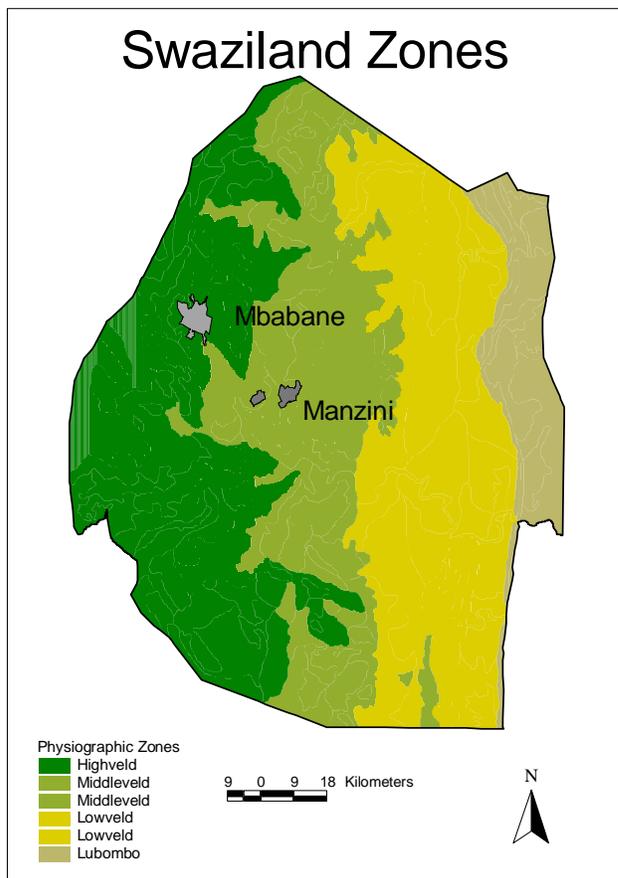




Swaziland

Geography:

Swaziland is roughly the size of Wales. It lies in the sub-tropics of south eastern Africa. Its neighbouring countries are South Africa to the north, west and south and Mozambique to the east.



Swaziland's total area is 17,460 sq. km (6,740 sq. miles) and its capital city is Mbabane with only one other major town, Manzini. There are four regions namely the Hhohho, Manzini, Lubombo and Shiselweni.

Swaziland has four distinct physiographic regions namely, from west to east, highveld, middleveld, lowveld and Lubombo. The western highveld is mountainous grassland formed by the northern extent of the Drakensberg escarpment. Water is relatively abundant here and highland forest patches can be found in ravines and gorges throughout this area. Mbabane is situated within this area. The middleveld region of central Swaziland comprises rolling hills of tall grassland and savanna. Manzini is situated in this area as are the scenic Ezulwini and Malkerns valleys where. The lowveld region of Swaziland comprises lowlying savanna plains with thick thorn bush. This is typical big game habitat and can be prone to severe droughts. The Lubombo region comprises a plateau of rhyolite hills covered with thick thorn bush and tall grassland incised by steep gorges. This overlooks the coastal plains of Mozambique

People:

Swaziland has an estimated population of around 1 million people. The number is growing fast however with the population being only 0.5 million in 1976. The Swazi population is made up of one main group of people, the Swazi people.

There is a small population of Europeans (mostly English) some of whom are recent residents, others who have been resident for generations. There are also some Asian people (mostly Chinese) most of whom are recent residents.

The majority of people still live in the rural areas (65%), although like every African country, and every country in general, there is an increasing movement to urbanity. Density is greatest in the central corridor between Mbabane and Manzini. While the majority of people are rural subsistence farmers or have some connection with agricultural production there is significant rural-urban migration. Younger Swazis especially are attracted by the perceived higher standards of living in Mbabane and Manzini.

The Swazi people, in general, are the friendliest you will meet. Indeed, they pride themselves as the 'friendliest' in Africa, sometimes the world! In order to appreciate the sincere friendliness of them please make every effort to instigate conversations with them while riding on public transport or while at the projects. Only by doing this will you really learn and therefore appreciate the Swazi culture.

