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Thank you for your commitment to join us for shipyard! This Guidebook is to help prepare you for your time in the Canary Islands, Spain while the Africa Mercy undergoes maintenance in shipyard. While our medical programs are not running at this time, shipyard is an incredibly unique and fun experience.

Note: This Guidebook is intended for those who are joining only for our time in the Canary Islands, Spain. If you are joining in the Canary Islands and will stay on board for the sail to the next field service location, please refer to the other Volunteer Guidebook available for download on myMercy and at mercyships.org/volunteer.

The Canary Islands is a group of Spanish islands located off the coast of northwestern Africa. They are known for their black lava and white sand beaches, their tourism hub, and hosts a thriving cruise industry. The port of Las Palmas, Gran Canaria is where the Africa Mercy typically undergoes maintenance.
SHIP LIFE

While the annual maintenance is a critical part of what we do to enable the vessel to remain in service, it's also mandatory under maritime regulations. Working on board during the annual maintenance period is sometimes preferred by some due to the smaller, closer community and more “relaxed” atmosphere. The environment on board is dependent on the work being undertaken and there may be times when certain services are interrupted or not available. The project list each year may include (but is not limited to) any of the following:

- Modifications to ships office spaces and installation of new office furniture
- Installation of new equipment, lighting, cabling, piping, etc.
- Plumbing, welding, carpentry, and electrical projects
- Upgrades to our public crew spaces, cabins, galleys, etc.
- Cleaning and regular maintenance of the vessel and units

Due to these projects, there may be periods with little or no air conditioning, as well as electrical and water outages, which may result in restricted use of the laundry, galleys, and other services. At these times, the management team on board will communicate this and take the appropriate measures to care for the crew (for example, if a galley is shut down, we will provide food locally).

While ship living conditions during these times may be a bit more uncomfortable than during a normal field service, our dedication to the welfare of the crew does not change. All efforts are made to ensure a safe and suitable environment.

The Canary Islands also offer a much different environment as a whole, including reliable and safe public transportation, diverting activities, beaches, restaurants, shopping, and less restrictions on shore leave.

ARRIVAL

Upon arrival, you will embark on board, be given an I.D. badge, and shown to your cabin where you will find your Crew Welcome Booklet, which explains some of the ship’s policies, etc. Within 24 hours of your arrival, you will be given a complete tour of the Africa Mercy. 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.

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

- **Laundry:** We have 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 Convenience Store (Pier 99).
- **Library:** There is a well-stocked Library on board giving you access to study references, reading material, DVD’s, games, and magazines.
- There is a Starbucks™ Café on board that is open at set hours weekdays and Saturdays.
- Our **Crew Clinic** is available for those who become ill or are feeling poorly. However any serious ailments will be referred to the shipyard’s doctor or a local clinic. We do have a limited pharmacy on board if you need to be prescribed medicine.

Other services and facilities on board include:

- Wireless Internet (Wi-Fi)
- Small Gym
- Internet Café
- Crew Galley (for cooking)
- Post Office
- Convenience Store (Pier 99)
- Snack Bar
- Crew Galley (for cooking)

*Note: Depending on projects during shipyard, some of these services may be unavailable.*

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. 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

During their time off from work, crew typically spend their time going out to eat, shopping, going to the beach, hiking, or exploring the island(s).
PERIOD OF SERVICE

Vacation/holiday time is only available for those serving three months or more.

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, however these activities may be limited during shipyard.

CHILD SAFETY

At Mercy Ships, we take a child's safety very seriously. Though many of the longer-term families are not on board during shipyard, there are still children present. 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** (see below)

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 on page 9.

TOBACCO USE

All Mercy Ships facilities are tobacco- and electronic cigarette-free. Those smoking cigarettes must do so ashore, and adhere to the shipyard's guidelines for tobacco use, which will be communicated on board.

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.

