

MAUN ANIMAL WELFARE SOCIETY



Protecting Botswana's wildlife through domestic animal care

Maun Animal Welfare Society
PO Box 335, Maun
Botswana

Registered Charity Number CR7388

www.maunanimalwelfare.com

www.facebook.com/4MAWS

Maun Animal Welfare Society

Staying in Maun

A guide to how it all works

Contents

INTRODUCTION	3
Welcome.....	3
THE COTTAGE	3
The rooms.....	3
Laundry facilities	4
Water.....	4
Electricity.....	5
Recycling & garbage disposal.....	5
Security.....	5
Canine visitors	6
FOOD & BEVERAGES.....	6
Meat	8
Fish.....	8
Vegetarians	8
Alcohol	8
SHOPPING	8
Currency & costs	8
Supermarkets	9
Butchers & fishmongers.....	9
Liquor stores	10
Curios	10
ENTERTAINMENT & ACTIVITIES	10
TV & DVD player	10
Movies.....	10
Music, books & magazines.....	11
Going out.....	11
Taxis & public transport.....	13
Local activities	13
Further afield.....	15
Victoria Falls.....	16
HEALTH	17
General health care.....	17
Emergency treatment.....	17
Rabies treatment.....	17
TRANSPORT	18
Clinic transport	18
Personal transport	18
Liability.....	18
COMMUNICATIONS.....	19
Mobile phones.....	19
Internet	19
ESSENTIAL NUMBERS & PEOPLE	20

INTRODUCTION

Welcome

On behalf of MAWS – and a whole heap of grateful animals – we'd like to welcome you to Maun, and welcome you to MAWS!

We hope you will enjoy your stay with us, and have put together this handbook to answer some of the most common questions you are likely to have during your stay. However, please remember that if in doubt please feel free to ring any of the MAWS members as we will be only too happy to help out.

The two MAWS members you are most likely to deal with are listed below, and will all be happy to answer any queries you may have. Throughout this handbook we will direct you to the best person to talk to in any situation, but have summarised it here for ease of reference.

Tana Hutchings 71 657 443

Tana is in charge of the day-to-day running of the clinic and is the 'go-to' person for policy questions – and if you need to ask where anything in the clinic is, she knows. Tana also orders the drugs and looks after consumables, so please let her or Lazarus know in plenty of time if drugs or materials are getting low.

Mervyn Palmer 71 651 131

Both the clinic and the cottage are situated on Mervyn's property and MAWS rents both premises from Mervyn and her husband Terry. Whilst Mervyn owns the properties, please direct all housing issues to Tana first for coordination, unless it is an emergency (e.g. water leak) in which case please contact Mervyn immediately.

THE COTTAGE

This three-bedroom cottage is situated within the fenced grounds of Mervyn Palmer's property and is therefore very safe and secure. It is on the same premises as the clinic, less than a minute away on foot.

You will be extremely well looked after during your stay, and your lodgings include **linen** and **towels, laundry** and **ironing** facilities. A maid is provided twice a week to undertake **general cleaning** – however you will be expected to keep the cottage and your room tidy and to wash your own dishes.

NOTE: You will be expected to share your accommodation with members of the opposite sex, although opposite sexes will not be required to share a room.

Please nominate a member of your team who will be responsible for advising MAWS (in plenty of time) if food, cleaning items or toilet paper needs replenishing.

The rooms

All rooms contain a ceiling fan and wardrobes. At present none of the beds have mosquito nets but you are welcome to hang your own.

Bedroom 1

The smallest bedroom in the house, this room features two single beds.

Bedroom 2

A medium sized room, this bedroom features two single beds and is also home to the **electricity meter**.

Bedroom 3

This large bedroom features one double bed, one $\frac{3}{4}$ bed, and spacious wardrobes. It also features an air conditioning unit. Please note that all excess food and cleaning items (e.g. tins and bottles) and linen are stored in the wardrobes.

Laundry facilities

Washing machine

The toploader washing machine is relatively easy to figure out how to work. Simply select the programme you require, chuck a cup of washing powder straight into the drum, and off you go!

To help us conserve water and electricity, we would like to ask you to coordinate putting on a load of washing with your fellow volunteers to avoid running the machine for a small number of items. We would also respectfully request you to use the shortest cycle available, where possible.

Ironing

There is an iron and an ironing board in the cottage – please remember to switch it off after use!

Water

Tap water

The tap water is safe for drinking, cooking, washing and cleaning teeth. Nevertheless, it is recommended that you drink the bottled water that we supply simply because it tastes better. Please use the bottled water to fill the kettle as the hard tap water creates terrible limescale otherwise.

