

South Africa: Family & Friends Information

How to get in touch with Venturers on a South Africa Expedition

Please rest assured that safety is at the heart of everything we do at Raleigh. Due to the remote nature of our project sites and our No Phones on Project Policy, Venturers will NOT have access to the internet or their phone for up to 19 days at a time. Check these carefully before you try to contact a Venturer on Expedition.

If you do have any questions or queries, do not hesitate to get in touch or take a look at our [Information for Parents](#).

General messages and updates

News & updates:

Follow Raleigh South Africa on [Instagram](#) and [Facebook](#) or read our [blog](#) to see photos and updates from our programmes.

Our staff will update these as frequently as possible, however due to the remote nature of our project sites, we do not always have phone signal to share photos effectively.

Venturer contact form:

Please use this [Venturer Contact Form](#) for non-urgent messages of support or encouragement, and updates that don't require a response.

Once you submit the form, your message will be sent directly to our staff in South Africa and be delivered to Venturers on a regular basis during project site visits or changeover.

Mail to South Africa:

Due to constraints with the postal system in South Africa, please do not attempt to send anything via post. If you do need to post something to a Venturer on Expedition, please get in touch your Venturer Coordinator and they will get in touch with the team in South Africa to put a plan in place for you.

Emergency incident support

In the case of a serious emergency which cannot wait until normal working hours (9:00 -17:00 GMT Monday to Friday), you can contact the Raleigh International Emergency Incident Number to speak to the Duty Manager:

+ 1 866 972 5146

If your call is not an emergency, you will be redirected to other members of the team who will be able to assist you during normal office hours.

Important Messages

Important messages that need a response could include flight information, exam results or important updates on family. Please send them directly to the Venturer Journey Team using the following details:

venturerjourney@raleighinternational.org

The Venturer Journey Team is based in Raleigh UK Office and would have supported the Venturer with their pre-departure preparations. Once they receive your message, they will be able to pass it on and arrange for a response in the most appropriate way. Usually this will involve sending it straight to the Raleigh South Africa team, who will then deliver your message to the Venturer the next day via radio/phone call. Please expect a couple of days delay in us responding to you.

If you phone outside of normal working hours (09:00 – 17:00 GMT Monday to Friday), please leave a voicemail or send an email and a member of the team will return your call.



Further information

What happens about notifying us of their arrival in-country and at Fieldbase?