GOING ASHORE, AND ONBOARD:

• Women: shoulders may show, but no spaghetti straps. Shorts or skirts should be at or covering the knees and loose-fitting. Leggings are acceptable as long as they are worn with a long t-shirt, dress, or tunic reaching to mid-thigh or longer. Skin-tight trousers / jeans should not be worn.
• Men: Men may wear long, loose-fitting shorts – just above the knees or longer. Underwear should not be showing (men or women).
• Footwear must be worn at all times unless in your cabin.

SPORTING ACTIVITIES:

• Clothing used for sports such as aerobics and running can be tighter-fitting than allowed for normal wear. Do change immediately following the activity.

SWIMMING:

• Ladies - must be a one-piece or a modest ‘tankini’: no high-cut legs and no visible skin between the top and bottom.
• Men - boxer or shorts-style swim trunks are required. No tight-fitted swimwear.
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.

PROJECTS TEAM

Bring loose-fitting clothes that you can get dirty. Steel-toed boots or shoes are highly recommended for the team, and mandatory for those doing steel work.

DECK & ENGINEERING

- Deck & Engineering Officers: Please bring at least one pair of khaki trousers and khaki shirt with epaulettes 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 epaulettes 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 private bathrooms (and a few have shared bathrooms) and are furnished with bunk beds, a small closet for each person, and access to the wireless internet.

Housing assignments are based on the volunteer's length of commitment. 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. 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. During shipyard, the meals may have less variety due to the maintenance work being done on board. 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 (Wi-Fi) to the Internet. We also have wireless access points in most areas of the ship.
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.

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

The following immunizations are mandatory for ALL adult crew:

<table>
<thead>
<tr>
<th>Immunization</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tetanus/Diphtheria</td>
<td>Within last 10 years (Tdap preferred)</td>
</tr>
</tbody>
</table>

The following are highly recommended for all adult crew:

<table>
<thead>
<tr>
<th>Immunization</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMR – Measles, Mumps, Rubella</td>
<td>Series of 2</td>
</tr>
<tr>
<td></td>
<td>OR evidence of immunity by titer with lab results</td>
</tr>
<tr>
<td></td>
<td>OR had the childhood disease plus one adult booster</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>Series of 3</td>
</tr>
<tr>
<td></td>
<td>OR evidence of immunity by titer with lab results</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>Series of 2</td>
</tr>
<tr>
<td></td>
<td>OR evidence of immunity by titer with lab results</td>
</tr>
<tr>
<td>Pneumococcal (age 65 or older)</td>
<td></td>
</tr>
</tbody>
</table>

NOTE: If you hope to extend your commitment beyond our shipyard period in the Canary Islands, additional immunizations are required. The additional required immunizations MAY NOT BE AVAILABLE OR BE VERY EXPENSIVE LOCALLY, therefore we highly recommend getting all the required immunizations for sailing in international waters and service in Africa before you join Mercy Ships. Please ask your Placement Facilitator for a full Immunizations Checklist so you are aware of, and can plan for, the additional immunization requirements for your service.

If you have questions regarding the immunizations, please contact our Medical Reviewer at medical.review.facil@mercyships.org.
CREW FEES

Crew fees are paid monthly (prorated) and cover your room and board 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 Position Categories 2-6. See tables below.

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>COMMITMENT</th>
<th>TIER I</th>
<th>TIER II</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2 weeks to 3 months</td>
<td>$700</td>
<td>$350</td>
</tr>
<tr>
<td>2</td>
<td>3 to 12 months</td>
<td>$650</td>
<td>$325</td>
</tr>
<tr>
<td>3</td>
<td>12 to 24 months</td>
<td>$350</td>
<td>$175</td>
</tr>
<tr>
<td>4</td>
<td>24+ months</td>
<td>$250</td>
<td>$125</td>
</tr>
</tbody>
</table>

**CHILDREN**

Note: Children under two years old are not charged crew fees.