Bottled water

We supply 20L bottles of purified drinking water. Please note that the water dispenser supplied is currently broken and therefore does not chill or heat, but it does dispense! For your convenience you can dispense into smaller bottles which will fit in the fridge.

The cottage has two 20L water bottles and you must notify MAWS in plenty of time if you are running low, so we can have the bottles refilled in town. Please bear in mind that we may not be able to collect the empty bottle the same day, hence you will need to manage the supply between the clinic/cottage until we are able to attend.

Hot water

The switch for the hot water is on the wall above the microwave. Please leave it on at all times as the switch is temperamental and refuses to switch back on once switched off. The hot water is heated to a nuclear temperature so please be very careful when using the hot taps.

No water

From time to time there may be no water and this is usually a direct result of the town's water supply drying up (yes, despite the full river just metres from the cottage, the whole of Maun suffers frequent water shortages). If you have no water please contact Tana or Mervyn to check this is the case – we will make a plan to provide water facilities during this time.

Electricity

The electricity runs on a meter which is situated in **bedroom 2**. To top it up we buy vouchers in town (in a similar way to mobile phone credit), and the number can be punched into the unit. The meter states when it is getting low so please can you keep an eye on it to ensure we have plenty of time to organise recharging credit. When requesting one of the committee members to purchase credit, please quote the following account number: **0500 0020 262**.

Electricity is an ongoing and considerable expense for us so we would appreciate your assistance in helping us conserve power where possible. Please **switch off all lights and fans** when you leave the house, and only use the air conditioning unit when absolutely necessary.

Power cuts

Please note that Maun suffers frequent power outages due to load shedding from our South African supplier, ESKOM. Planned power outages are occasionally communicated in advance, but this is not always the case. Power cuts usually occur around 6pm and last for an hour or two – but the power can be out the whole day. Please familiarise yourself with where the candles and matches are in case they are required.

Recycling & garbage disposal

At present Maun has very limited recycling facilities, and as a result we reluctantly cannot recycle any of our glass/tins/paper items. Therefore all these items must be placed in the bin with other rubbish items. As soon as the situation changes in Maun, we will embrace it wholeheartedly but for now we simply ask that you crush aluminium cans and plastic water bottles to the smallest size possible, and place in the bin.

All rubbish must be put in a green or black bin bag and placed in the black bin at the cottage gate. This eventually needs to be taken to the rubbish area outside the main compound gate – if you are unable to do this yourself for whatever reason, please ask KC to help.

Security

The plot on which the cottage is situated is surrounded by some 15 houses, and somewhere in the region of 30 dogs (not including the clinic inpatients). Therefore it is extremely secure from a safety point of view. However, petty theft is on the rise in Maun and the plot is visited by many different people throughout the course of a day. We therefore recommend that you lock all doors when leaving the property – **including the front door security gate** – and do not leave valuables or keys in plain sight or where they can be 'fished' through open

windows. We also therefore suggest closing windows at night (temperature permitting), when you leave the property for the evening, or during the weekends if you go away.

Please note that MAWS cannot be held responsible for any thefts which may occur during your stay.

Canine visitors

There are three occasional visitors to the cottage – a Belgian Shepherd (Tarka), a Collie (Pie), and a dishevelled yet gorgeous dog (Scruffy) of indeterminable parentage. As dog lovers we feel bad in saying this, but please **discourage** the dogs from entering the garden, and in particular the house.

From time-to-time our volunteers will be expected to take patients home with them for overnight monitoring, and we also occasionally require clinic inpatients to spend some time up at the cottage for socialisation. If the Three Amigos think that the cottage is their territory then this may make life difficult for us in the future.

FOOD & BEVERAGES

MAWS appreciates the costs of travelling to Botswana, and hence we provide **self-catering** ingredients to our volunteers to help offset the expense of the airfare. Our Committee members also provide home-cooked frozen meals to make life easier after a long day in the clinic. However, funds are limited and therefore there are a number of restrictions we face when catering for our volunteers.

Many of our food items are donated by local businesses. This means we often don't have too much say in what we are given: for example, if Bran Flakes are on special then we're given Bran Flakes, not Cornflakes. Equally if the Fruit & Veg wholesaler is inundated with apples and carrots, you will be too.

As a cattle-rearing country, beef will feature highly on the menu, with the occasional chicken dish. As a landlocked country all fish needs to be imported at great expense and therefore, with the exception of canned tuna, we do not provide fish to our volunteers.