The official languages of Swaziland are siSwati and English and both are the usual medium for radio and TV – most shop signs and banners are written in English. Newspapers are also produced in English with a few papers printed in siSwati. The most wide selling is the Times of Swaziland.

Customs:

Swazi's are very friendly people. Total strangers may approach you on the street and strike up a conversation. Don't dismiss this as a circuitous ploy to get something out of you (though often it can be – you will be asked to marry around 5 people a day without them even knowing your name!). Usually there is however genuine interest and curiosity about what you do and where you come from.

In Swaziland when shaking a persons hand it is customary to do a double shake by first shaking, then sliding your hand forwards against the others thumb and then repeating the shake. Generally gifts are accepted with both hands to show gratitude. Swazi's generally have both an English name and a Swazi name as well as their surname or family name. In Swaziland names are given to people with specific meaning, so it is not uncommon to find Swazi's with names such as Happiness or Goodluck.

Swazi's are very good at celebrating and there are a number of festivals and cultural events with much dancing and singing. Traditional attire (for men, a loin cloth with animal skin and cloth attached around the shoulder, and for women, a long swazi skirt with cloth attached around the shoulder) is often worn by Swazi's even very westernised ones and is considered smart. It is not uncommon to see a Swazi wearing traditional attire carrying a briefcase and cell phone.



Due to the intense heat of the day in summer you find that most Swazi's rise very early in the morning and then go to bed early in the evening. However, winters can be very cold!

Religion:

The vast majority of Swazi's are very religious. On the back of many buses and cars you will find slogans such as Jesus Saves and many small businesses have very religious names such as Our Lords Hardware Store and The Grace of Gods Bar. The dominant religion is Christianity and most people's lives are based around the church and its activities. It is not uncommon for Sunday services to last for up to five hours! Please let us know if you are interested in attending a church service as this is a great way to experience Swazi culture and will win you respect with the local Swazi people.

Economic situation:

Swaziland's economy is agriculturally based. Swaziland has a per capita income of about . Although it is one of the more stable economies south of the Sahara, poverty remains pervasive with an estimated 60% of the population living below the poverty line. Swaziland has an unemployment rate of approximately 50%. Over half of Swaziland's export earnings come from primary commodities (e.g. sugar, wood pulp, citrus), making it vulnerable to changes in world prices. Tourism in Swaziland has grown by 8% over the past decade and shows significant potential for growth. In 1996 tourism accounted for 2.4% of GDP, by 2010 it is expected to contribute 10% of GDP.

Political Situation

Swaziland's political history has been relatively stable. Swaziland is a Kingdom with a very strong traditional system of governance. It is Africa's last absolute Monarchy with the King being head of state and having significant sway in the two tiers of Government, the traditional tier (Inner Council of Elders, Chiefs etc) and the western tier (Senate, Parliament and constituencies).

It was not until the 1750's that the present Swazi people settled in what is now southern Swaziland under the leadership of the first recognised Swazi King, Ngwane III. At this time the Swazi clan would have been only a few hundred strong and the malarial lowveld was almost uninhabited. By 1820 King Sobhuza I (1805-1839) had settled in what is now central Swaziland near the shelter of the Mdzimba caves. He started conquests against smaller clans to build defence against the Zulus which continued under the rule of his son, Mswati II (1840-1865) and the Swazis grew to become a regional power second only to the Zulus. At this point the Swazi territory was far larger than the current extent of the country. It was not until the mid 1840s that European missionaries and voortrekkers first settled in Swaziland under a treaty which bought mutual defence against the Zulus but allowed the Boers some jurisdiction over the land (Gosnell 1991).