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>COMMITMENT</th>
<th>TIER I</th>
<th>TIER II</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2 weeks to 12 months</td>
<td>$100</td>
<td>$50</td>
</tr>
<tr>
<td>2</td>
<td>12+ months</td>
<td>$50</td>
<td>$25</td>
</tr>
</tbody>
</table>

**TIER I NATIONS**

Any nation not on this list is considered Tier II.

Europe    | Asia    | Americas / Africa / South Pacific
---        | ---     | ---
Austria    | Lithuania | Bahrain | Australia
Belgium    | Luxembourg| Brunei  | Canada
Cyprus     | Malta | Hong Kong | Equatorial Guinea
Czech Republic | Netherlands | Israel | New Zealand
Denmark    | Norway | Japan | Trinidad & Tobago
Estonia    | Poland | Kuwait | Seychelles
Finland    | Portugal | Malaysia | United States
France     | San Marino | Oman | ---
Germany    | Slovakia | Qatar | ---
Greece     | Slovenia | Saudi Arabia | ---
Hungary    | Spain | Singapore | ---
Iceland    | Sweden | South Korea | ---
Ireland    | Switzerland | Taiwan | ---
Italy      | United Kingdom | United Arab Emirates | ---

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 to help offset the cost of inflation and rising operating costs.
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>#5-3318 Oak St, Victoria, BC V8X 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 Helsinge 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>Buroparc 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.za@mercyships.org">info.za@mercyships.org</a></td>
</tr>
<tr>
<td>SOUTH KOREA</td>
<td>4 F. Greenhill B/D Gongneung-dong 661-5 Seoul (01849) 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 GOTEBOG 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 Meadoway Court Rutherford Close Stevenage, Hertfordshire SG1 2EF GBR</td>
<td>+44-0-1438-727-800</td>
<td><a href="mailto:info@mercyships.org.uk">info@mercyships.org.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.fo@mercyships.org">hr.assistant.fo@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>Crew Evacuation and Repatriation Policy Benefits</th>
<th></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](http://www.talent-trust.com)

**HEALTH INSURANCE REQUIREMENTS**

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.

**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 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.
Please do not purchase your flights until you have been financially cleared by FinACE or instructed to do so by your Placement Facilitator.

TRAVEL INFORMATION: CANARY ISLANDS

The Africa Mercy will be docked in Las Palmas, Gran Canaria (Spain) undergoing maintenance from approximately mid-June 2019 until early August 2018. In order to give the ship time to clear customs and immigration, incoming crew should not plan to arrive within the first two days after arrival or depart closer to two days before the ship’s departure. Please confirm your arrival and departure dates with your Placement Facilitator prior to purchasing your flights. Upon arrival, you will be collected from the airport by a Mercy Ships representative and taken to the Africa Mercy.

BOOKING YOUR FLIGHT > Gran Canaria Airport

Airport codes: IATA: LPA / ICAO: GCLP

Please try to book flights with arrivals between 0700 and 2300.

AIRCRAFT FLYING IN AND OUT OF THE CANARY ISLANDS:

- Iberia
- Jetairfly
- British Airways
- Binter Canarias
- Vueling
- Canary Fly
- Ryanair
- Air Europa
- Aer Lingus
- American Airlines
- Air France
- KLM

*This list is not all-inclusive

ATTENTION

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.
VISAS & IMMIGRATION

Because the Canary Islands are part of Spain, an EU nation, and therefore a visa may not be required.

To confirm if you need a visa to enter the Canary Islands, please visit www.spain.visahq.com. If a visa is required, Mercy Ships will provide volunteer confirmation letter on your behalf upon your acceptance as crew.

EU CITIZENS:

You may enter and exit the Canary Islands by using your passport or ID card. Please send a photocopy of the document you will be using to your Placement Facilitator prior to your travels.

PHONE NUMBERS TO KEEP WHILE TRAVELLING

Africa Mercy +1 (954) 538-6110 US (manned 24/7)
ISC HR +1(903) 939-7045 US (the desk is manned 0800 – 1600 CST, Monday through Friday)