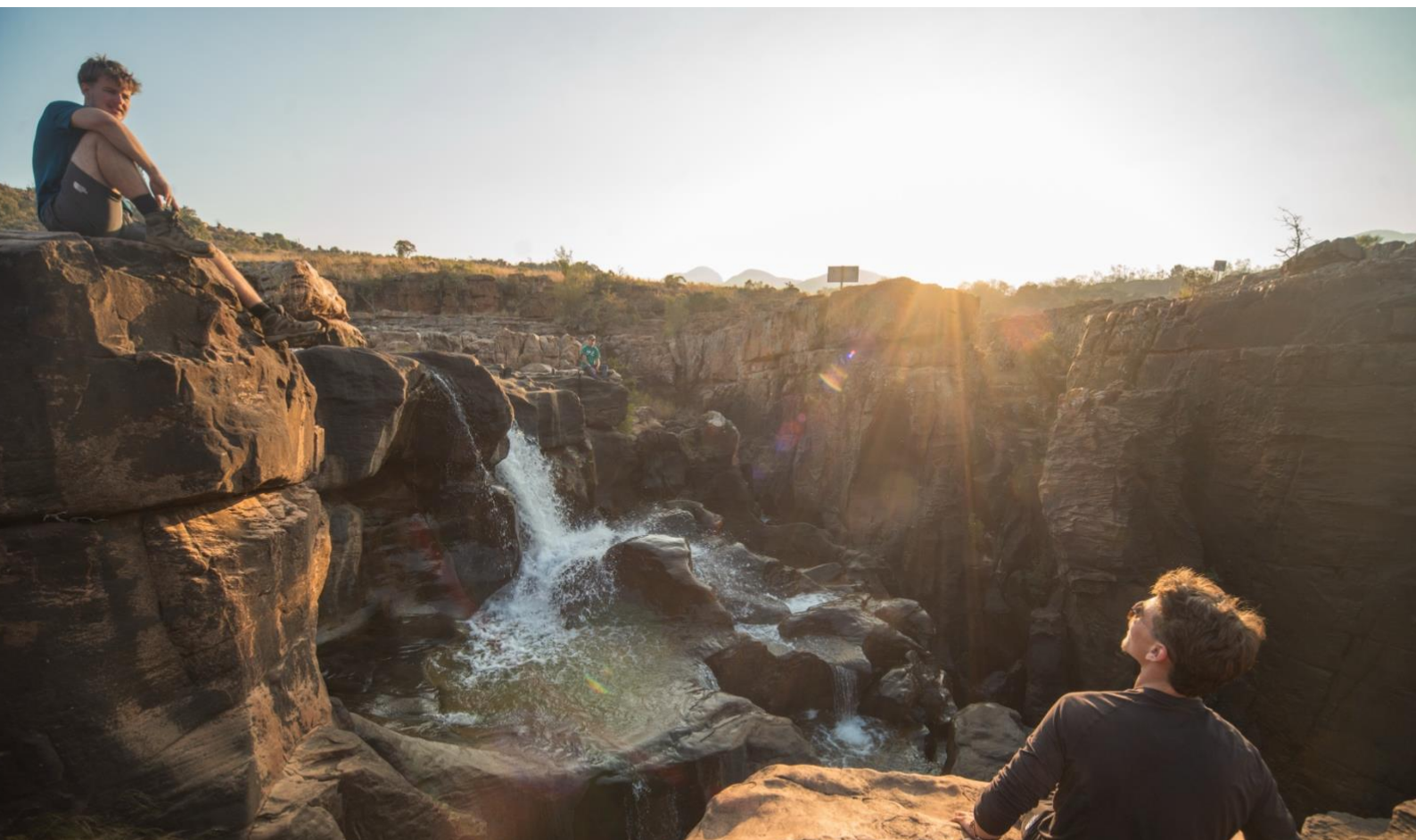
The Venturers will be collected at Kota Kinabalu International airport, before being driven to Raleigh's Fieldbase near Hoedspruit, about 30 minutes away from the airport. As soon as they arrive at the base, induction will begin. **We will email the registered Emergency Contact to inform them that the Venturers have arrived safely.** This email will be sent within 24 hours of the Venturers' arrival in South Africa.

When can they first call home?

It is unlikely that they will be able to call home in the first couple of days because of the busy induction schedule. The first few days will then be spent undergoing training in various skills including camp craft, first aid, health and safety and cultural awareness. They will also receive in depth briefs on South Africa and the projects the groups will be undertaking. Following this, the Venturers will be allocated into their project teams before then deploying to their project sites. Office-based Venturer Managers will immediately get stuck into their roles!

No news is good news

You should assume that no news is good news throughout the Expedition as Venturer will have very little or no access to the internet or phones for up to 19 days at a time. Should the need arise, teams can get in touch with Fieldbase by phone or radio at all times, supported by the UK team where necessary.



Raleigh no phone on project policy

What happens about notifying us of their arrival in-country and at Fieldbase?

Raleigh has a 'no phones on project' policy. This means that Venturers will not have access to their phones for up to 19 days at a time whilst they are out on project sites.

Where will they leave their phones?

We will ask all Venturers to place their phones in the safe at Fieldbase for the duration of each phase. This will encourage them to fully immerse themselves in the project sites, communities and building relationships with their fellow Venturers. It has also been proven to enhance the experience Venturers can achieve in the communities and environments.

How will they communicate with home?

This does not mean there will be no ability to communicate with home. All Venturers will have the opportunity to get their phones back at changeover and get in touch with loved ones at home. Fieldbase has access to signal and wi-fi, albeit slow. Each group will have access to project phones to ensure they can keep in touch with our Fieldbase staff team 24/7 to ensure the safety of the groups.

How will they get to take photos?

There will also be a Raleigh Photographer visiting all the project sites to gather content and capture the experiences of all individuals. Venturer Managers will also have access to project phones to capture real life, in the moment content. However, we encourage Venturers to bring digital cameras to capture some Expedition moments.

Will there be photos on social media

The Raleigh team will share photos of the Expedition on social media, so family and friends should follow Raleigh's social media channels to catch any possible updates. However, due to the remote nature of our project sites we don't always have access to photos, so a stream of updates should not be expected.

**For any further questions, please contact:
VenturerJourney@RaleighInternational.org**