The discovery of gold in Swaziland in 1879 and the susceptibility of King Mbandzeni (1874 -1889) to concession requests resulted in the Swazis being almost entirely dispossessed of their land and by 1890 a few hundred European settlers exerted a powerful economic influence over an estimated Swazi population of 80,000. At the end of the 19th century Swaziland was administered by the Boers under the Transvaal Republic. After the Anglo-Boer war, in 1902, the British gained control over Swaziland. From that point until independence in 1968 Swaziland remained a British protectorate.

Swaziland's most beloved and popular King, Sobuza II who ruled for 60 years and led the country through independence died in 1981 and was succeeded by the present head of state, King Mswati III. Despite it's political stability, recently Swaziland has been criticised for it's non-democratic policies and system of governance.

Climate:

Swaziland generally has a warm mild climate though it can be very hot during summer and can be quite cold during winter, depending on what time of year you arrive.

Summer temperatures vary from an average of 21 °C at night to 31 °C during the day and winter temperatures range from an average of 4 °C at night to 24 °C during the day. Humidity is generally modest. You will adjust to and love the climate of Swaziland, honestly!

June and July are usually the coolest months and fall in mid winter which is the dry season. The rainy season lasts between September and April. During these months it can rain extremely heavily, usually in the afternoons and sometimes just for an hour or so before the sun returns. It is always sensible to bring a rain jacket if you are in Swaziland during the rainy season. There can be some spectacular thunder storms.

Wildlife

Swaziland is unusually rich in wildlife and biological diversity. Despite limited surveys, it is known to contain 5238 plant species, 830 vertebrate species and 6 major ecoregions within it's small area. This includes big game such as lion, elephant, rhino, leopard and buffalo as well as the small delights of nature such as the endemic red hot poker flower (*Knifophia umbrina*).



This surpasses the diversity of other renowned areas in the region such as Kruger National Park and Lesotho. Of these species less than 1% are endemic to this small Kingdom but up to 20% are threatened. Swaziland straddles two areas of global priority for plant conservation (IUCN), two areas of global priority for avian conservation (Birdlife International) and one area of global priority for ecoregion conservation (WWF). Nevertheless Swaziland's wildlife is under threat and a number of species have gone locally extinct or are facing extinction, for example the cycad *Encephalartos relictus* which can no longer be found in the wild. The

international community and national government alike have recognized that the degradation of biodiversity in Swaziland is a serious problem of increasing priority. International conventions have been signed and national authorities have been established to safeguard this heritage. All Out Africa is one of the leading conservation bodies in Swaziland working with government, NGOs and communities to conserve it's wildlife heritage.

ALL OUT AFRICA in Swaziland

All Out Africa was founded in 2004 by Kim Roques and currently operates in Swaziland, South Africa, Mozambique and Botswana. All Out Africa is a group which comprises some travel companies that focus on providing responsible travel experiences in these countries and a non-profit foundation which focuses on supporting social and environmental projects.

Swaziland is where All Out began and is where our head office is in the Ezulwini "valley of heaven". We have carefully selected our locations to provide the best that each country has to offer in terms of scenery, culture, wildlife and adventure whilst being able to assist some of the most needy people and threatened wildlife of the country. Our head office is next door to our main accommodation base for volunteers, Lidwala Backpacker lodge (www.lidwala.co.sz), which is run by All Out under the responsible travel division. It is also located between the Ezulwini and Lobamba communities (both a 2km mini-bus taxi journey away) in the cultural heart of Swaziland where most of our Swaziland social projects occur (teaching, orphan-care, building, sports etc). Our Swaziland conservation projects are a 1hr drive away in the north eastern part of the Kingdom although these volunteers still use Lidwala as a bi-weekend base.

Here at All Out, we know that an organisation is as strong, as effective and as compassionate, as the people who make it up. Please visit our website for a full list of our staff www.alloutafrica.com

Physical Location:

Lidwala Lodge
Between Royal Swazi Sun Hotel and Gables shopping center
Main Road MR103
Ezulwini
Hhohho District
Swaziland
Southern Africa

Office Tel/Fax (00268) 416 2260
Lidwala Lodge Tel (00268) 550 4951

Important: Please note that the above address is physical and NOT postal.