Furthermore, as a desert nation, Botswana does not grow a great deal of its own grains, fruits and vegetables. We are almost entirely reliant on South Africa which supplies us with the majority of our everyday food stuff, complete with a hefty import surcharge. It is a 16-hour lorry drive from Johannesburg and as a result we only get deliveries twice a week, and sometimes not at all. One of the biggest irritations of living in Maun is the lack of choice on the supermarket shelves, so therefore please understand when certain everyday items simply aren't available, often for weeks on end.

Finally, we are often given a budget to adhere to so to make it go further we avoid the glistening, imported seedless grapes and instead grab a bunch of value-for-money bananas from somewhere a little closer to home.

Over the following pages we're going to explain the choice that is available to you, how it works, and what to do if you need something which is not on the list. All volunteers have been asked to supply us with any specific dietary requirements, so if that has not been communicated in plenty of time, please be gentle with us.

You will be provided with a varied combination of the following items:

WHAT WE SUPPLY	WHAT WE CAN'T SUPPLY
BEVERAGES	
Tea (Five Roses)	Decaffeinated or speciality tea
Coffee (Nescafe Classic)	Decaffeinated or speciality coffee
Water (filtered water)	Carbonated soft drinks, fruit juice, cordials
Orange cordial (Oros)	Fruit juice – fresh or UHT
DAIRY	
UHT milk (usually full fat)	Fresh milk, low fat/skimmed, Soya milk
Eggs	Yoghurt, other dairy produce
Margarine	Butter or low fat spreads
Cheese (Cheddar or Gouda)	Brie, camembert, feta, other speciality cheeses
MEAT	
Sandwich ham, salami	Bacon, speciality cooked meats
Frozen home-made ready meals	Chops, steaks, sausages, braai packs
FISH	
Canned tuna in oil/brine	Other fish (fresh, frozen or canned)
STAPLES	
Bread and rolls (usually white)	Speciality bread e.g. low-GI or gluten-free
White pasta (usually macaroni or spaghetti)	Wholewheat pasta, other types, gluten-free
White rice	Brown or wild rice
Cereal – usually bran flakes or cornflakes	Muesli, other cereals
Sugar (brown or white)	Non-nutritive sweeteners e.g. Canderel/Splenda
Peanut Butter, Marmite, Bovril, Jam	Honey, other spreads
Tinned tomatoes, baked beans, sweetcorn	Other canned items
Ketchup, mayonnaise, salt and pepper	Chutneys, other condiments
FRESH FRUIT & VEGETABLES	
Salad (lettuce, cucumber, tomato, peppers)	Imported salad items
Vegetables (potatoes, butternut, carrots, onions)	Imported vegetables
Seasonal fruit (apples, bananas, pears)	Imported fruit
SNACKS	
Biscuits or rusks	Chocolate bars, snack food, crisps/chips

If you have **dietary requirements such as gluten/wheat/lactose intolerances** then please be aware that you may need to purchase these food items yourself in Maun. Please also be aware that these items are only stocked in a handful of Maun's supermarkets, and often run out quickly.

If you have any queries please discuss these with us.

Whilst we provide everyday provisions, volunteers should go prepared to pay for some of their meals if appropriate (e.g. if you go to a bar or restaurant).

Please nominate a member of your team who will be responsible for advising MAWS (in plenty of time) if the self-catering food needs replenishing. Please also advise us if there is anything you think may go to waste, as past-their-prime apples make great homemade Apple Pie and old peppers make delicious pasta sauce.

Meat

We usually aim to supply a little cooked meat such as ham and salami for sandwiches and salads. This usually remains frozen for you to defrost as and when you need it.

Other meat items (mainly beef mince and chicken pieces) are provided to us frozen by the local butchery. We have a network of local residents who then turn it into frozen ready meals for you to reheat after a busy day at the surgery. These are usually along the lines of Bolognese sauce, chicken curry, beef lasagne etc. We do not usually provide the volunteers with uncooked meat as we find it tends to go unused and gets wasted.

As Botswana is a cattle-producing country, you will find that beef here is very cheap and of very high quality. We therefore find that it is easy to ask butchers to give us beef, and a little chicken, whereas most pork and lamb has to be imported. If you do not eat red meat then please accept that your diet may be a little higher in vegetables than usual as we cannot always supply sufficient non-red meat ready meals without advance notice.

Fish

As a landlocked nation Botswana has to import all fish and seafood, and as a result it is extremely expensive. The only fish we are able to obtain cost-effectively is tinned tuna. Local freshwater fish (such as bream) is available at the supermarkets but as yet we have not been able to source a regular supplier.

