equipped with an Internet Café. However, you are welcome to bring your own laptop computer as each cabin has wireless connectivity (WiFi) to the Internet. We also have wireless access points in most areas of the ship.

Please note: the Internet connection can be very slow, so please discourage friends and family from sending large attachments. Depending on the speed of the internet, large downloads, Skype, Facetime, web cameras, and streaming videos can be restricted due to limited bandwidth.

**MAIL / POST**

Letters, packages, etc. will be forwarded regularly to the ship. Please advise your family and friends that it could take several weeks for mail to reach you in Africa. If you are sent packages (or anything over 1 ounce), you will be charged $8.80/ pound ($0.55 per ounce or 28.4g). In addition to letters, other common items that are sent to the ship include toiletries, snacks/food, office supplies, games, clothing, electronics, and books. U.S. and UK postage stamps are available on board. Crew members returning home to these countries are
often asked to carry mail back with them to be posted. To receive personal mail, have your letters mailed to
the International Support Center (ISC) or our European Distribution Centre. Please note: we cannot cover
personal items in the event of a loss.

<table>
<thead>
<tr>
<th>INTERNATIONAL SUPPORT CENTER</th>
<th>EUROPEAN DISTRIBUTION CENTRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>(for US Postal Service)</td>
<td>(for Regular Postal Service)</td>
</tr>
<tr>
<td>[Full Crew Member Name and Department]</td>
<td>Mercy Ships AFM — Container (or) Crew Mail</td>
</tr>
<tr>
<td>Mercy Ships AFM — Container (or) Crew Mail</td>
<td>Ridderkerkstraat 20</td>
</tr>
<tr>
<td>P.O. Box 2020</td>
<td>3076 JW Rotterdam</td>
</tr>
<tr>
<td>Lindale, TX 75771-2020</td>
<td>THE NETHERLANDS</td>
</tr>
<tr>
<td>USA</td>
<td></td>
</tr>
</tbody>
</table>

To send a package from the ISC, via Crew Mail, it may not exceed 18in/46cm in length.

<table>
<thead>
<tr>
<th>INTERNATIONAL SUPPORT CENTER</th>
<th>EUROPEAN DISTRIBUTION CENTRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>(for FedEx, UPS, DHL)</td>
<td>(for FedEx, UPS, DHL)</td>
</tr>
<tr>
<td>[Full Crew Member Name and Department]</td>
<td>Mercy Ships AFM — Container (or) Crew Mail</td>
</tr>
<tr>
<td>Mercy Ships AFM — Container (or) Crew Mail</td>
<td>Ridderkerkstraat 20</td>
</tr>
<tr>
<td>15862 Hwy. 110 N.</td>
<td>3076 JW Rotterdam</td>
</tr>
<tr>
<td>Lindale, TX 75771-2020</td>
<td>THE NETHERLANDS</td>
</tr>
<tr>
<td>USA</td>
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MERCY SHIPS HAZARDOUS MATERIALS WATCH

Packages sent to Mercy Ships will need a detailed list of all content on the outside of each parcel. Packages
that do not list content are subject to inspection and/or refusal of shipment based on a suspected
hazardous condition. Materials will be removed and disposed of; crew members involved will be notified of
the disposition.

Items include aerosol containers, bleach, poisons, perfumes, nail polish remover, nail polish, detergent,
ammonia, disinfectants, and batteries.
CONVENIENCE STORE (PIER 99) ITEMS

These items are typically available for purchase in our Convenience Store (Pier 99), but are subject to availability.

