



Volunteer Guidebook



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WHAT TO EXPECT

SHIP LIFE

ARRIVAL

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

- **MEET AND GREET WITH HOSPITALITY**

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

- **NEW CREW ORIENTATION**

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

- **BASIC FAMILIARIZATION—SAFETY & SECURITY**

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

SERVICES ON BOARD

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

Other services and facilities on board include:

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

WORK SCHEDULE

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

TIME OFF / FREE TIME

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

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

PERIOD OF SERVICE

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

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

SPIRITUAL LIFE

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

While we encourage all crew to maintain their own personal spiritual health while serving with us, there are many opportunities to enrich it while on board. In addition to our community gatherings and departmental

devotionals, we offer all crew the option to join small groups, Bible studies, prayer meetings, and other activities.

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

CHILD SAFETY

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

COMMUNITY OF FAITH

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

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

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

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

Mercy Ships Core Values:

Desiring to follow the model of Jesus, we seek to:

Love God,

Love and serve others,

Be people of integrity, and

Be people of excellence in all we say and do

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

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

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

SUMMARY OF CODE OF CONDUCT

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

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

ALCOHOL & DRUG ABUSE

The *Africa Mercy* is an alcohol-free environment.

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

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

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

SEXUAL CONDUCT & SEXUAL HARRASSMENT

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

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

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

VIOLENCE

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

BETTING AND GAMBLING

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

DRESS CODE

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

TOBACCO USE

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

MEETINGS

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

OTHER

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

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

DRESS CODE

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

GENERAL RULES:

- Knees must be covered for both men and women (including when seated).
- Undergarments should never show, nor skin between trousers and top.
- No spaghetti straps or low necklines.
- Shorts that reach the knees may be worn on board outside of business hours (0800-1700) except:
 - In reception
 - During patient interaction in the hospital or on deck 7

- During official functions on board.
- Footwear must be worn at all times unless in your cabin or at the pool.
- Tattoos and body piercings carry a negative connotation and crew are encouraged to keep them covered if possible.

SPORTING ACTIVITIES:

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

OFFICIAL FUNCTIONS, BUSINESS MEETINGS, CHURCH:

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

GOING ASHORE, PATIENT INTERACTION, ON BOARD:

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

SWIMMING:

- One-piece or a modest 'tankini'.
- No high-cut legs.
- No visible skin between top and bottom.
- Clothing should be worn over the suit to and from the pool (not just a towel).

WOMEN

OFFICIAL FUNCTIONS, BUSINESS MEETINGS,
CHURCH:

- Long slacks (trousers).
- Shirt and tie or business suit and tie (suit is not necessary for church).
- Closed-toed dress shoes – no flip-flops or sandals.

GOING ASHORE, PATIENT INTERACTION, ON
BOARD:

- Long slacks (trousers).
- No shorts (unless after business hours).

SWIMMING:

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

ADDITIONAL RECOMMENDATIONS:

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

MEN

While 40% of the population of Guinea are under the age of 25, and have had exposure to Western media and culture, older Guineans and many who come from non-urban areas do not agree with what they perceive to be the negative influences coming from the West, which they may associate with immorality. To show respect for all Guineans and their culture while Mercy Ships are guests in the country, we have adapted our dress code to be more conservative this field service.

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

<https://navigator.mercyships.org/x/oIDXlw>

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 epaulettes 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 epaulettes on board.

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

DECK & ENGINEERING

- Deck & Engineering Officers: Please bring at least one pair of khaki trousers and khaki shirt with 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. An individual may purchase any shoe they wish from Shoes for Crews, except for shoes with holes in the top. Overshoes are available if needed, however; we cannot accommodate those with wide-sizes and have a limited selection. You will be provided with an apron for your work-days.

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

ACCOMMODATIONS

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

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

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

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

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

Electricity on board is 220 volts/50Hz, and all cabins are fitted with British style three-prong electrical outlets (see photo reference). Some electronics (including



most laptops) come with dual voltage power supplies and do not need a transformer. Any appliance that does not already have a British plug attached will require an **adaptor**, which can be purchased on board or brought from home.