Vegetarians

Readymade vegetarian items such as Quorn sausages/burgers/nuggets are available (at relative expense) in Maun. We are unable to supply these to you. If we are advised in advance that you are vegetarian, we can try and extend the range of vegetables we receive and budget for extra protein items such as cheese. Please note this cannot always be guaranteed. However there will always be plenty of ingredients to make vegetarian pasta and rice dishes.

Alcohol

We do not provide alcohol to our volunteers, but you are more than welcome to stock up in town.

SHOPPING

Currency & costs

At the time of writing (May 13), the Pula exchange rate is as follows:

GBP 1	=	BWP 11.5	USD 1	=	BWP 7.5
EUR 1	=	BWP 9.6	CAD 1	=	BWP 7.4

AUD 1 = BWP 7.7 ZAR 1 = BWP 0.93

You will not need a great deal of money as most of your in-country costs are covered by MAWS. However, we have outlined some general costs below:

Pizza (restaurant)	BWP 60	Steak (restaurant)	BWP 70
Beer (pub)	BWP 15	Beer (liquor store)	BWP 8
Large glass of wine (pub)	BWP 18	Bottle of wine (liquor store)	BWP 40-60
Mosquito repellent	BWP 32	Soft drink can (Coke, Sprite etc)	BWP 5
Large packet crisps/chips	BWP 7	Large chocolate bar	BWP 10

Maun has several Bureau de Change offices and you should be able to change most major currencies and travellers cheques. Maun also has numerous ATMs (Barclays, FNB, Standard Bank etc.) which will dispense cash to most foreign card providers. Most supermarkets and some shops will accept debit and Visa/MasterCard credit cards (but NOT American Express).

Supermarkets

SHOPPERS – Engen Shopping Mall, corner of Francistown Road

Pros: Good for staple items, bread and cakes, decent fruit and vegetable section, good prices, close to clinic

Cons: Limited choice, terrible butcher

SHOPRITE – Centre of town, opposite Nandos

Pros: Staple items, toiletries, cleaning items, bulk goods, tinned goods, keen prices

Cons: Limited fruit and veg choice, terrible butcher

SPAR – Ngami Centre, New Mall, near the airport

Pros: Imported fruit and vegetables, Spar own-brand produce, cheeses, snacks, soft drinks, good butchery

Cons: Hit and miss fresh produce section

WOOLWORTHS – Ngami Centre, New Mall, next to Spar

Pros: High-end luxury items, decaffeinated coffee, speciality breads and pastries (think Marks & Spencer's)

Cons: Fresh deliveries on Tuesdays and Friday mornings – patchy stock the rest of the week

CHOPPIES – Engen petrol station, near the airport

Good for: Low cost staple items, bread and cakes, toiletries

Cons: Terrible fruit and vegetable section, terrible butchers

Butchers & fishmongers

DELTA MEAT DELI – Rileys' Garage Complex

Pros: Lovely butchery, best biltong in town, large selection of frozen meat, fish and frozen pastries/pies

Cons: Expensive

BEEF BOYS – Tshepo-Tshepo Road, past the Bus Station

Pros: Good butchery, large selection of fresh meat, and excellent supply of frozen fish and seafood

Cons: Out of town

Liquor stores

SHOPPERS LIQUOR STORE – Engen Shopping Mall, corner of Francistown Road

Pros & Cons: Good selection, best prices

LIQUORAMA - Engen petrol station, near the airport (next to Wimpy)

Pros & Cons: Good all-round booze shop

BATEMANS – Penstone Plaza, Main Road

Pros & Cons: Great wine selection, but very expensive

LEPOPO WHOLESALE – Next to French Connection on Mophane Avenue

Pros & Cons: Excellent wine cellar (sold by the bottle) but beers and soft drinks only sold by the case

Curios

There are a variety of curio stalls along the main road just outside of town – remember to haggle and tell them you are local – point at your Botswana registered car as this should help. You can also buy curios from a nice roadside shop just before River Lodge.

Other curio shops include African Arts & Images by the airport, but this is tailored more for your rich safari tourist and the prices are set accordingly. You can also visit Jazella's in the Natlee Centre (opposite the airport next to Bon Arrivée) which stocks curios and clothes.

ENTERTAINMENT & ACTIVITIES

MAWS Committee Members will endeavour to entertain you where possible, but please bear in mind that this will not always be possible, especially for volunteers staying for short periods of time. We welcome more than 50 volunteers each year – that's one newbie per week – and unfortunately for our tiny Committee the expense of constant entertaining can be quite daunting. We ask that you please do not take this personally, and understand the limitations that we face. However, please note that lone volunteers (i.e. no other volunteers during their stay/part of their stay) will be looked after and entertained very well as we appreciate that without company, evenings and weekends may be lonely.