<table>
<thead>
<tr>
<th>PERSONAL CARE ITEMS:</th>
<th>SNACKS &amp; FOOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dove personal care items (men &amp; women)</td>
<td>Assorted chocolate bars &amp; candy</td>
</tr>
<tr>
<td>Disposable razors &amp; shaving cream</td>
<td>Assorted gum &amp; mints</td>
</tr>
<tr>
<td>Basic dental care items</td>
<td>Chips/Crisps &amp; crackers</td>
</tr>
<tr>
<td>Lotions, sun creams, &amp; bug spray</td>
<td>Cake &amp; cookie/biscuit mix</td>
</tr>
<tr>
<td>Feminine hygiene products</td>
<td>Popcorn</td>
</tr>
<tr>
<td>Hand soap &amp; sanitizers</td>
<td>Basic baking supplies</td>
</tr>
<tr>
<td>Washing powder/laundry soap</td>
<td>Sodas &amp; juices</td>
</tr>
<tr>
<td>Tweezers, nail clippers</td>
<td>Granola bars &amp; trail mix</td>
</tr>
<tr>
<td>Nail polish remover</td>
<td>Soups</td>
</tr>
<tr>
<td>Chapstick-brand lip balm</td>
<td>Breakfast alternatives</td>
</tr>
<tr>
<td></td>
<td>Homemade sweet &amp; savoury snacks</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLEANING SUPPLIES</th>
<th>KITCHEN SUPPLIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dish soap / Washing up liquid</td>
<td>Trash bags</td>
</tr>
<tr>
<td>Dish sponge</td>
<td>Ziploc bags</td>
</tr>
<tr>
<td>All-purpose cleaner</td>
<td>Hand towels</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER ITEMS</th>
<th>BRANDED MERCHANDISE &amp; SOUVENIRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Magnets</td>
<td>Various t-shirts</td>
</tr>
<tr>
<td>Envelopes</td>
<td>Postcards</td>
</tr>
<tr>
<td>CD-R, CD-RW, DVD-R</td>
<td>Stickers</td>
</tr>
<tr>
<td>Batteries</td>
<td>Lanyards</td>
</tr>
<tr>
<td>UK Power Adaptor</td>
<td>Nalgene Bottles</td>
</tr>
<tr>
<td>Phone Cards</td>
<td>Mugs</td>
</tr>
<tr>
<td>Basic computer supplies</td>
<td>Assortment of African crafts/souvenirs</td>
</tr>
<tr>
<td>Writing utensils</td>
<td>Assortment of African jewellery</td>
</tr>
<tr>
<td>Earphones</td>
<td>Assortment of African keychains</td>
</tr>
<tr>
<td>Bicycle Helmets</td>
<td></td>
</tr>
<tr>
<td>Water Bottles</td>
<td></td>
</tr>
<tr>
<td>Balloons</td>
<td></td>
</tr>
<tr>
<td>Wrapping paper</td>
<td></td>
</tr>
</tbody>
</table>

Note: All items are subject to availability and cannot be guaranteed; we recommended you come with enough personal items for two weeks. However, there are shops ashore that make it convenient to pick up anything forgotten, or not found at the Pier 99 shop.
WHAT TO BRING

CLOTHING

Clothing on board is generally conservative yet casual. Please refer to the Mercy Ships Dress Code in the Code of Conduct for more guidance on what clothes to bring. We suggest you bring some nicer clothing for special occasions and church. Due to limited space on board, we suggest you bring enough clothing for one week to ten days. We also request you bring at least one pair of closed-toe shoes.

TOILETRIES

We sell a range of toiletries in our Convenience Store (Pier 99), but the selection is limited and can vary. If you have preferred brands, you may want to bring these with you as we cannot guarantee which brands we will have in stock on the ship.

PLEASE NOTE: fingernail polish, polish remover, hair colour, or perfumes cannot be shipped to you via mail or container due to hazardous materials regulations.

PRESCRIPTION MEDICATIONS

Please bring up to a supply to last the entirety of your stay of any needed chronic medications. If serving long-term, please bring a supply to last 6-12 months. We would highly recommend keeping at least a two-week supply in your carry-on luggage when traveling in case your checked baggage is lost or delayed. You can contact our Pharmacist at pharmacist.afm@mercyships.org with any questions.

LUGGAGE

Duffel bags are preferred as they are easier to store. Please note that storage space is limited, so avoid bringing large items and pack accordingly.
## USEFUL TO CONSIDER BRINGING

- Laundry bag
- Small flashlight / head torch
- Sunglasses
- Mosquito spray (any brand or DEET content is left to your preference)*
- Sun screen/block (SPF 15 or higher)*
- Sleeping bag / travel hammock (for those who may want to travel off the ship)
- Travel mug*
- Phone card*
- Electrical adapters (all voltage on board is 220v – British plug). Any appliance that is rated for 220, 230 03 240 volts, 50Hz will operate on the ship.*
- Travel plug adapter for sockets (EU outlets) ashore
- Non-prescription/over the counter medications
- Musical instruments – note: space is limited
- Backpack or secure bag
- Beach / travel towel
- Ear plugs
- Magnets (most walls on the ship are metal)*

*denotes item is also sold in the Convenience Store

## WHAT NOT TO BRING

- Large suitcases
- Large musical instruments
- Firearms or weapons of any sort
- Candles
- Cordless appliances with butane fuel
- Products containing bleach
- Expensive jewellery and electronics

## WE PROVIDE...

- One bath towel
- One fitted sheet
- One duvet with a cover
- One pillow
- One pillowcase
### IMMUNIZATIONS LIST