MEALS

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

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

All food and water on board is safe for consumption.

STAYING IN TOUCH

TELEPHONES

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

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

EMAIL AND INTERNET

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

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

MAIL / POST

Letters, packages, etc. will be forwarded regularly to the ship. Please advise your family and friends that it could take several weeks for mail to reach you in Africa. If you are sent packages (or anything over 1 ounce), you will be charged \$8.80/ pound (\$0.55 per ounce or 28.4g). In addition to letters, other common items that are sent to the ship include toiletries, snacks/food, office supplies, games, clothing, electronics, and books. U.S. and UK postage stamps are available on board. Crew members returning home to these countries are

often asked to carry mail back with them to be posted. To receive personal mail, have your letters mailed to the International Support Center (ISC) or our European Distribution Centre. Please note: we cannot cover personal items in the event of a loss.

ADDRESSING MAIL DESTINED FOR THE AFRICA MERCY	
INTERNATIONAL SUPPORT CENTER	EUROPEAN DISTRIBUTION CENTRE
<p><i>(for US Postal Service)</i></p> <p>[Full Crew Member Name and Department] Mercy Ships AFM — Container (or) Crew Mail P.O. Box 2020 Lindale, TX 75771-2020 USA</p>	<p><i>(for Regular Postal Service)</i></p> <p>[Full Crew Member Name and Department] Mercy Ships AFM — Container (or) Crew Mail Ridderkerkstraat 20 3076 JW Rotterdam THE NETHERLANDS</p>
<p>! To send a package from the ISC, via Crew Mail, it may not exceed 18in /46cm in length.</p>	
<p><i>(for FedEx, UPS, DHL)</i></p> <p>[Full Crew Member Name and Department] Mercy Ships AFM — Container (or) Crew Mail 15862 Hwy. 110 N. Lindale, TX 75771-2020 USA</p>	<p><i>(for FedEx, UPS, DHL)</i></p> <p>[Full Crew Member Name and Department] Mercy Ships AFM — Container (or) Crew Mail Ridderkerkstraat 20 3076 JW Rotterdam THE NETHERLANDS</p>

MERCY SHIPS HAZARDOUS MATERIALS WATCH

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

Items include aerosol containers, bleach, poisons, perfumes, nail polish remover, nail polish, detergent, ammonia, disinfectants, and batteries.

CONVENIENCE STORE (PIER 99) ITEMS

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

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

CLEANING SUPPLIES	KITCHEN SUPPLIES
Dish soap / Washing up liquid	Trash bags
Dish sponge	Ziploc bags
All-purpose cleaner	Hand towels

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

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.*

PREPARING TO SERVE

WHAT TO BRING

CLOTHING

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

TOILETRIES

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

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

PRESCRIPTION MEDICATIONS

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

LUGGAGE

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

USEFUL TO CONSIDER BRINGING

Laundry bag

Small flashlight / head torch

Sunglasses

Mosquito spray (any brand or DEET content is left to your preference)*

Sun screen/block (SPF 15 or higher)*

Sleeping bag /travel hammock (for those who may want to travel off the ship)

Travel mug*

Phone card*

Electrical adapters (all voltage on board is 220v – British plug). Any appliance that is rated for 220, 230 03 240 volts, 50Hz will operate on the ship.*

Travel plug adapter for sockets (*EU outlets*) ashore

Non-prescription/over the counter medications

Musical instruments – note: space is limited

Backpack or secure bag

Beach / travel towel

Ear plugs

Magnets (most walls on the ship are metal)*

**denotes item is also sold in the Convenience Store*

WHAT NOT TO BRING

Large suitcases

Large musical instruments

Firearms or weapons of any sort

Candles

Cordless appliances with butane fuel

Products containing bleach

Expensive jewellery and electronics

WE PROVIDE...