Postal address:

PO Box 153, Lobamba, Swaziland, Africa.

Emergency phone numbers:

An All Out Africa staff member is available in case of emergency, 24 hours a day. If you are in need of emergency assistance please do not hesitate to call one of our emergency numbers. These are:

On-call All Out staff member mobile: (00268) 76316767
All Out / Lidwala Lodge: (00268) 5504951
Police: (00268) 999
Trauma Link: (00268) 7606 0911

What to expect:

Please do not expect to live in luxury. You will be living in a developing country where facilities and infrastructure are not comparable with the West. Electricity cuts and water shortages are common and hot water to shower with is not that easy to come by. There are a few basic requirements however that we provide at the base and we ask host families to do the same. These are:

- **A clean bedroom** – The bedroom will be properly cleaned before you arrive. You may have to share the room with other volunteers, with separate beds, of course.
- **A comfortable bed for each volunteer** – This will include a mattress, bed sheets, a pillow and pillowcase. The bedding will be washed regularly.
- **Storage space for clothes** – A wardrobe or chest of drawers will be provided in the bedroom for you to store your clothes in.
- **Bathroom** – This is usually communal. Some of our host families, and most Swazis use a bucket to shower with.
- **Food** – We provide 3 meals a day for you. Exactly what food is provided is up to general consensus, and will usually be what is locally available, healthy and reasonably priced. There will be a balanced variety in what is provided, including fruit and vegetables.
- **Drinking water** – The water at the lodge is safe to drink from the tap. If you are with a host family or in the field it is best to boil your water before drinking it. You are welcome to buy water if you prefer from the local supermarket but this is unnecessary.

Note: Swazis have a different attitude to hospitality than many western cultures. They will welcome guests enthusiastically, but then tend to leave the visitors to themselves. This is because they take the view that visitors want space and privacy, not because they are disinterested. If you initiate a conversation, or ask to accompany the family to church, they will normally respond very positively.

Before you go

Kit list:

- Sandals/flip-flops
- Walking shoes
- Sleeping bag
- Sun cream
- Basic toiletry bag
- Medical kit (including anti- diarrhoea tablets and oral re-hydration treatment)
- Alarm clock/watch
- Insect repellent
- Torch (head torch most useful)
- Photocopy of passport and important items
- Address book
- Sunglasses
- All Out Office contact details
- Money belt
- Breathable waterproof jacket (rainy season, June - September)
- Day rucksack
- Good guide book – Lonely Planet Guide is good
- Towel (hand towel or travel towel)
- A few good novels
- Swimming gear
- A hat
- Water bottle
- 'Dressy' clothes for the evening (if going out)
- Shorts and skirts that are not above the knee

Communication in Swaziland

Telephone:

The international dialling code for Swaziland is **00268**. When dialling Swaziland from overseas, you first of all have to dial the international code (00268) and then the full number.

To make an international call please use public phone telephones. Public telephones are fairly common, either in Swazi Telecom phone booths or in private communication centres, there is one at the All Out Projects base. To use a phone booth, you need to buy a phonecard, which gives you a certain number of credit units. At communication centres you simply make the call and pay cash to the attendant based on the duration of the call. International calls are quite expensive, typically costing around £1 (US\$1.60) per minute.

An increasing number of volunteers are taking their **mobile phones** with them to Swaziland. You can either use your SIM card from home or alternatively by a Swazi SIM card. The only mobile network in Swaziland is called MTN. A Swazi MTN SIM card costs 50 Emalangeni (£4) and gives you network access for one month. Each month of access after this costs 30 Emalangeni (£2.5) and you can buy call-time cards for anything from 30 Emalangeni (£2.5) to 180 Emalangeni (£15). This is a really good way to keep in contact with other volunteers, your friends and family back home and the All Out Projects staff.

Please bear in mind that the networks in Swaziland, are sometimes unreliable.