<table>
<thead>
<tr>
<th>Mandatory for ALL Adult Crew</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yellow Fever</strong></td>
<td>Single dose during lifetime (Yellow WHO card must be presented on arrival to the ship.)</td>
</tr>
<tr>
<td><strong>Hepatitis B</strong></td>
<td>Series of 3</td>
</tr>
<tr>
<td><strong>MMR – Measles, Mumps, Rubella</strong></td>
<td>Series of 2</td>
</tr>
<tr>
<td><strong>Tetanus/Diphtheria</strong></td>
<td>Within last 10 years (Tdap preferred)</td>
</tr>
<tr>
<td><strong>Tuberculosis Test</strong></td>
<td>TB Skin Test (PPD) or chest x-ray at least 12 months prior to arrival</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mandatory for Hospital, Dental, and Engineering Departments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Typhoid</strong></td>
</tr>
<tr>
<td><strong>Hepatitis A</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Highly Recommended for All Adult Crew</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Typhoid</strong></td>
<td>Either oral (within last five years) or injection (within last two years)</td>
</tr>
<tr>
<td><strong>Hepatitis A</strong></td>
<td>Series of 2</td>
</tr>
<tr>
<td><strong>Pertussis</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Polio Booster</strong></td>
<td>Within last ten years</td>
</tr>
<tr>
<td><strong>HIB (Haemophilus Influenza type B) Booster</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Meningitis ACWY</strong></td>
<td>Within last five years</td>
</tr>
<tr>
<td><strong>Rabies</strong></td>
<td>Series of 3</td>
</tr>
</tbody>
</table>

For additional details regarding these requirements, please refer to the Immunization Checklist you will be sent after acceptance or contact our Medical Reviewer at medical.review.facil@mercyships.org.
MALARIAL PROPHYLAXIS

Malaria is a common cause of illness, and a potential cause of death, in travellers to Africa. Prophylaxis medication should be taken to help in the prevention of malaria.

You should begin taking medication as prescribed before arriving and bring at least a three month supply of malaria prophylaxis with you. Mefloquine (Larium) and Doxycycline are available for refill through the ship-based pharmacy.

If you elect to take a different anti-malarial (Malarone), you would be responsible to bring enough with you for the entire period of service.

Remember, anti-malarial medications must be started before arrival in Africa and continued after departure. Ask your local doctor for details.

Travellers Who Should Not Take Mefloquine (Larium)

The following travellers should not take Mefloquine and should ask their health care provider for a different anti-malarial drug:

- persons with active depression or a recent history of depression
- persons with a history of psychosis, generalized anxiety disorder, schizophrenia, or other major psychiatric disorder
- persons with a history of seizures
- persons treated for thyroid disorder
- persons allergic to Mefloquine
- persons with cardiac conduction abnormalities (for example, irregular heartbeat)

We have some concerns with the side effects of Mefloquine (Larium) while serving on the ship. If at any time you have any of the following complaints, please see the crew physician as soon as possible:

- Trouble sleeping/bad dreams/nightmares
- Unusually depressed
- Frequent crying
- Easily agitated
- Headache/confusion/other mental changes

Other methods of malaria prevention are also very important and should not be forgotten. These include insect repellents (preferably those containing DEET), long sleeves, light coloured clothes, and mosquito nets (for those who will be sleeping off the ship).

If you have questions regarding the immunizations or malarial prophylaxis, please contact our Medical Reviewer at medical.review.facil@mercyships.org.
Mercy Ships uses a tiered Commitment Level structure which encourages tenure through retention benefits and career paths using a 4-level structure based on commitment length. Each position has a clearly defined minimum and maximum length which in turn translate to a commitment level with the requirements and benefits that go along with it.

LENGTH OF COMMITMENT AND STAFF DEVELOPMENT

Each position has a set minimum and maximum commitment length. Having a maximum commitment helps set clear expectations from the very beginning and will set the foundation for proactive discussions about career development with those who show potential both within their professional realm and within the social dynamics of the community.

When crew know that we are interested in helping them develop into better leaders, it gives them a longer-term focus and commitment to Mercy Ships, and there is a simple process for tenure extensions to facilitate retention of key individuals.

RETENTION BENEFITS

Each Commitment Level has corresponding retention benefits (refer to tables on the following page). These include the following:

- Personal Time Off (PTO)
- Crew Fee Discounts
- Re-Entry Savings Account
- Subsidized Travel

More information regarding the details of these benefits will be discussed once you arrive on board.
## Volunteer Position Commitment Structure