One bath towel

One fitted sheet

One duvet with a cover

One pillow

One pillowcase

IMMUNIZATIONS LIST

The following immunizations are mandatory for ALL adult crew:	
Yellow Fever	Single dose during lifetime (Yellow WHO card must be presented on arrival to the ship.)
Hepatitis B	Series of 3
MMR – Measles, Mumps, Rubella	Series of 2
Tetanus/Diphtheria	Within last 10 years (Tdap preferred)
Tuberculosis Test	TB Skin Test (PPD) or chest x-ray at least 12 months prior to arrival

The following immunizations are also mandatory for those working in the Hospital, Dental, and Engineering departments	
Typhoid	Either oral (within last five years) or injection (within last two years)
Hepatitis A	Series of 2

The following are highly recommended for all adult crew:	
Typhoid	Either oral (within last five years) or injection (within last two years)
Hepatitis A	Series of 2
Pertussis	
Polio Booster	Within last ten years
HIB (Haemophilus Influenza type B) Booster	
Meningitis ACWY	Within last five years
Rabies	Series of 3

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

MALARIAL PROPHYLAXIS

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

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

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

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

Travellers Who Should Not Take Mefloquine (Larium)

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

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

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

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

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

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

COMMITMENT LEVELS

Mercy Ships uses a tiered Commitment Level structure which encourages tenure through retention benefits and career paths using a 4-level structure based on commitment length. Each position has a clearly defined minimum and maximum length which in turn translate to a commitment level with the requirements and benefits that go along with it.

LENGTH OF COMMITMENT AND STAFF DEVELOPMENT

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

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

RETENTION BENEFITS

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

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

More information regarding the details of these benefits will be discussed once you arrive on board.

		VOLUNTEER POSITION COMMITMENT STRUCTURE SHORTER TERM SERVICE (UP TO 12 MONTHS)	
		Level 1	Level 2
COMMITMENT		2 weeks to 3 months	3 to 12 months
CREW FEES (USD)		\$700	\$650
WITH DISCOUNT	After 1 st Visit	\$550	\$500
	After 4 th Visit	\$350	\$350
	For Attending On Boarding [†]	\$350	\$350
REQUIRED TRAINING		n/a	Equipping to Serve*
PTO BENEFIT / ACCRUAL		n/a	Accrued at .055/day, 10 days maximum
INSURANCE		Evacuation & Repatriation is covered by Mercy Ships. Health insurance is encouraged.	Evacuation & Repatriation is covered by Mercy Ships. Health insurance is encouraged.

*Equipping to Serve is a course facilitated onboard.

[†]On Boarding is a course facilitated at the International Support Center in Texas, USA.

		VOLUNTEER POSITION COMMITMENT STRUCTURE COMMUNITY OF FAITH (12+ MONTHS)	
		Level 3	Level 4
COMMITMENT		12 to 24 months	24+ months
CREW FEES (USD)		\$350	\$250
After 24 months of consecutive service		\$250	\$250
REQUIRED TRAINING		On Boarding [†]	On Boarding [†]
PTO BENEFIT / ACCRUAL		1 st year: 20 days/4 weeks maximum After 1 st year: 25 days/5 weeks maximum	30 days/6 weeks maximum
INSURANCE		Evacuation & Repatriation is covered by Mercy Ships. Health insurance is required.	Evacuation & Repatriation is covered by Mercy Ships. Health insurance is required.
RE-ENTRY SAVINGS		Contribute after 1 year, matched after 4 years of continuous service.	Contribute after 1 year, matched after 4 years of continuous service.
SUBSIDIZED TRAVEL		Eligible to apply after 3 years of continuous service.	Eligible to apply after 3 years of continuous service.

[†]On Boarding is a course facilitated at the International Support Center in Texas, USA.

FINANCES

CREW FEES

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

CREW FEES			
All amounts are in US dollars and indicate the amount to be paid monthly.			
ADULTS			
LEVEL	COMMITMENT	TIER I	TIER II
1	2 weeks to 3 months	\$700	\$350
2	3 to 12 months	\$650	\$325
3	12 to 24 months	\$350	\$175
4	24+ months	\$250	\$125
CHILDREN			
Note: Children under two years old are not charged crew fees.			
LEVEL	COMMITMENT	TIER I	TIER II
1	2 weeks to 12 months	\$100	\$50
2			
3	12+ months	\$50	\$25
4			
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	

For more information regarding the discounts available, please refer to the previous section *Position Commitments*.

