

Welcome Pack



This pack will tell you everything you need to know about volunteering with Phunzira. Please be aware that due to ongoing economic instability in Malawi, coupled with regular devaluation of the Malawian currency, all prices quoted in this pack may vary considerably. You can pay airport taxis and at lodges in dollars, all other prices quoted are payable in Malawi kwacha unless specified. Dollar bills must be series 2013 or newer and denominations of \$5 or higher.

Please remember to print off all your forms, which can be found on our website, before coming to join us in Malawi. For more information please contact Rosa (rosa@phunzira.org) or Philippa (philippa@phunzira.org).

We look forward to meeting you in Malawi soon!

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Malawi: Ten Facts

Capital:	Lilongwe
Population:	Approx. 19 million
Currency:	Malawi Kwacha (MK or MWK)
International Dialling Code:	+265
Main Languages:	English (official), Chichewa (national), Chitumbuka (north)
Staple Foods:	Nsima (pounded maize), Kondowole (pounded cassava), Rice
Cities:	Lilongwe (capital), Blantyre, Zomba, Mzuzu, Karonga
Dominant Religions:	Protestant (55%), Catholic (20%), Muslim (20%)
Average Birth Rate per Woman:	4.6 children
Lake Malawi:	Listed as a UNESCO World Heritage Site

Visa Requirements

A valid passport with at least six months to expiry date (from intended exit date) is required to enter Malawi. If your passport is likely to expire you should get a new one before arriving. There are no Volunteer Visas in Malawi, so all volunteers should apply for Tourist Visas and give “tourism/travel” as the reason for entry.

Tourist visas, which are valid for 30 days, are issued upon entry and cost \$75 (payable in \$ - some nationalities are exempt from payment, please check with your nearest Malawian Embassy for more information). Visa forms can be printed off from the Malawi High Commission (<http://www.malawihighcommission.co.uk>) and completed before travel to save time at the port of entry. We do not recommend that you apply for the visa in advance of arrival, as this is a simple process at the airport in Lilongwe or other port of entry. Completed forms are handed in at the first desk, payment (in dollars in cash) at the second desk and the visa is issued at the third desk. You can then proceed through immigration for your entry stamp.

You can extend your visa for a further sixty days (just prior to the initial 30 day visa expiring) at a cost of MK5,000 per 30 days. Any volunteers staying for over three months should then expect to apply for a Temporary Resident Permit (TRP) after their 90 days has expired, which can be done in a nearby city Mzuzu and costs \$100 payable in \$ not MK.

Volunteers staying for longer than one month in Malawi and who plan to travel to different countries during their stay should get either a 6 month multiple entry visa for \$150 or a one year multiple entry for \$250, which can be organised from your home country or upon arrival at the Malawi border.

For more detailed information on visas please visit: www.malawihighcommission.co.uk and click on the consular and immigration services link.

Flight Options

There are no direct flights from the Europe, US, Australia etc. to Malawi. The main airlines that fly regularly to Lilongwe (the Capital) are Ethiopian Airlines, Kenya Airways and South African Airways. The easiest way to fly is with one stopover; however adding more stopovers usually decreases the cost of your flight. In general, Ethiopian Airlines is viewed as the cheaper option (though at peak times of the year there is less of a difference in price). Flights normally cost between \$500 and \$1,000 (return) depending on the time of year.

Entry Into Malawi

If you are flying in from the Europe with one stopover, you will arrive in Lilongwe approximately 15 hours after original departure. It is at this point that you will receive your Tourist Visa in your passport.

In general Malawi is considered to be a safe country where tourists are not at great risk, however in Lilongwe petty crimes and robberies can be frequent so visitors should make sure to watch their bags and carry only small amounts of cash when out and about. To withdraw from a cash point you will need either VISA (most commonly accepted) or MASTERCARD (only occasionally accepted). There are plenty of places to withdraw money in Lilongwe and Mzuzu

(use either Standard Bank or NBS). Each individual withdrawal cannot exceed MK80,000 and most international banks have a daily withdrawal limit (normally MK160,000 per day).

All volunteers are advised to stay in Lilongwe for at least one night once they arrive in the country. There are many places to stay in the Capital, from tourist lodges to plush hotels. For those on a typical traveller's budget Phunzira recommends staying at Mabuya Camp, a lodge owned by a British couple that has chalets, dorms, camping, showers with hot water, cooking areas, and Wi-Fi access. The staff at Mabuya will be able to provide advice on bus routes and timetables for getting to the north. A taxi to Mabuya Camp from the airport should cost \$30 – taxis are all unmarked and easy to find at the airport upon arrival.