### Shorter Term Service (up to 12 months)

<table>
<thead>
<tr>
<th></th>
<th>Level 1</th>
<th>Level 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Commitment</strong></td>
<td>2 weeks to 3 months</td>
<td>3 to 12 months</td>
</tr>
<tr>
<td><strong>CREW FEES (USD)</strong></td>
<td>$700</td>
<td>$650</td>
</tr>
<tr>
<td><strong>With Discount</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>After 1st Visit</td>
<td>$550</td>
<td>$500</td>
</tr>
<tr>
<td>After 4th Visit</td>
<td>$350</td>
<td>$350</td>
</tr>
<tr>
<td>For Attending On Boarding&lt;sup&gt;1&lt;/sup&gt;</td>
<td>$350</td>
<td>$350</td>
</tr>
<tr>
<td><strong>Required Training</strong></td>
<td>n/a</td>
<td>Equipping to Serve&lt;sup&gt;a&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>PTO Benefit / Accrual</strong></td>
<td>n/a</td>
<td>Accrued at .055/day, 10 days maximum</td>
</tr>
<tr>
<td><strong>Insurance</strong></td>
<td>Evacuation &amp; Repatriation is covered by Mercy Ships. Health insurance is encouraged.</td>
<td>Evacuation &amp; Repatriation is covered by Mercy Ships. Health insurance is encouraged.</td>
</tr>
</tbody>
</table>

<sup>a</sup> Equipping to Serve is a course facilitated onboard.

<sup>1</sup> On Boarding is a course facilitated at the International Support Center in Texas, USA.

### Community of Faith (12+ months)

<table>
<thead>
<tr>
<th></th>
<th>Level 3</th>
<th>Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Commitment</strong></td>
<td>12 to 24 months</td>
<td>24+ months</td>
</tr>
<tr>
<td><strong>CREW FEES (USD)</strong></td>
<td>$350</td>
<td>$250</td>
</tr>
<tr>
<td></td>
<td>After 24 months of consecutive service</td>
<td></td>
</tr>
<tr>
<td><strong>Required Training</strong></td>
<td>On Boarding&lt;sup&gt;1&lt;/sup&gt;</td>
<td>On Boarding&lt;sup&gt;1&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>PTO Benefit / Accrual</strong></td>
<td>1st year: 20 days/4 weeks maximum</td>
<td>30 days/6 weeks maximum</td>
</tr>
<tr>
<td></td>
<td>After 1st year: 25 days/5 weeks maximum</td>
<td></td>
</tr>
<tr>
<td><strong>Insurance</strong></td>
<td>Evacuation &amp; Repatriation is covered by Mercy Ships. Health insurance is required.</td>
<td>Evacuation &amp; Repatriation is covered by Mercy Ships. Health insurance is required.</td>
</tr>
<tr>
<td><strong>Re-Entry Savings</strong></td>
<td>Contribute after 1 year, matched after 4 years of continuous service.</td>
<td>Contribute after 1 year, matched after 4 years of continuous service.</td>
</tr>
<tr>
<td><strong>Subsidized Travel</strong></td>
<td>Eligible to apply after 3 years of continuous service.</td>
<td>Eligible to apply after 3 years of continuous service.</td>
</tr>
</tbody>
</table>

<sup>1</sup> On Boarding is a course facilitated at the International Support Center in Texas, USA.
CREW FEES

Crew fees are paid monthly (prorated) and cover your food and accommodations while serving. Crew fees are currently $700 USD per month; however, discounts are given to alumni, those whose country of citizenship is not in Tier I, and those who are accepted into Commitment Levels 2-4.

For more information regarding the discounts available, please refer to the previous section "Position Commitments."
Please note: Mercy Ships is committed to keeping crew fees as low as possible, however, crew should expect fees to increase 2-5% each year.

**PAYMENT OF CREW FEES**

Depending on the length of your stay, crew fees may be paid all at once or each month. Credit cards and personal checks are accepted for crew fees, as well as payments from your Crew Bank account. Mercy Ships does not charge any fees for the use of credit cards for Crew Fees.

**HOW FUNDS ARE PROCESSED ON BOARD**

Mercy Ships maintains a Crew Bank on board the ship for your use. Your Crew Bank account on the ship is internal to Mercy Ships and is not connected to any outside banking network. It simply provides a safe and convenient place to deposit your money while you are on the ship.

Funds can be deposited in your Crew Bank account via cash, personal checks, credit card cash advance (with a 3% service fee added), or traveller’s checks. The accepted credit cards are Visa, MasterCard, American Express, and Discover. Debit cards are only accepted if they are backed by one of the major credit card issuers mentioned above. Only USD, British Pound, Euro, and Canadian checks or traveller’s checks are accepted. Unless another account is specified, the funds you raise may also be deposited into your Crew Bank account.

You may withdraw funds from your account for personal expenses or outings, and you may request automatic payment of crew fees. When visiting the Starbucks Café, the Snack Bar, or the Convenience Store (Pier 99), funds can automatically be deducted from your crew bank account (provided there is a sufficient balance in your account), by scanning your Mercy Ships-issued ID badge. You may also set up an automatic withdrawal for offerings, transfer funds to another crew member, or buy currency of the local country when requested in advance.