Please note: Mercy Ships is committed to keeping crew fees as low as possible, however, crew should expect fees to increase 2-5% each year.

PAYMENT OF CREW FEES

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

HOW FUNDS ARE PROCESSED ON BOARD

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

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

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

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

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

PROCESSING FUNDS THROUGH MERCY SHIPS

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

COUNTRY-SPECIFIC INFORMATION

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

NATIONAL OFFICE INFORMATION			
COUNTRY	ADDRESS	PHONE	WEBSITE/E-MAIL
AUSTRALIA	PO Box 1080 Caloundra, QLD 4551 AUS	+61-7-5437-2992	msaust@mercyships.org.au
BELGIUM	Magere Schorre 26 B-8300 Knokke-Heist BEL	+32-0-5033-2041	bert.vandijk@mercyships.be
CANADA	#5-3318 Oak St. Victoria, BC V8X 1R1 CAN	+1-866-900-7447	crew.coordinator@mercyships.ca
DENMARK	Jernbaekvej 6 DK 3200 Helsingø DNK	+45-074-55-1699	msdk@mercyships.org
FRANCE	Buoparc Aéroport Chemin de Colovrex 01210 Ferney Voltaire FRA	+33-0-6-79-00-15-23	go@mercyships.fr
GERMANY	Rudolf-Diesel-Str. 5 86899 Landsberg am Lech DEU	+49-8191-98550-0	Mitarbeiten@mercyships.de
NETHERLANDS	Ridderkerkstraat 20 3076 JW Rotterdam NLD	+31-010-4102-877	info@mercyships.nl
NEW ZEALAND	PO Box 13673 Onehunga Auckland 1643 NZL	+64-9-950-4303	msnz@mercyships.org
NORWAY	Markensgate 48 4612 Kristiansand Norway	+47-515-1-0090	msnorge@mercyships.org
SOUTHERN AFRICA	PO Box 290 Plumstead 7801 ZAF	+27-21-715-4944	info.zaf@mercyships.org
SOUTH KOREA	303 Yujin Building 8, Seolleung-ro 125-gil Gangnam-gu 06099 KOR	+82-2-2247-7514-56	mskr@mercyships.org
SPAIN	Apartado 15001 08080 Barcelona ESP	+34-93-346-3673	info@mercyships.es
SWEDEN	Box 12 114 402 42 GÖTEBORG SWE	+46-73-073 0936	info@mercyships.se
SWITZERLAND	Chemin de la Fauvette 98 CH 1012 Lausanne CHE	+41-21-654-3210	go@mercyships.ch
UNITED KINGDOM	The Lighthouse 12 Meadway Court Rutherford Close Stevenage, Hertfordshire SG1 2EF GBR	+44-0-1438-727-800	info@mercyships.org.uk
UNITED STATES	PO Box 2020 Lindale, TX 75771-2020 USA	+1-903-939-7045	hr.assistant.ioc@mercyships.org

INSURANCE

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:

CREW EVACUATION AND REPATRIATION POLICY BENEFITS	
Worldwide (limited within the USA)	US \$250,000 per year
Medical Helpline	24 Hours (multi-lingual)
Emergency Evacuation (to the nearest appropriate facility)	Full Refund
Repatriation (home country)	Full Refund
Return of Mortal Remains	US \$15,000
Choice of Hospitals and Doctors	Unrestricted
Emergency Medical & Additional Expenses (outside of home country)	Full Refund
Emergency Medical (inside of home country)	To US \$150,000
Hospital Cash Benefit	US \$25 per day
Pre-Existing Conditions	Coverage if not ongoing at the date of entry
Claims Processing	Scan and email
Policy Excess	Nil
For further information, please visit: www.talent-trust.com	

HEALTH INSURANCE REQUIREMENTS

IF SERVING LESS THAN ONE YEAR:

If you would like additional coverage besides the benefits listed in the table above, you are encouraged to consider additional health insurance while you are on board. If you would like to purchase medical coverage, we suggest two options:

1. Purchase the Mercy Ships Top Up Plan from TTc, which includes these extra medical and non-medical benefits. To add this additional coverage, go to [TTc website](#) and apply for the standard Outreach program. As long as you mention that you are with the *Africa Mercy* and Mercy Ships, you will automatically be given the special Top Up rates, or
2. Purchase short-term travel insurance. Short-term travel insurance is available in most countries and is often offered when you purchase your tickets through a travel agent. Cost is variable depending on the product you choose and the level of coverage.

IF SERVING MORE THAN ONE YEAR:

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

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

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

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

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

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

EVACUATION AND REPATRIATION INSURANCE FAQ'S

When does coverage begin and end?

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

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

No, a side trip would not be covered by this policy. It would start when the crewmember travelled from this secondary destination to the ship or from the ship to this secondary destination.

Does this policy cover crew when they go on vacation?

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

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

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

US CITIZENS:

The TTc policy does not meet the Affordable Care Act (ACA) Minimal Essential Coverage (MEC) requirements. However, you may qualify for an [exemption](#).

Does the standard policy cover pre-existing conditions?

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

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

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

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

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

How much medical/health coverage is included?

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

TRAVEL INFORMATION

We are looking forward to you joining us! While it is an exciting time, please do not purchase your flights until you have been financially cleared by FinACE or instructed to do so by your Placement Facilitator.

COUNTRY-SPECIFIC TRAVEL INFORMATION

Please refer to the country-specific addendums.

TRAVEL AGENTS

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

INTERNATIONAL TRAVEL AGENT INFORMATION			
COUNTRY	COMPANY	PHONE	WEBSITE/E-MAIL
AUSTRALIA	Mission Travel	+61-3-9890-6555	enquiries@missiontravel.com.au
		Fax: +61-3-9836-7188	missiontravel.com.au/mercyships
CANADA	Raptim Humanitarian Travel	+1-800-667-5559 ext. 31173	glenda.weglo@raptim.org
EUROPE	Raptim International Travel	+31-0-13-543-5085	petra@raptim.nl
		Fax: +31-0-13-513-6940	info@raptim.nl
GERMANY	Raptim Travel	+49-241-75-07-02	service@raptim.de
		Fax: +49-241-750-7369	
NETHERLANDS	Anthony Veder Travel	+31-10-411-7914 Fax: +31-10-400-4769	travel@anthonyveder.com www.anthonyvedertravel.nl
	Raptim Travel	+31-13-543-5085	travel@raptim.nl www.raptim.nl
NEW ZEALAND	Bon Voyage Cruises and Travel	+ 64-9-368-6805	michele@bonvoyage.co.nz www.bonvoyage.co.nz
UNITED KINGDOM	CJL Travel	+44-207-242-5555	www.cjltravel.com sales@cjltravel.com
	Dial-a-Flight	+44-017-3259-2920	www.dialaflight.com
	Ian Allan Travel, Ltd.	+44-0-1932-255-511	www.ianallantravel.co.uk salesupport@ianallan.co.uk
	Key Travel	+44-020-7843-9655	www.keytravel.com
	Orange Reservation Team	+44-020-7843-9520	orange@keytravel.com
UNITED STATES	Canyon Creek Travel	+1-800-952-1998	www.canyoncreektravel.com
		+1-903-593-7921	lschoonover@cctrvl.com
	Raptim International Travel	+1-800-777-9232	mercyships.us@raptim.org
		+1-716-405-6019	Sharon Walker (primary)
		* 24 Hour Emergency Service Available. Fees apply.	Robby Kurian Claudia Ford Mary Jo Isusquiza
ISS GMT Global Marine Travel	+1-954-761-9595	info@flyissgmt.com	