TV & DVD player

To keep you entertained during the evenings, we have provided a television which is hooked up to a DVD player. We are slowly increasing the DVD library but for now choices will be a bit limited.

Movies

Maun has no cinema but Motsana, one of the local shopping/entertainment complexes, screens movies at 19:30 every Thursday night. Please call Motsana on 72 241 444 to find out the movie title on show each week.

Music, books & magazines

In the kitchen there is a set of speakers into which you can plug your iPod.

In the lounge we have provided a number of books and magazines for volunteers to read. We ask that you do not take the books home with you – but you are welcome to leave your old books behind. ☺

Going out

Maun has no end of pubs and restaurants and we have provided a map and a summary of the best places on the following page.

Cafés

French Connection
Hilary's
Kalahari Café (free Wifi)
Motsana (free Wifi)

Pubs & restaurants

Maun Lodge
Bon Arrivée
Sedia Hotel
Sports Bar
The Old Bridge Backpackers
Audi Camp
Okavango River Lodge
Thamalakane River Lodge

Taxis & public transport

Maun has numerous taxis and combis (minibuses) and these are generally very safe to use during the day. At night – as you would anywhere in the world – please exercise due caution and do not travel/walk alone, especially if you have been drinking.

NOTE: Maun is currently cracking down on drink driving, and therefore if you choose to drive yourself to the pub you may be stopped by the Booze Bus – a large transit van which operates roadblocks looking specifically for drunk drivers. The Booze Bus is not equipped with a breathalyser and hence if the police suspect you have been drinking, you will be taken to the police station cells for a blood test. This may take several hours and be rather inconvenient to say the least, so we recommend that the designated driver remains alcohol-free the entire night.

Local activities

Please find to follow some suggestions for those looking for weekend activities. All prices were correct at the time of writing but please call to check for changes.

MACK AIR SCENIC FLIGHTS

Tel 686 0675

Email reservations@mackair.com

45 min P1,600 for the plane, plus P50 per person departure taxes ~ current departure taxes.

1 hour P2,000 for the plane, plus P50 per person departure taxes ~ current departure taxes.

These rates are based on a 4 seater (pilot plus 3)

HELICOPTER HORIZONS

Tel 680 1186

Email info@helicopterhorizons.com

45 min P3,600 per helicopter, plus P50 per person departure taxes ~ current departure taxes.

1 hour P4,800 per helicopter, plus P50 per person departure taxes ~ current departure taxes.

Based on a 4 seater helicopter (pilot plus 3)

ISLAND SAFARI LODGE

Tel 686 0300

Email enquire@africansecrets.net

Mokoro Day Trip - P1,100 per person (min. 2 people), including return boat transfer from Island Safari Lodge to Buffalo fence, Mokoro poler/guide, entrance fee & packed lunch.

Mokoro Overnight Trip - P1,550 per person (min. 2 people), excluding camping equipment and food.

Includes return boat transfer from Island Safari Lodge to Buffalo fence, Mokoro poler/guide, entrance fees & packed lunch.

Moremi Day Trip - P2,185 per person (min. 2 people), including safari vehicle, professional guide, national park fees, packed lunch and a bottle mineral water.

THAMALAKANE RIVER LODGE

Tel 680 0217 / 72 506 184

Email reservations@thamalakane.com

Sunset Boat Trip - P150 per person (min. 4 people) for a 2-3 hour trip, departing approximately 16:00.

Boro Boat Trip - P150 per person (min. 4 people), for a 2-3 hour trip up the Boro to the buffalo fence.

Overnight Trip to the BOGA campsite - US\$220 per person - leaves approx 09:00, returns 13:00 the following day, includes all meals, camping equipment, boat, fuel, guide and activities.

AUDI CAMP

Tel 686 0559

Email info@campokavango.com

Mokoro Day Trip 1 - P725 per person, including road transfer, entrance fees, mokoro and guide/poler.

Moremi Day Trip 2 - P1,700 per person (min. 2 people), including guide, park fees, vehicle, fuel and packed lunch - excluding drinks.

Mokoro Overnight Trip 1 - P1,180 per person, including road transfer entrance fees, mokoro and guide /poler - excluding camping equipment & food.

Mokoro Overnight Trip 2 - P2,150 per person, including road transfer, entrance fees, mokoro, guide /poler, camping equipment, all meals - excluding drinks.