If you wish to deposit cash to your Crew Bank account, it has to be in USD, British Pounds, Euros, or the local currency. If you have other currencies, you may wish to convert them prior to arrival. You may also use the Crew Bank safe to store your valuables such as credit cards or your driver's license.

Shortly after arrival on the ship, you need to go by the ship’s bank to set up your account, and when you depart Mercy Ships, you can take the balance of your Crew Bank account with you as cash or check. US dollars are the only currency used for purchases on the ship.

**PROCESSING FUNDS THROUGH MERCY SHIPS**

Once you have been accepted for a position with Mercy Ships, the FinACE Department will contact you to see if you wish to process support through Mercy Ships. If you do, FinACE will request a Designation Code for you. This code serves as your account number and should be given to donors/potential donors so that gifts are properly credited to your benefit. While each country with a Mercy Ships office may process funds differently, it is most important that this number accompany all gifts coming to any Mercy Ships location. More information regarding this option will be supplied to you by FinACE.
## COUNTRY-SPECIFIC INFORMATION

Your application will be processed at Mercy Ships International Support Center in Texas, USA but we encourage you to use this information to contact your own National Office (if applicable) to receive information regarding fundraising, country-specific tax information, etc.

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>ADDRESS</th>
<th>PHONE</th>
<th>WEBSITE/E-MAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUSTRALIA</td>
<td>PO Box 1080 Caloundra, QLD 4551 AUS</td>
<td>+61-7-5437-2992</td>
<td><a href="mailto:msaust@mercyships.org.au">msaust@mercyships.org.au</a></td>
</tr>
<tr>
<td>BELGIUM</td>
<td>Magere Schorre 26 B-8300 Knokke-Heist BEL</td>
<td>+32-0-5033-2041</td>
<td><a href="mailto:bert.vandijk@mercyships.be">bert.vandijk@mercyships.be</a></td>
</tr>
<tr>
<td>CANADA</td>
<td>65-3318 Oak St. Victoria, BC V6K 1R1 CAN</td>
<td>+1-866-900-7447</td>
<td><a href="mailto:crew.coordinator@mercyships.ca">crew.coordinator@mercyships.ca</a></td>
</tr>
<tr>
<td>DENMARK</td>
<td>Jernbaekvej 6 DK 3200 Helsingø DNK</td>
<td>+45-074-55-1699</td>
<td><a href="mailto:msdk@mercyships.org">msdk@mercyships.org</a></td>
</tr>
<tr>
<td>FRANCE</td>
<td>Bureppar Aéroport Chemin de Colovrex 01210 Ferney Voltaire FRA</td>
<td>+33-0-6-79-00-15-23</td>
<td><a href="mailto:go@mercyships.fr">go@mercyships.fr</a></td>
</tr>
<tr>
<td>GERMANY</td>
<td>Rudolf-Diesel-Str. 5 86899 Landsberg am Lech DEU</td>
<td>+49-8191-98550-0</td>
<td><a href="mailto:Mitarbeiten@mercyships.de">Mitarbeiten@mercyships.de</a></td>
</tr>
<tr>
<td>NETHERLANDS</td>
<td>Ridderkerkstraat 20 3076 JW Rotterdam NLD</td>
<td>+31-010-4102-877</td>
<td><a href="mailto:info@mercyships.nl">info@mercyships.nl</a></td>
</tr>
<tr>
<td>NEW ZEALAND</td>
<td>PO Box 13673 Onehunga Auckland 1643 NZL</td>
<td>+64-9-950-4303</td>
<td><a href="mailto:msnz@mercyships.org">msnz@mercyships.org</a></td>
</tr>
<tr>
<td>NORWAY</td>
<td>Markensgate 48 4612 Kristiansand Norway</td>
<td>+47-515-1-0090</td>
<td><a href="mailto:msnorge@mercyships.org">msnorge@mercyships.org</a></td>
</tr>
<tr>
<td>SOUTHERN AFRICA</td>
<td>PO Box 290 Plumstead 7801 ZAF</td>
<td>+27-21-715-4944</td>
<td><a href="mailto:info.zaf@mercyships.org">info.zaf@mercyships.org</a></td>
</tr>
<tr>
<td>SOUTH KOREA</td>
<td>303 Yujin Building B, Seolleung-ro 125-gil Gangnam-gu 06999 KOR</td>
<td>+82-2-2247-7514-56</td>
<td><a href="mailto:mskr@mercyships.org">mskr@mercyships.org</a></td>
</tr>
<tr>
<td>SPAIN</td>
<td>Apartado 15001 08080 Barcelona ESP</td>
<td>+34-93-346-3673</td>
<td><a href="mailto:info@mercyships.es">info@mercyships.es</a></td>
</tr>
<tr>
<td>SWEDEN</td>
<td>Box 12 114 402 42 GÖTEBORG SWE</td>
<td>+46-73-073-0936</td>
<td><a href="mailto:info@mercyships.se">info@mercyships.se</a></td>
</tr>
<tr>
<td>SWITZERLAND</td>
<td>Chemin de la Fauvette 98 CH 1012 Lausanne CHE</td>
<td>+41-21-654-3210</td>
<td><a href="mailto:go@mercyships.ch">go@mercyships.ch</a></td>
</tr>
<tr>
<td>UNITED KINGDOM</td>
<td>The Lighthouse 12 Meadway Court Rutherford Close Stevenage, Hertfordshire SG1 2EF GBR</td>
<td>+44-0-1438-727-800</td>
<td><a href="mailto:info@mercyships.uk">info@mercyships.uk</a></td>
</tr>
<tr>
<td>UNITED STATES</td>
<td>PO Box 2020 Lindale, TX 75771-2020 USA</td>
<td>+1-903-939-7045</td>
<td><a href="mailto:hr.assistant.ioc@mercyships.org">hr.assistant.ioc@mercyships.org</a></td>
</tr>
</tbody>
</table>
As a valuable part of our crew, we want to make sure that you are taken care of, and part of our plan to accomplish this is through our Insurance Policy. Emergency Evacuation and Repatriation Insurance from Talent Trust Consultants (TTc) is included in your crew fees. However, we do encourage you to obtain additional health insurance if you do not have it already.