The lodge gets very packed during peak season so make sure to book in advance with Mabuya by emailing bookings@mabuyacamp.com. For more information on the accommodation offered at the lodge, visit www.mabuyacamp.com.

Travel to Ruarwe

The aim is to get from Lilongwe (Central Region) to Nkhata Bay (Northern Region). There are buses that travel north along the lakeshore, going from Lilongwe to Nkhata Bay via Salima, costing around \$7-\$10 and taking between 8 - 12 hours. Alternatively you can travel from Lilongwe to Mzuzu, located 50km west of Nkhata Bay and one of the five main cities in Malawi. From the main bus station in Lilongwe there are numerous buses, both large and small, that leave for Mzuzu throughout the morning. The journey costs approximately \$7-\$15 and takes between 6 - 9 hours. There is a more comfortable, but slightly more expensive AXA Deluxe bus leaving from City Mall in Lilongwe at midday to Mzuzu, which costs approximately \$10 and takes 5 - 6 hours. Tickets for the AXA bus should be purchased in advance of travel from the office at City Mall. From Mzuzu you can travel to Nkhata Bay by share taxi or mini bus (if arriving before sunset), which takes approximately one hour and costs roughly \$3, or by private taxi (after sunset), which costs approximately \$15. While the lakeshore route is direct, it is a longer journey so we would recommend the AXA bus if your funds for the bus and private taxi permit it.

We recommend volunteers going to Nkhata Bay to stay at Butterfly Space, a tourist lodge run by two English ladies, Josie and Alice. For more information on the accommodation offered at the lodge, visit www.butterfly-space.com. Again, please book in advance during high season.

To get to Ruarwe volunteers are advised to travel on the weekly ferry, which leaves Nkhata Bay every Sunday at 5am. This will cost approximately \$5 – \$10 (depending on the class of travel) and takes between 4 and 6 hours, with beautiful views along the way. Upon arrival in Ruarwe (second stop from Nkhata Bay), take the service boat from the ferry to the beach, where you will be met by Lodge staff. There are also local boats, which travel to Ruarwe from Nkhata Bay on Wednesdays, Thursdays and Saturdays. They leave at approximately 7.30am and cost \$5. The journey is typically 7 – 14 hours as it tends to stop in many villages along the way, but it will drop you directly at Zulunkhuni River Lodge in Ruarwe and the views are spectacular!

Accommodation

All of our volunteers reside at Zulunkhuni River Lodge in Ruarwe. Short-term volunteers pay standard lodge prices for accommodation, of which half is payable to the lodge and half to Phunzira. Those staying for 3 months or more pay a subsidised rate of \$8 per night. Please contact the lodge directly by email to book your accommodation for the duration of your stay (info@lake-paradise.com) and visit their website for more information on accommodation available (<http://www.lake-paradise.com>). Zulunkhuni River Lodge is fully functioning and set in a beautiful location along the lakeshore with waterfalls backing onto it. Please be aware that it operates predominantly as a business and must attend to guests' needs as a priority; volunteers on a subsidised rate should therefore expect to be sleeping in the dormitory and may have to move around during their stay. We are extremely grateful to the owners for their generosity and we ask all volunteers to respect the lodge and treat it well.

Long-term volunteers are asked to bring their own tent and sleeping bag in case required and for onward travels. Mosquito nets are provided on every bed but we recommend volunteers to also bring their own if desired or for onward travel. A laundry service is available at the lodge for a small fee or there are many areas to wash your own clothes.

There is one shower and two toilets at the lodge and volunteers can expect hot showers in general in the evenings. Bear in mind, however, that it is very hot during the summer months so after a sweaty day at work a cold shower is often all that is desired!

There is no electricity at the lodge or in Ruarwe as a whole (except at the community centre) so after dark the solar lights come out. The staff at Zulunkhuni River Lodge are very friendly and helpful (so rest assured there will always be someone around to assist with any problems!) and there is extremely good security both day and night.

If you are staying for over a month then the lodge also offers food and accommodation packages for Phunzira volunteers. If you are interested in a monthly package deal then please contact the lodge directly.

Eating

Ruarwe is a very remote and rural village. Volunteers need to be aware that there is very little available to buy from anywhere within walking distance. Fresh food is seasonal and variable in availability. One of Phunzira's priorities is to ensure volunteers eat well and stay healthy, but this does take some forward planning. Please note that free safe drinking water is available at the lodge and education centre.

Volunteers will be asked to select a catered or self-catered option, which they can choose on a weekly basis.

