

	Question	Answer	Memo
General	1 What is the Global Village Program?	Global Village* is a volunteer program that utilizes the worldwide Habitat network where volunteers spend 7-10 days in a different country building houses. Volunteer teams of 15-20 people are created and are sent to the host country.	
	2 How can I join the Global Village Program individually?	Participants generally apply as a team, but when there are teams that accept independent applicants or open teams, you can join. We also have GV tours hosted by travel agencies.	*For more information, please inquire at info@habitatjp.org
	3 Could you explain the process flow from the application to the departure?	Please refer to the "Progress Management Chart" for details.	* Progress Management Chart http://habitatjp.org/en/join/gv/download
	4 Who should I be communicating with the coordinator while the team prepares for the trip?	Team leaders are responsible for communicating with both the sending and hosting coordinators.	
	5 How does a team prepare for the trip?	Team leader communicates with sending and hosting coordinators (mainly via e-mails in English) to confirm documentation, scheduling, itinerary and budget, risk management protocols, etc. We aim to complete all preparation 1 month prior to the departure.	
	6 Can I lead a team without participating the Team Leader Training?	No. All team leaders are required to be trained by Habitat staff. Team leader trainings are held 4 times a year at Osaka and Tokyo. However, we provide training materials for those who live too far to join the training sessions. Please contact Habitat Japan for details.	
	7 Can we change the trip dates declared on my application form?	Not always, but it may be possible depending on the circumstances of the hosting site. The team must have legitimate reasons such as flight unavailability.	
Fees and Costs	8 How much does the trip cost in total?	The program costs consist of 1) GV donation, 2) Insurance (mandate and voluntary), 3) in-country costs (includes accommodation, meals, transportation and cultural activities), 4) international travel fare (includes air ticket), and 5) emergency money. Various conditions apply, such as team category (youth, adult, corporate etc.) and size, trip date and duration. The cost will be fixed during the preparation for the trip in discussion with Habitat coordinators.	
	9 How does Habitat use the participation fees we pay?	Though various countries have different policies on utilizing the participation fees, below is the typical case; 30% of the fund goes to the National Office of your GV destination country, 70% to the affiliate (where you build), 60% of what the affiliate receives is used to purchase construction materials and the rest is used for the operation.	
	10 Why the participation fees for chaperons for a youth teams different from regular adult participant?	Adult chaperones bears various responsibilities over his/her youth members during the program. We try to encourage more teams to have enough numbers of chaperones to lead youth teams via reduced participation fee.	
	11 What happens to our participation fees when a team cancels the trip?	Please refer to the "Cancellation Policy" for details.	*Please see here; http://habitatjp.org/en/join/gv/team/cancellation
	12 How can we reduce the costs in the hosting country?	Hosting coordinators arrange for your stay according to the team's requests, yet we highly recommend you to take safety precautions while you finalize the in-country itineraries.	
	13 Does Habitat recommend their volunteers to exchange all Japanese Yen to the destination country's	Availabilities of currency exchange depends on the destinations. Please consult hosting coordinators as you prepare for the trip.	
	14 Can we bring in-country costs and emergency money with travelers checks (TC)?	It is usually not very easy to cash travelers checks in many developing countries. We recommend teams to bring cash but divide them for a few people to carry them.	
15 We did not have time to exchange the money back to Japanese Yen before we come home. How can we exchange the foreign currencies in Japan?	Many foreign currencies are accepted for exchange in Japan. We recommend you to exchange before you leave the country.		
Documenta-tion	16 For what the registration forms collected?	We consolidate the information used for emergency managements, program and hosting arrangements of a team. It is very important to provide all correct information on registration forms.	
	17 What information should we provide at the "Current Mailing Address" on the registration form?	Please provide the participant's contact information in Japan.	
	18 Why do we have to sign the waiver and liability forms?	2 reasons; 1) Habitat's Global Village Program is a volunteer program and we need all participants to agree that one is applying to join the program "voluntarily." 2) Promoting awareness on risk management via mandating the form submission.	* Release and Waiver of Liability Form http://habitatjp.org/en/join/gv/download
	19 When should I apply for my passport?	Sooner the better. All participants are asked to provide copies of passport with more than 6 months validation, about 1.5 months prior to the departure.	
Safety	20 What kind of safety management does Habitat practice?	Habitat does not send volunteers to dangerous places. Also, Habitat Japan and local offices are in constant communication to make sure the safety of our participants.	
	21 Does Habitat recommend their volunteers to purchase international travel insurance?	According to Habitat for Humanity International's regulations, all program participants are required to purchase designated GV Insurance, which covers the medical, injuries, stolen items, flight delay/cancellation, etc.	* GV Orientation Handbook http://habitatjp.org/en/join/gv/download
	22 My parents are worried about the situation in the destination country, including political stability and contagious diseases. Do you have any information on this?	Please refer to the official announcements including government web sites for situations in each destination countries. In cases of sudden changes, Habitat offices also conduct safety assessments and provide information.	* Information on International Travelers http://habitatjp.org/en/join/gv/safety
Others	23 Can I visit my friends in the country before coming back to Japan?	A team may decide to stay longer in the country where they have participated in GV build; however, please note that once the GV trip ends, a team or the individuals are responsible for their own safety and any other concerns about their travels.	
	24 Can we bring souvenirs to the people at the hosting village?	Habitat is seeking to give people the independence to lead their own lives, but these kinds of gifts reinforce a culture of dependency. It can also weaken the local community, if some families receive a gift while others do not. The exception would be a gift given to the community as a whole, for example books or sports equipment for a community centre. If you would like to make such a contribution, please discuss it fully with the host affiliate before proceeding, to ensure that it can be received in the spirit in which it is intended.	