**EVACUATION AND REPATRIATION INSURANCE POLICY**

A group policy has been set up to cover evacuation and repatriation for all crew. This policy will be paid for through your crew fees and is provided by Talent Trust Consultants (TTc). Incoming crew are automatically enrolled in this policy by Human Resources. Benefits are only applicable in the event of an emergency situation, therefore we **strongly encourage** all crew serving 12 months or less to sign up for the TTc Top Up Plan or have your own medical insurance policy with a different provider. Crew serving 12 months or more are **required** to provide evidence of medical coverage prior to joining.

**THE FULL LIST OF THE BENEFITS:**

<table>
<thead>
<tr>
<th>Benefit Description</th>
<th>Coverage/Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worldwide (limited within the USA)</td>
<td>US $250,000 per year</td>
</tr>
<tr>
<td>Medical Helpline</td>
<td>24 Hours (multi-lingual)</td>
</tr>
<tr>
<td>Emergency Evacuation (to the nearest appropriate facility)</td>
<td>Full Refund</td>
</tr>
<tr>
<td>Repatriation (home country)</td>
<td>Full Refund</td>
</tr>
<tr>
<td>Return of Mortal Remains</td>
<td>US $15,000</td>
</tr>
<tr>
<td>Choice of Hospitals and Doctors</td>
<td>Unrestricted</td>
</tr>
<tr>
<td>Emergency Medical $ Additional Expenses (outside of home country)</td>
<td>Full Refund</td>
</tr>
<tr>
<td>Emergency Medical (inside of home country)</td>
<td>To US $150,000</td>
</tr>
<tr>
<td>Hospital Cash Benefit</td>
<td>US $25 per day</td>
</tr>
<tr>
<td>Pre-Existing Conditions</td>
<td>Coverage if not ongoing at the date of entry</td>
</tr>
<tr>
<td>Claims Processing</td>
<td>Scan and email</td>
</tr>
<tr>
<td>Policy Excess</td>
<td>Nil</td>
</tr>
</tbody>
</table>

For further information, please visit: www.talent-trust.com

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**HEALTH INSURANCE REQUIREMENTS**

**IF SERVING LESS THAN ONE YEAR:**

If you would like additional coverage besides the benefits listed in the table above, you are encouraged to consider additional health insurance while you are on board. If you would like to purchase medical coverage, we suggest two options:
1. Purchase the Mercy Ships Top Up Plan from TTc, which includes these extra medical and non-medical benefits. To add this additional coverage, go to TTc website and apply for the standard Outreach program. As long as you mention that you are with the Africa Mercy and Mercy Ships, you will automatically be given the special Top Up rates, or

2. Purchase short-term travel insurance. Short-term travel insurance is available in most countries and is often offered when you purchase your tickets through a travel agent. Cost is variable depending on the product you choose and the level of coverage.

**IF SERVING MORE THAN ONE YEAR:**

Mercy Ships requires all crew serving one year or more to obtain health insurance before arrival that includes adequate coverage of medical costs worldwide, including pre-existing conditions.