BACK TO THE OLD BRIDGE BACKPACKERS

Tel 686 2406

Email info@maun-backpackers.com

Mokoro Day Trip - P665 per person (min. 2 people), inc. transfers, Mokoro guide/poler and packed lunch.

Mokoro Overnight Trip 1 - P845 per person (min. 2 people), including transfers, Mokoro guide/poler - excluding camping equipment and food.

Mokoro Overnight Trip 2 - P1,570 per person (min. 2 people), including transfers, Mokoro guide/poler, all camping equipment and meals.

Moremi Day Trip - P3,025 per VEHICLE per day, (max. 6 people), including guide, vehicle and fuel, excluding meals, drinks and park fees.

OKAVANGO RIVER LODGE

Tel 686 3707

Email info@okavango-river-lodge.com

Mokoro Day Trip - P655 per person (min. 2 people), including transfers, Mokoro guide/poler (packed lunch available at P40 per person).

Mokoro Overnight Trip - P845 per person (min. 2 people), including transfers, Mokoro guide/poler excluding camping equipment and food (tent hire P50 per night, equipment hire (pots/pans etc.) P50 per night)

Boat Hire - P120 per person (min. 4 people) to the Buffalo fence, excluding drinks.

HORSE RIDING

Tel 72 301 054

Email jen@africananimaladventures.com

1 hour ride P150 per person **2 hour ride** P250 pp **3 hour ride** P350 pp

DELTA RAIN

Tel 680 0381

Email info@deltarain.com

Mokoro Day Trip – P450 per person including transfers, Mokoro guide/poler, lunch.

Further afield

Having travelled such a long way to Botswana, we understand that volunteers are keen to see as much of the region as possible.

You will have regular time off during your stay in which you can organise day trips (usually Sundays). If you are interested in taking a couple of days off in order to travel a little further afield we are happy to oblige, but we do ask that you give us sufficient notice to ensure patients are not brought into the clinic and appointments are not made (or can be easily postponed).

Please note the following:

- While we will help where we can, MAWS cannot be responsible for organising your activities.
- We will allow the Venture to be used as transport for local activities, but respectfully request that you do not expect to take it – or the Nissan – on longer journeys, particularly anything that involves driving through sand or water. Maintenance and repairs are one of our biggest expenditures and hence we have to be strict on this point.

We have approached a number of local lodges and activity providers to allow our volunteers preferential rates from time to time – these however are **NOT guaranteed**. Should you be lucky enough to receive preferential or subsidised rates then the following applies:

- During your visit you are still MAWS representatives and we ask that you behave accordingly.
- The cost of all alcoholic beverages consumed in the lodges will be your responsibility, even if the accommodation has been provided on a full-board basis.
- If you are offered a subsidised 'staff seat' rate on a plane, you must be aware that you **WILL** be bumped off the flight (and at short notice) if a full-fare paying passenger requires the seat.
- 'Staff seat' rates may mean you do not fly at the same time, on the same plane, or even on the same day as your travelling companion – if this is an issue you **must** book a full-fare flight in order to guarantee flight times. Chartering a private plane costs a minimum of P5,000 hence is not an option.
- You will be responsible for airport taxes incurred when leaving from Maun or Kasane (P50).
- If the lodge is accessible via tarmac road and we permit the use of the Venture, you will be expected to pay for the fuel required and parking or any other fees levied.

If you fly into the lodges it is likely you will find yourself in a small Cessna aircraft. In this case baggage restrictions are as follows: Each passenger is limited to one soft-sided bag, weighing no more than 20 kg, plus a typical sized camera bag. Bear in mind the door to the aircraft luggage pod is only 70 x 25 cm. Soft type duffel bags are ideal and indeed are required. These can be organised in Maun if required.

Victoria Falls

Many of our volunteers are keen to make a trip to Victoria Falls while in Botswana. We are happy to help as much as possible with suggestions, but ask you undertake as much of the coordination as possible. If you need to make international phone calls to secure bookings then we ask that you please credit the MAWS phone with the appropriate amount – we can let you know how to go about doing this.

Flights to Kasane

The easiest way to get to Victoria Falls is to fly with Air Botswana to Kasane (approximately P800 – P1,200 return depending on fare available). From Kasane you can take a road transfer to Victoria Falls.

MAUN TO KASANE

Flight	S	M	T	W	T	F	S	DEP	ARR
BP052			*					1300	1350
BP052	*							1300	1350
BP054					*			1030	1120

KASANE TO MAUN

Flight	S	M	T	W	T	F	S	DEP	ARR
BP051			*					1130	1220
BP051	*							1130	1220
BP053					*			1300	1350

To book your Air Botswana flight directly, please book online at www.airbotswana.co.bw. Alternatively you can email: e-booking@airbotswana.co.bw, call +267 310 5476, or visit the Air Botswana offices on the road leading to the airport in Maun.