Catered Option

This option will mean eating food cooked by Zulunkhuni River Lodge (from their standard menu) at the same price as regular guests and payable to the lodge at the end each week. Food at the lodge is vegetarian, varied and delicious, and is freshly prepared to order by their local chefs.

Breakfast: The kitchen opens at 7am and the lodge offers an extensive menu ranging from eggs on toast to a full English breakfast, pancakes, French toast and rice pudding. Prices range from \$3 - \$7.

Lunch: All volunteers are expected to eat lunch provided at their respective institutions on weekdays. If you are going for the catered option you will still have to pay MK3,000 each week for lunch (this is payable to Phunzira's volunteer coordinator). For more details please see later. At weekends lunch can be ordered from the menu with prices ranging from \$3 - \$7.

Dinner: There is a set meal every night at the lodge and it is usually eaten together with any other guests/catered volunteers staying there. The menu is varied but usually vegetarian with the occasional exception of chicken or goat sourced locally. Meals include fish and chips, spaghetti bolognese, veggie burgers, curry, chilli sin carne and handmade tortellini! If you have special requirements the staff will always do their best to accommodate you. Dinner costs approx. \$7 for a main meal and \$3 for dessert.

Self-Catered Option

There is a basic, covered kitchen area at the lodge with two mud stoves that use firewood for cooking. Firewood must be purchased by volunteers at a price of approximately MK500 per bundle. Cooking utensils and crockery/cutlery will be provided by the lodge. Please remember this is rural living and as previously mentioned purchasing food is not the easiest task, nor cooking it! However, it is part of the experience of living in a remote village and we believe that cooking together as group of volunteers in this simple way can be a very enjoyable experience.

All food, condiments, spices, oil etc must be bought in Nkhata Bay or Mzuzu before arrival in Ruarwe. There is a small supermarket (PTC) in Nkhata Bay as well as a large supermarket (Shoprite) in Mzuzu. You can also find many local shops as well as vegetable markets in both Mzuzu and Nkhata Bay. Vegetables widely available include tomatoes, onions, carrots, aubergines, green beans, green peppers and white cabbage, though there can be seasonal fluctuations in availability. You should budget for these items costing approximately MK10,000 per week.

Some perishable foods can be bought in Ruarwe and it will be up to volunteers to cover the cost either individually or as a group contributing to a 'pot'. You should budget for these extra items costing approximately MK4,000 per week. Perishables available locally include:

- A range of vegetables e.g. tomatoes, onions, leafy greens
- Eggs
- Bread rolls
- Fish (caught by local fisherman)
- Chicken (locally sourced from the village)

A typical day in Ruarwe if you are self-catered will be as follows:

Breakfast: Bread rolls are available in Ruarwe, but if you would like to have extras like cereal, oat porridge, peanut butter, honey, etc. then these should be purchased in Mzuzu or Nkhata Bay before travelling to Ruarwe. If you are staying for over a month then you should buy enough for 3 weeks.

Lunch: Catered and self-catered volunteers will all have lunch at their respective institutions on weekdays (cost MK3,000 per week). This is a great experience that allows everyone to get to know each other better, and learning about Ruarwe's culture and people is paramount to

our ethos as a charity. Lunch will be cooked by staff and will consist of local Malawian cuisine such as rice or nsima (dried and pounded maize), cooked with beans or usipa (fish).

Dinner: As basic or creative as you wish using the ingredients you brought along with you, such as pasta, potatoes, herbs, spices, vegetables, tinned foods etc.

It is possible for a shopping list of basic items available in Nkhata Bay to be sent down for the lodge representative (Blessings) to buy and send up with the next boat. Volunteers must send all the money needed for the shopping items in advance together with the shopping list. There is a small additional fee for each shopping list sent. This is an additional service and should not be relied on as the main source of food.

Summary Of Costs

Please note that we do not charge anything for people wishing to volunteer with Phunzira. Volunteers are, however, expected to cover all their living costs. When creating your own budget, consider the following costs:

Visa: See above.

Travel to Ruarwe: See above.

Accommodation: chalet \$20-\$25/night, dormitory \$10/night, or camping \$5/night; with a subsidised rate of \$8/night for volunteers staying for 3 months or over.

Food: Self-catered option: MK3,000 per week for lunch (+ approx. MK14,500 per week for perishables, extras and firewood).

Food: Catered option: all costs are payable to Zulunkhuni Lodge + MK3,000 per week payable to Phunzira's volunteer coordinator for lunch.

Travel outside Ruarwe.

Personal spending money: eg. Drinks at the lodge, phone credit, souvenirs etc.

In Ruarwe, accommodation, food, drinks etc bills are payable at the lodge weekly in cash. Malawi is a cash society so very few places accept card and this is not an option in Ruarwe.