Mercy Ships' preferred provider is Talent Trust Consultants (TTc), which specializes in insurance for missionaries and meets all of our requirements. If you enrol with TTc, you will be billed through Mercy Ships on a monthly basis. However it is required that you sign up/enrol for coverage before you leave home. Details of their products can be found on the website at www.talent-trust.com.

TTc does not cover pre-existing conditions; therefore, if you have a pre-existing condition, you will need to find another insurance company or buy an additional policy.

Other options to consider are as follows (though not an all-inclusive list):

- **Gallagher Charitable International Insurance Services;** they work with several international carriers and can provide plans that cover pre-existing conditions.
  - E-mail: gcbenefits@aig.com
  - Phone in the US: (800)-922-8438 or international: +1 (803) 758-1400
- **IMG**
- **SALT** (UK citizens and residents only)
- **World Nomads**

*Whatever policy you obtain, it is important that you confirm your coverage by sending a copy of the policy validation to your Placement Facilitator before your arrival.*

**EVACUATION AND REPATRIATION INSURANCE FAQ'S**

**When does coverage begin and end?**

Coverage begins when the crew member starts travelling by air to the Ship and ends once they arrive home.

**If a crew member takes a side trip on the way to or from the ship, are they covered?**

No, a side trip would not be covered by this policy. It would start when the crewmember travelled from this secondary destination to the ship or from the ship to this secondary destination.
Does this policy cover crew when they go on vacation?

The policy will cover crew members when they go on vacation as long as they are still Mercy Ships’ crew.

Does this policy cover crew when they take a Leave of Absence (LOA)?

No, an LOA would not be covered by this policy. Coverage would resume when the crewmember travelled to the ship or from the ship to their destination.

Does the standard policy cover pre-existing conditions?

The policy will cover new incidences of a pre-existing condition. It will not provide coverage for ongoing medical treatment for a condition for which you may be currently seeking treatment.

What determines if a crew member needs to be evacuated and where they will be evacuated?

In the case of evacuations, the evacuation will be done for emergency situations where appropriate medical care cannot be found at the member’s location. This will be done in consultation with medical services on the ground/ship and with the emergency evacuation providers. The definition of an emergency does require that the treatment is necessary on an in-patient basis.

If it was determined that sufficient medical coverage can be received in country (verses being evacuated), who would cover those costs? For example, if a crew member had a compound fracture in the Canary Islands and it was determined that the hospital there could provide sufficient coverage, would the insurance cover these expenses?

The evacuation and repatriation policy does still cover emergency cover for medical costs in the event treatment is needed, but an evacuation is not necessary.

How much medical/health coverage is included?

In the event the crewmember needs to be evacuated from the ship, US $250,000 is the standard coverage. This is further limited to US $150,000 for emergency cover in the event of an evacuation or repatriation to the member’s home country.

US CITIZENS:
The TTc policy does not meet the Affordable Care Act (ACA) Minimal Essential Coverage (MEC) requirements. However, you may qualify for an exemption.
We are looking forward to you joining us! While it is an exciting time, please do not purchase your flights until you have been financially cleared by FinACE or instructed to do so by your Placement Facilitator.

COUNTRY-SPECIFIC TRAVEL INFORMATION

Please refer to the country-specific addendums.

TRAVEL AGENTS

Listed below are several travel agencies that Mercy Ships recommends; many offer humanitarian discounts. If you require a letter of proof that you are coming on a humanitarian trip, please use your acceptance letter or contact Human Resources.