Road transfers

We can recommend Wild Horizons for road transfers between the Kazungula border post (just outside Kasane) and Victoria Falls. Please note that the Zimbabwean visa fee (which is \$55 for UK nationals) is not included in their cost, and you may need them to quote for collection from Kasane Airport. Transfers operate at pre-scheduled times and the journey from Kasane to Victoria Falls is approximately 1½ hours. If you wish to travel at an unscheduled time, the transfer will be treated as "private" and will be charged at a minimum of 4 persons.

KAZUNGULA TO VIC FALLS

0830

1200

1700

VIC FALLS TO KAZUNGULA

0730

1100

1600

They can be contacted via the following methods:

www.wildhorizons.co.za

info@wildhorizons.co.zw

Tel: +263 13 44571

Mobile: +263 712 213 721

Vic Falls accommodation

There are numerous places to stay in Victoria Falls, but if you are looking for cheap, cheerful and centrally located, we recommend Vic Falls Rest Camp. It is situated in the heart of Victoria Falls and is within walking distance of the Falls themselves.

For bookings please call +263 13 40509 or email reservations@restcamp.co.zw.

HEALTH

General health care

Should you feel under the weather during your stay, please make an appointment at one of our local healthcare providers. For convenience we suggest the following:

Delta Medical Centre

Tel 686 1411 / 686 2999

Email deltamedicalcentre@info.bw

Located in the centre of town (Old Mall), opposite Riley's Garage.

- 24 hour Emergency Services
- Consultation and Treatment
- General Health Consultancy
- Radiology and Scanning (X-RAY)
- Physiotherapy
- Operations (Major and Minor Procedures)
- Dental Services
- Intensive Care Services

Emergency treatment

Most basic emergency treatment can be handled in Maun, but serious cases will require medical evacuation (MediVac) to either Gaborone or Johannesburg.

Private hospitals will not treat patients unless they can pay cash before receiving treatment, and emergency patients will only be accepted if they can provide acceptable proof of full insurance cover (such as a medical card) or a credit card with sufficient remaining credit limit for the expected cost of treatment.

To help us facilitate this in the event of an emergency, please ensure that your medical insurance details are forwarded to us or left in an obvious place at the cottage. **We will be unable to organise a MediVac or emergency treatment without these details** – and you may not be in a position to tell us where they are.

Rabies treatment

All volunteers are expected to have received the rabies vaccination (pre-exposure prophylaxis) prior to their visit. However, this vaccination does not prevent rabies; it simply means that in the event of a bite from an animal with suspected rabies, the person bitten has 72 hours in which to receive an additional two injections (post-exposure prophylaxis) versus 24 hours and five injections for a non-vaccinated person.

We take all possible measures to prevent dog bites, and we expect our volunteers to also do their best to minimise the risk. Unfortunately, sometimes dog bites happen. If this is the case and you require additional emergency vaccinations, we will help you organise this but you will be liable for the cost of the vaccines. In our Volunteers Handbook we request that **all volunteers have travel insurance which covers them for working with animals**, and thus your insurance provider will be expected to cover these costs.

TRANSPORT

Clinic transport

MAWS owns two vehicles: a Nissan bakkie which is generally used by our staff for collecting dogs for sterilisations, and a Toyota Venture which is used by staff and volunteers to attend to emergencies and follow-ups around Maun. Please look after the vehicles – maintenance absorbs a considerable amount of our funds so we would be grateful if you take this into account when driving.

Personal transport

Volunteers will have access to the Toyota Venture should they want to go shopping or sightseeing after work, but you and your fellow volunteers will be responsible for putting fuel in the car. You will also be responsible for splitting the cost of fuel fairly between your fellow vehicle-using volunteers. We work on a rule of thumb that fuel costs P1 per kilometre – please bear this in mind.

If the Venture is used on MAWS business (e.g. attending emergency call-outs) then MAWS will fund the fuel cost for that particular trip – please make sure we are aware the vehicle has been used for such a purpose.

Please note that you will also be responsible for settling any speeding tickets incurred during your stay. Maun has frequent roadblocks and you are expected to carry your drivers' licence at all times.

Repairs

Please be alert for any potential problems – unexpected repair bills cripple us financially and hence please advise us **immediately** if you detect (or even just suspect) any mechanical issues, leaks or noises.