Post:

Please bear in mind that for most parcels you will have to pay customs duty when you collect it. The fee is usually a third of the value of the contents of the parcel. Therefore please inform your friends or family who will be sending you parcels to ask them to write a reduced value on the package, as this will save you a lot of money! Please also bear in mind that when collecting your parcel from the post office that you should be very polite to the staff. This way you are much more likely to pay a smaller amount.

Registered letters are 99% sure to arrive within 3 weeks, ordinary post about 70% sure.

**[YOUR NAME]
c/o All Out Africa
Box 153
Lobamba
Swaziland, Africa**

Important Note: Please under no circumstances ask friends or family to send post to either your placement or host family's residential address. Swaziland does not have any postmen and it will simply not arrive. All post has to be sent to private mail bags (PO Boxes).

Internet:

There are a growing number of internet cafés in Swaziland. The ones in Mbabane are generally the cheapest when you have the chance to get to town. You will find that most internet cafés in Swaziland have relatively slow and unreliable connections by comparison with Europe, the USA or other countries which you may have come from. There is also internet conveniently available at Lidwala lodge when the computer is not in use.

You will find that contact with home is best done (and most cheaply done) through emailing.

Money issues

Currency:

The currency in Swaziland is the Emalangeni (“ema-lung-ge-nee”). This is equivalent to the South African Rand, and Rands can be used in Swaziland. We recommend that if changing money outside of Swaziland you buy Rands as these can be used in both Swaziland and South Africa. Before you depart please check what the exchange rate for your home currency is. Generally the easiest way to do this is to look at Ex.com Full Currency Converter:

<http://www.xe.com/ucc/full.shtml>

The most common denominations of the Swazi Emalangeni are the 10, 20, and 50 cent coins and 1 lilangeni coins, and the 10, 20, 50 and 100 Emalangeni notes. 200 Emalangeni notes are also printed. The same is true for the South African Rand.

Changing money:

You can change cash (Pounds, Dollars or Euros) in the major banks or at Forex bureaus found in larger towns. **Do not bring travellers cheques** as they are hard to cash in Africa.

There are plenty of ATM machines in Swaziland that allow you to withdraw cash on a Visa or MasterCard credit card and this is the best way of obtaining cash. These ATM are available in most large towns. Master and Visa cards may be used for payment at many shops, hotels and restaurants.

Warning: There is the risk of credit card fraud. Although credit cards are becoming more widely used, please be aware of this and do not give your credit card details to suspicious people.

How much money to take:

Living in Swaziland can be relatively cheap. Bearing in mind that all your food and accommodation is provided by All Out you should not be expecting to spend that much of your own money during your placement. The main things that you will find yourself spending money on are toiletries, phone calls, internet access, souvenirs, going out in the evenings and on weekend outings or activities. Most volunteers budget around £30 a week (however you can spend a lot less or definitely more if wanted) while on their placements.

To help you set a budget, below is a list of how much you should expect to spend on certain common items:

Coke or Soft Drink:	E5.50	(47 Euro cents)
340ml Amstel Beer:	E12	(60 Euro cents)
A restaurant Meal:	E60	(€5.33)
Night in backpacker hostel:	E100	(€10.00)
Souvenir Drum:	E140	(€18)
Full day white water rafting:	E695	(€87)

When travelling around Swaziland you should budget for around £100 - £120 per week. This will be an adequate amount to cover your hostel, food and travelling expenses. To help make the most of your time in Swaziland, we do offer organised tours and expeditions to popular destination such as the Rock Lodge, Zipline in Swaziland, Kruger National Park and the beaches of Mozambique. We offer volunteers a discount on all of our tours during their placement. Please contact Roland to book on to a tour at Rols@alloutafrica.com or book directly on the website at <http://alloutafrica.com/tours/>. These are completely voluntary and those volunteers that wish to arrange their own outings are welcome to do so.

Bargaining

When you go shopping in markets for crafts in Swaziland there is scope for bargaining – you can usually bring the price down by about 50%.