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>COMPANY</th>
<th>PHONE</th>
<th>WEBSITE/E-MAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUSTRALIA</td>
<td>Mission Travel</td>
<td>+61-3-9890-6555</td>
<td><a href="mailto:enquiries@missiontravel.com.au">enquiries@missiontravel.com.au</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: +61-3-9836-7188</td>
<td>missiontravel.com.au/mercyships</td>
</tr>
<tr>
<td>Canada</td>
<td>Raptim Humanitarian Travel</td>
<td>+1-800-667-5559 ext. 31173</td>
<td><a href="mailto:glenda.wegio@raptim.org">glenda.wegio@raptim.org</a></td>
</tr>
<tr>
<td>Europe</td>
<td>Raptim International Travel</td>
<td>+31-0-13-543-5085 Fax: +31-0-13-513-6940</td>
<td><a href="mailto:petraj@raptim.nl">petraj@raptim.nl</a></td>
</tr>
<tr>
<td>Germany</td>
<td>Raptim Travel</td>
<td>+49-241-75-07-02 Fax: +49-241-750-7369</td>
<td><a href="mailto:service@raptim.de">service@raptim.de</a></td>
</tr>
<tr>
<td>Netherlands</td>
<td>Anthony Veder Travel</td>
<td>+31-10-411-7914 Fax: +31-10-400-4769</td>
<td><a href="mailto:travel@anthonyvedertravel.com">travel@anthonyvedertravel.com</a></td>
</tr>
<tr>
<td></td>
<td>Raptim Travel</td>
<td>+31-13-543-5085</td>
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<td><a href="http://www.raptim.nl">www.raptim.nl</a></td>
</tr>
<tr>
<td>New Zealand</td>
<td>Bon Voyage Cruises and Travel</td>
<td>+ 64-9-368-6805</td>
<td><a href="mailto:michiel@bonvoyage.co.nz">michiel@bonvoyage.co.nz</a></td>
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<td>Orange Reservation Team</td>
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<td>Raptim International Travel</td>
<td>+1-800-777-9232 Fax: +1-716-405-6019</td>
<td><a href="mailto:mercyships.us@raptim.org">mercyships.us@raptim.org</a></td>
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<td>* 24 Hour Emergency Service Available. Fees apply.</td>
<td>Sharon Walker (primary)</td>
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<td>ISS GMT Global Marine Travel</td>
<td>+1-954-761-9595</td>
<td><a href="mailto:info@flyisgmt.com">info@flyisgmt.com</a></td>
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TICKET REFUND POLICY

Due to the need to remain flexible in our ship’s schedule, we strongly recommend that all crew purchase changeable and/or refundable tickets and/or travel insurance.

As such, Mercy Ships will not offer refunds or financial assistance with extra costs incurred for changing or cancelling airlines tickets, due to a change to the ship’s schedule.
BRUSSELS AIRLINES DISCOUNT

Our preferred airline is Brussels Airlines. Mercy Ships has secured a partnership with Brussels Airlines and partners which will give you substantial advantages for your flights to Guinea. Our agreement is applicable to volunteers, companions, and visitors.

To take advantage of this discount, please use the information below. Access code is 301 117 if requested.

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Access to the Global Humanitarian Program of Brussels Airlines with free, unrestricted, flexible and refundable tickets to and from Conakry via Brussels included

Payment by credit card | no fee for EEA consumer credit cards | included | included | included | included |

Payment by bank transfer | not applicable; no fee from EEA countries | included | included | included | included |

Standard frequent flyer accrual | included | included | included | included | included |

Two 32 kg checked luggage, and 12 kg hand luggage if all flights on your ticket are operated by Brussels Airlines (no codeshares) | included | included | included | included | included |

Date change in same booking class | free of charge and subject to availability | free of charge and subject to availability | free of charge and subject to availability | free of charge and subject to availability | free of charge and subject to availability |

Refund fee for cancelling issued/paid tickets | €50 EUR | €50 EUR | €50 EUR | $50 USD | $50 USD |

Global humanitarian program | not applicable | not applicable | standard conditions of booked seat will apply | published rates available | published rates available |

Premium upgrade to economy privilege for more comfort | €120 EUR per flight | €120 EUR per flight | €150 EUR per flight | $149 USD per flight based on availability | $149 USD per flight based on availability |

Emergency seat | €60 EUR per flight | €80 EUR per flight | €60 EUR per flight | $69 USD per flight available after purchase, based on availability | $69 USD per flight available after purchase, based on availability |

Advance seat reservation at booking (free at check in) | €25 EUR per flight | €25 EUR per flight | €25 EUR per flight | complimentary seat assignments at booking and check in, for trans-Atlantic flights only | complimentary seat assignments at booking and check in, for trans-Atlantic flights only |

Reservation flight ticket | €15 EUR | €28 EUR | €55 EUR | $40 USD if published, no fee for humanitarian fare | $40 CAD (+ tax) if not published, no fee for humanitarian fare |

Exchange service fee after issued/paid ticket | €15 EUR (a fare difference) | €32 EUR (a fare difference) | €30 EUR | $75 USD (Raptim fee and fare difference) | $75 CAD (+ tax) Raptim fee and fare difference |

Refund service fee | €15 EUR | €40 EUR | €20 EUR | $125 USD Raptim fee | $100 CAD (+ tax) Raptim fee |

Booking/Changing additional services | not applicable | €10 EUR | no fee | no fee unless additional ticket is issued, then same fees noted above apply | no fee unless additional ticket is issued, then same fees noted above apply |

Unlimited provision of service and advice | not applicable | included | included | included | included |

Unlimited change flight details before the issue of your ticket | not applicable | included | included | included | included |

Use of 24/7 emergency service | not available | included | included | included | included |

Excel management information | not available | included | included | included | included |

Use of Smart Ticketing | not applicable | included | included | included | included |

Last check before issuing ticket | included | included | included | included | included |