TICKET REFUND POLICY

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

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

BRUSSELS AIRLINES DISCOUNT

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

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

TRAVEL SERVICE OVERVIEW FOR BRUSSELS AIRLINES AGREEMENT					
Services	Brussels Airlines Call Center	Raptim Europe	Raptim Germany	Raptim USA	Raptim Canada
Currency	€EUR	€EUR	€EUR	\$USD	\$CAD/USD
Contact information	only by phone: +32 2 723 2362	Travelteam3.nl@raptim.org or: +31 13 532 3115	heike.helm@raptim.org or: +49 241 7507 316	ServeTeam 1.us@raptim.org or: 844 882 3232	wecare.na@raptim.org or: 844 422 6979
Contact persons	no specific	Petra Roosendaal	Heike Helm Ben Vogt	Sharon Walker Chris Gurira	Team assistance
Reservation Code	not needed - just mention you are with Mercy Ships	not needed - just mention you are with Mercy Ships	not needed - just mention you are with Mercy Ships	not needed - just mention you are with Mercy Ships	not needed - just mention you are with Mercy Ships
Bookings	only European departures	only European departures	only European departures	US departures	Canadian departures
Access to the Global Humanitarian Program of Brussels Airlines with low, unrestricted, flexible and refundable fares to and from Conakry via Brussels	included	included	included	included	included
Payment by credit card	no fee for EEA consumer credit cards	no fee for EEA consumer credit cards	not available	no fee	no fee
Payment by bank transfer	not applicable	no fee from EU countries	no fee	no fee for ACH (direct withdrawal from traveller's checking account); no fee for check payment; \$35 USD for true wire transfer	no charge for EFT
Standard Frequent Flyer Accrual	included	included	included	included	included
Two 32 kg checked luggage, and 12 kg hand luggage if all flights on your ticket are operated by Brussels Airlines (no codeshares)	included	included	included	included	included
Date change in same booking class	free of charge and subject to availability	free of charge and subject to availability			
Refund Fee for cancelling issued/paid tickets	€50 EUR	€50 EUR	€50 EUR	\$50 USD	\$50 USD
Rates outside Global Humanitarian Program	not applicable	not applicable	standard conditions of booked rate will apply	published rates available	published rates available
Premium upgrade to economy privilege for more comfort	€120 EUR per flight	€120 EUR per flight	€150 EUR per flight	\$149 USD per flight based on availability	\$149 USD per flight based on availability
Emergency exit seat	€60 EUR per flight	€60 EUR per flight	€60 EUR per flight	\$69 USD per flight available after purchase, based on availability	\$69 USD per flight available after purchase, based on availability
Advance seat reservation at booking (free at check-in)	€25 EUR per flight	€25 EUR per flight	€25 EUR per flight	Complimentary seat assignments at booking and check-in, for trans-Atlantic flights only	Complimentary seat assignments at booking and check-in, for trans-Atlantic flights only
Reservation Flight Ticket	€15 EUR	€28 EUR	€55 EUR	\$40 USD for published, no fee for humanitarian fare	\$45 CAD (+ tax) for published, no fee for humanitarian fare
Exchange service fee after issued/paid ticket	€15 EUR (+ fare difference)	€28 EUR (+ fare difference)	€30 EUR	\$75 USD Raptim fee and fare difference	\$75 CAD (+ tax) Raptim fee and fare difference
Refund service fee	€15 EUR	€40 EUR	€20 EUR	\$125 USD Raptim fee	\$100 CAD (+ tax) Raptim fee
Booking/Changing additional services	not available	€10 EUR	no fee	no fee unless additional ticket is issued, then same fees noted above apply. Account management, car/hotel bookings, etc. = no fee	no fee unless additional ticket is issued, then same fees noted above apply. Account management, car/hotel bookings, etc. = no fee
Unlimited provision of service and advice	not applicable	included	included	included	included
Unlimited change flight details before the issue of your ticket	not applicable	included	included	included	included
Use of 24/7 Emergency Service	not available	included	€30 EUR/ call	included	included
Excel management information	not available	included	included	included	included
Use of Smart Ticketing	not applicable	included	included	included	included
Last check before issuing ticket	included	included	included	included	included