Security

Please do remember that, especially in your first couple of days, you will be an obvious stranger in a country that is new to you. Do take security seriously and adhere to the basic precautions that you would in any new situation.

It is advisable to take a photocopy of your passport and visa and carry this about with you at all times. Your passport is probably the most important document you have, and you should take great care to keep it safe at all times.

There is a safe in the main office and lodge managers rooms for those volunteers that wish to keep small valuables (passport, flight ticket, cash etc) safe.

Medical issues:

While at your projects we are able to assist you in getting to the proper clinics and hospitals, however it is up to you to organize your payment for these services as well as have medical and travel insurance for yourself. In case of an emergency please do not hesitate to contact a staff member to assist you.

A change of environment, climate, food and lifestyle often results in minor, and occasionally more serious, illness. The following notes are things you should be aware of during your time in Swaziland:

Water:

Tap water in Swaziland is **usually** safe to drink, but this is not always the case especially in some of the National Parks/Nature Reserves you may stay in (we will let you know beforehand which do not have tap water that is potable and will make drinking water available). Water that has been boiled for several minutes is usually safe, as is commercially produced bottled water.

Dehydration:

The sun in Swaziland can be strong, and temperatures are often in the high 30's Celcius. This means that you will loose far more water through perspiration than you would in a cooler climate, and dehydration is a real risk. Hot and dry conditions are the most dangerous; as you will sweat a great deal without realising you are doing so.

Obvious symptoms of dehydration are not needing to urinate or dark coloured urine (this should be seen as a danger sign in hot climates), feeling faint, tiredness, headaches, feeling sick and lack of coordination. It can come on quickly without you realising you are getting dehydrated, and can develop into a very serious condition within hours if not treated.

Treatment for mild dehydration is simply to drink lots of water, ideally mixed with re-hydrating salts. Coca Cola that has been left to go flat is an effective re-hydrating fluid when specially prepared salts are not available. More serious dehydration requires medical attention, and intravenous fluid supply.

The biggest risk of dehydration is when you are ill. Diarrhoea, vomiting and excessive sweating cause you to loose water very rapidly, and you may not feel like drinking a lot. For this reason, what would otherwise have been a relatively minor sickness often ends up requiring hospitalisation to replace lost fluids through an IV drip. The simple answer is to force yourself to drink plenty of water as often as possible when you are feeling ill.

Malaria:

This serious disease is endemic to much of south east Africa. Mozambique is considered high-risk and the eastern part of Swaziland is considered moderate-low risk. Malaria is not a risk in the western and central parts of Swaziland. If you are on a conservation project you will need to organise a course of Malaria prophylactics for the duration of your project as you will be based in the eastern part of the country for most of the time. However, if you are joining either the orphan care, teaching, sport or building project there is no need to take anti malaria drugs as the projects are all in malaria free areas.

Malaria is carried by the female Anopheles mosquito, and the only sure way to avoid the disease is to not get bitten by one. These mosquitoes tend to be most active in calm conditions between midnight and dawn, so possibly the most effective precaution you can take is to sleep under a mosquito net, preferably one treated with permethrin. Failing this, applying insect repellent to exposed skin and keeping a fan on in the room while you sleep will help.

It is sensible to apply mosquito repellent (preferably DEET-based) to all exposed areas of skin in the evenings. Sitting in a spot bar for the evening wearing sandals, shorts and a sleeveless top can be enjoyable, but will put you at high risk.

Doctors in Europe and America usually recommend taking a course of prophylactic drugs while you are in Swaziland, and volunteers are usually advised to take either doxycycline, larium (mefloquine) or malerone. There is little doubt that these do help (they can reduce the severity of the disease if you do contract it), but they are not a substitute for avoiding mosquito bites. We recommend that volunteers only take these prophylactics to cover them for periods of placement in eastern Swaziland, Kruger and Mozambique, but not for periods of placement in central or western Swaziland.