Communication

There is no phone reception in Ruarwe, including at the lodge and the community centre. However there is one hill in the village that you can climb for network – the walk is 15 minutes from the community centre or 45 minutes from the lodge. There are two network providers in Malawi: Airtel and TNM (both work from up the hill). We recommend Airtel due to the wider availability of data packages.

Travelling Malawi

Since Ruarwe is a very remote location, volunteers may wish to take breaks in order to travel around Malawi. To allow for this, long-term volunteers should aim to work in Ruarwe for a 3-week stretch and then take a 1-week break. There are some beautiful areas around Ruarwe and Khondowe for camping, and visitors to Ruarwe often embark on a 5 – 8 hr walk south (with plenty of good swimming and snorkelling spots) to Usisya, where Temwa carries out

much of their community work (Temwa is the acting NGO for the district in which Phunzira's community work is carried out).

Every Sunday the ferry passes Ruarwe on its journey north towards Tcharo and Chilumba, and then heads back down south, passing Ruarwe each Monday morning on its way back towards Nkhata Bay. Ruarwe is one stop north of Usisya and two stops north of Nkhata Bay, a place many volunteers may wish to visit regularly due to its high level of tourism and lively atmosphere. Lake Malawi contains over 90% of all the fresh water fish species on the planet, and Nkhata Bay has a very good reputation with divers (see www.aquaafrica.co.uk).

Volunteers should consult Rosa (rosa@phunzira.org) if they wish to travel Malawi more extensively during their stay. There are some beautiful places to explore, including Mount Mulanje and the Zomba Plateau in the south, Mushroom Farm, Lukwe and Nyika Reserve in the north, and both Chizumulu and Likoma, two beautiful islands that lie in Lake Malawi not far off the coast of Mozambique.

Volunteers planning to arrive in September/October should note that Malawi has a yearly festival called the Lake of Stars. It has hosted acts such as Andy Cato (Groove Armada), DJ Yoda and Annie Mac, as well as some of Malawi's biggest stars (Lucius Banda, Joseph Tembo and the Black Missionaries). For more information visit their website: www.lakeofstars.org.

Travelling Africa

Volunteers who wish to travel through other parts of Africa before or after their trip to Malawi must consult a travel clinic in order to check whether they need to take extra precautions. You can get to Tanzania, Mozambique, South Africa and Zambia fairly easily by road, and Mozambique can also be arrived at by boat.

Volunteers should check visa restrictions for these countries (visas do not need to be obtained beforehand – except Mozambique – but the cost may vary depending on the country you are going to and the country you are from).

Cultural Awareness

Ruarwe is a very remote and local village and most adults do not have a very good command of the English language. Volunteers staying for longer than a period of 2 – 3 weeks should consider learning essential words and phrases in Chitumbuka when they arrive in order to communicate better with the surrounding community.

Female volunteers should be aware that in the towns and villages it is respectful to have your knees covered (and in some cases, your shoulders). Some practices in Malawi are very different to what volunteers may be used to at home. Visitors to the centre do not have to agree with all the customs around them but should act respectfully towards them and endeavour to understand the complex cultural history that has often shaped them.

Medical Matters

The main potential problem affecting volunteers is malaria. We insist on all our volunteers organising malaria prophylaxis prior to travel. Make sure you are taking your anti-malarial tablets each day (or week, if you are taking Lariam), and continue to take them for the

recommended time after you get home. You should always use a mosquito net. Make sure to apply mosquito repellent (preferably with 25% – 50% DEET), and try to cover yourself up at night. If you start feeling any symptoms of malaria then immediately notify the Volunteer or Project Coordinator.

HIV/AIDS is a problem all over Malawi and many volunteers arrive unaware of the risks involved in entering into relationships. All volunteers in such a situation, whether they consider themselves to be in long-term or short-term relationships, should make sure they use condoms. There are confidential clinics around Nkhata Bay that offer free HIV/AIDS tests with same-day results.

We also insist that all our volunteers purchase comprehensive travel/health insurance prior to travel and you will need to provide us with details of your insurance policy when you arrive along with emergency contact details and a signed code of conduct (forms available online). If a volunteer should fall sick there is a private doctor and public hospital in Nkhata Bay (and a public hospital in Mzuzu). If a volunteer should suffer a serious condition in Ruarwe there will always be someone available to assist them with getting to appropriate health services.

Important: Make sure you have read Phunzira's Medical Pack, which contains more detailed information about medical matters and emergencies.

Thank you for reading this Welcome Pack. We look forward to seeing you in Malawi soon!