As an older vehicle, it is inevitable that the Venture will occasionally be unavailable due to repairs or maintenance. Whilst we will endeavour to minimise its time off the road, we ask you to respect that undertaking repairs can be a lengthy process: parts may need to be ordered from South Africa or sourced from scrap yards, and to reduce costs we may call in favours from mechanics who are working out of hours. During these times we ask that outside of clinic hours you use Maun's taxis (at your own expense) – we can provide numbers of reliable taxi drivers.

Please note that the Nissan is not available after hours or on weekends as it is needed by Nation so he can drop dogs off on his way home.

Liability

Our vehicles all have **third party insurance cover**, but please note that if you damage the vehicle you will be responsible for the repair cost. Knocking off a wing mirror or denting the bumper may seem like a minor issue, but for a charity with limited funds these repair costs can make the difference between us managing to pay salaries at the end of the month or not. Therefore we have to reluctantly insist that **"you bend, you spend"**.

Please also be aware that drink driving is illegal in Botswana, and if you have an accident whilst under the influence our vehicle insurance will be null and void, even if the accident was caused by the other driver. You will be expected to pay the full cost of repairs if the vehicle you are driving is damaged while you are over the legal limit – no exceptions.

COMMUNICATIONS

Mobile phones

MAWS has two dedicated mobile phones to be used by staff and volunteers.

73 573 774 (BeMobile)

This is the clinic phone. Tana holds the phone when you are on outreach in case of enquiries and emergencies. To check how much credit remains please dial *134#

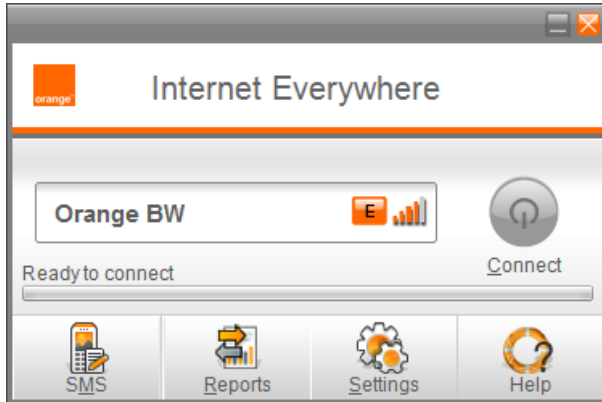
76 499 440 (Orange)

This phone is held by the vets. Please keep this phone charged and with you **at all times** so that we can contact you in case of emergency. You are unlikely to receive general enquiries from the public on this phone as we do not publicise the number. To check how much credit remains please dial *155#

You are welcome to pass these numbers (+267 73 573 774 and +267 76 499 440) to friends and family if they wish to contact you, but no international outgoing calls/sms please! International phones should be able to pick up a roaming signal so your own phone should work as normal. Please note: many of the neutering sessions are performed in remote, outlying areas which often do not have cell phone coverage.

Internet

There is internet access at the cottage but (currently) not at the clinic. Please note that the internet is accessed via a SIM card powered USB dongle hence is slow (and temperamental) and you may prefer to visit one of Maun's many internet cafés for uploading pictures or using Skype.



The dongle is attached to the rear of the computer. To use it you must double-click the Orange icon on the desktop. This will open a small screen as shown left. When a signal is found just click the Connect button. You are now ready to use the internet. Please remember to **disconnect** when finished.

The dongle contains a SIM card which must be recharged with data – this cost is not covered by MAWS and the organisation of the data recharge will be the responsibility of the volunteer. **Volunteers with smartphones** are welcome to purchase a local SIM card in Maun (the SIM is just P10 and requires little in the way of registration) and use this for their data needs.

Maun has numerous cafes and restaurants which offer faster free/paid internet access. Options include Motsana, Wimpy, Barcelos, Kalahari Coffee Shop, PostNet and many more.

Urgent messages from your friends and family can be passed on via info@maunanimalwelfare.com. These will usually be passed on within a few hours. Remind your friends to visit www.facebook.com/4MAWS for updates.

ESSENTIAL NUMBERS & PEOPLE

Clinic staff

Nation	71 519 399
Clinic phone	73 573 774
Volunteers	76 499 440 (held by volunteer vets)

MAWS

Whilst MAWS has many members, to follow are the people you are most likely to encounter during your visit.

Tana Hutchings	71 657 443
Mervyn Palmer	71 651 131
Marie Van Meer	71 754 030 / 680 0625

Other important numbers

Dr Rob Jackson (private vet)	71 303 919 / 686 2862
Okavango Pharmacy	686 2049
Medi-Help Clinic	686 4084
Delta Medical Centre	686 1411 / 686 2999
Police	686 0223