Bilharzia:

This disease is carried in water by minute worms. The worm, which lives part of its life cycle in small water snails, enters through the skin and eventually attaches itself to the intestines or bladder. Weeks later, a fever develops when eggs are produced. The best way to avoid bilharzia is to avoid swimming in fresh water lakes or slow-moving rivers.

Wild animals:

There are wild animals in many of the places where volunteers will be working. Not only the big game (elephant, rhino, leopard) can be a danger but also smaller creatures which are usually more widespread (poisonous spiders and snakes). The general rule is be aware and do not corner or harass any wild animal no matter how cuddly or cute it may appear. Generally if you leave them alone they will leave you alone.

Travelling in and around Swaziland:

Where to go:

There are a variety of attractions in Swaziland worth visiting and you can spend anything from a day to a year exploring the place with great reward. Aside from the towns, National Parks and Nature Reserves where you may work, other places worth visiting include: Sibebe rock (the worlds largest exposed granite dome), the Gap (where the entire Komati river disappears underground in a natural rock fissure), the Craft route (various rural crafts in the Ezulwini-malkerns area), Ngwempisi gorge and Rosecraft, House on Fire (open air amphitheatre and night-club). Swaziland is great for walking, mountain biking, horse riding, kayaking and these are the best ways of exploring the less travelled parts of the Kingdom. There are also some fantastic cultural festivals worth sticking around for including the strongly traditional Incwala (Kingship) ceremony which starts in December with the last new moon of the year and lasts about 3 weeks, and the flamboyant reed dance (Umhlanga) celebration held during one week in late August-September, where the King chooses his next wife.

Swaziland is the perfect launchpad from which to explore a region with huge attractions. From a two week trip along the east coast of South Africa to Cape Town to exploring the Kruger Park, Mozambique coastline and Lesotho/Drakensberg mountains.



Arrival and Departure Procedures:

Thank you for joining our programme we look forward to your arrival in Swaziland!!!!

You will be given an 'International Arrival/Departure form' on your flight, together with a – please fill this in on the plane before landing (it is sensible to make sure you have a pen on the flight with you). When you are filling in the Arrival/Departure form please remember that volunteering with All Out counts as 'tourism' for immigration purposes. This is because you will not be paid and therefore do not require a work permit – under purpose of visit write tourism.

Luggage:

Please make sure that you do not exceed your weight limit. Although this is usually 20kg for luggage and 5kg for hand luggage, please check with your specific airline before you depart. To exceed the airlines weight limit usually results in a costly fine so make sure you are under.

Although it is not common, airlines can sometimes lose your bags *en route*. In the vast majority of cases your bags will arrive on the next flight (usually the following day) however it is wise to bring with you, in your hand luggage, one spare change of clothes and a wash bag. It never hurts to be too prepared!

Getting met at airport:

When you arrive at Manzini International Airport, your first stop will be at the Immigrations Desk where you will have to hand them your passport and your Arrival/Departure form that you would have filled out on your flight. Your passport is stamped/endorsed by the Immigration Officer and he/she will issue you with a visa. Please ask for a 1 month visa for Swaziland. This can be extended while you are in Swaziland and we can help you do this.

You will then make your way to the baggage reclaim area to collect your luggage. Once you have your luggage make your way to the exit (signposted in English). There you will be met by one of our staff (usually Sifiso Da silva) and brought to the All Out Office for your orientation. Also, for your destination details please write down All Out Africa and if asked for postal address please put:

**All Out Africa
Box 153
Lobamba
Swaziland**

When preparing to leave Swaziland please make sure that you reconfirm your flights:

It is important to re-confirm your flight back to the UK, or elsewhere, at least 72 hours before you plan to leave the country. If you know that you will definitely be returning on the date on your ticket, then you can even re-confirm weeks in advance. This is sometimes useful if you are planning to travel to remoter areas where it may be difficult to make a phone call to the airline.

If you are leaving Swaziland from your placement, our staff will make arrangements for your transport to the airport for your departure flight- please make sure the lodge and your coordinator are aware of your departure date and time in advance.