



## Frequently Asked Questions

**Q:** *Are there expenses not covered in the outreach fees?*

**A:** Expenses not covered in your outreach fees are: airfare, international travel insurance, passports, immunizations, notary services (if needed), travel to/from US airports, airport tax/tourist cards in the country you are traveling to and spending money. The estimated cost of these things is covered in your Team Leader Manual.

**Q:** *Do we need to make transportation or housing arrangements?*

**A:** Once you reach the field, all housing and transportation arrangements will be taken care of for you.

**Q:** *Do we have to purchase International Travel Insurance through SI?*

**A:** No, you don't have to buy International Travel Insurance through SI, but you do need to be covered. We buy a lot of insurance and because of this the rates we receive are very good. If you already have international coverage, or just prefer to get it on your own, we need you to provide a certificate or policy number at least 2 weeks prior to the outreach. If proof of insurance is not received by the Service Center, insurance will automatically be purchased. An IMG International Travel Insurance program summary is available online when you log into your Team Leader account.

**Q:** *Does my team need to bring bedding?*

**A:** If your team is going to Nicaragua or the DR you will all need to bring a twin sheet set and pillow case. Bedding will be provided for teams going to Guatemala and Costa Rica.

**Q:** *Are immunizations required?*

**A:** Immunizations are not required to go on the outreach, but we would strongly recommend that team members talk to their doctor before opting out. A list of the shots recommended by the Center for Disease Control can be found in the Team Leader Manual on page 23. For further information see the Center for Disease Control website at [www.cdc.gov](http://www.cdc.gov).

**Q:** *Does the picture for the waiver have to be a passport photo?*

**A:** No! It just needs to be a current, good quality shot.



**Q:** *I have decided to fundraise through SI. How do I get response envelopes?*

**A:** SI will provide response envelopes to teams fundraising through the International Service Center. Contact us and we will send you 50 envelopes per team member, additional envelopes available upon request. It is very important that each student write his or her personal Team ID (i.e. Teamname16-01) in the lower left corner of every envelope. The personal Team ID can be found on the team roster. It is a good idea to have your team members put a stamp on the response envelopes.

**Q:** *I have team members that are under 18 years of age. Do I need to have notarized permission slips for them to travel?*

**A:** The countries that SI ministers in do not require travelers under the age of 18 to have notarized Parental Consent documents. Some airlines do though, once tickets have been booked check with the airline for contract rules.

**Q:** *Someone on my team can't login because they don't remember their username and password. Can I find it for them?*

**A:** Yes! Go to [www.stint.com](http://www.stint.com), click 'Login' and login to your account. Click on "Team Roster" and then the team member's name, in the lower right of the screen is the username and password of that team member.

**Q:** *Can I check to see who on my team has filled out an online app ... or who hasn't?*

**A:** Yes! Go to [www.stint.com](http://www.stint.com), login to your Team Leader account and then click 'Team Roster'.

**Q:** *Do my team members need to get Visas? What about International students?*

**A:** Not if they are traveling with a US issued passport. In some instances non-US issued passport holders need visas.

**Q:** *Will we be able to do laundry?*

**A:** Yes, if you are going on a 13 day outreach, there will be an opportunity to have laundry done for a minimal cost. Also, in some countries, for team members that want to hand wash clothes, there are wash tubs and clothes lines.

**Q:** *How do we exchange money?*

**A:** Our staff will be glad to help you exchange money after you arrive. There will be places at the airport but we advise that you wait, the exchange rate will not be as good and the process can



take quite a while.

Guatemala: The bank in Guatemala will only exchange bill denominations of \$50 and above. Some vendors will take US dollars but the majority of souvenir shopping in Antigua, snacks and sodas in Magdalena, etc. will be purchased in Quetzals- Guatemalan currency, named for their national bird. Have the team plan for this by bringing bills of \$50 for exchange.

Nicaragua: The majority of shops and stores in Nicaragua take US dollars. We recommend that team members bring spending money in small bills for convenience.

*Q: I have a team member that has piercings. What should I tell him/her?*

*A:* If your team is going to Guatemala or Nicaragua tell the team member to be prepared to remove any visible body jewelry, other than earrings on women, body piercings are viewed as inappropriate. In the Dominican Republic and Costa Rica it is recommended that body jewelry be removed, but will be permitted if it is small and blends with skin tone. **In many parts of the world people with body piercing are frequently looked upon as non-Christians and often as drug users, and it sends a different message to them than the one your team member came to give. In all that you do and bring to the ministry, we ask you to be sensitive to the culture.**

*Q: I have a team member that has tattoos. What should I tell him/her?*

*A:* Much the same as the question of body piercings, people with tattoos in many parts of the world are viewed as affiliated with gangs or a rough lifestyle. Prepare the team member for this perception, and not to be surprised or upset that people will be looking at them. Exception: If your team is going to Guatemala the team member may be asked to cover visible tattoos based on the nature and location of their ministry site.

*Q: Will I know who my host family is before?*

*A:* Team members often ask this question because they want to buy host family gifts that “fit” their family. This is completely understandable, but we are not able to get this information before the outreach.

*Q: Can non-US checks be processed?*

*A:* No, checks need to be in US funds due to the foreign currency processing fees. For donors living in other countries, one option is going to their bank and getting a check made out in US funds, giving online by credit card is another option.

*Q: I would like to collect donations, but don't know what the missionaries need.*

*A:* Two questions that we often receive are “how can our team be praying” and “what donations are needed”. To answer these inquiries in a structured way, the leadership in each country provides



us with a Prayer & Donation List. These lists are posted online under the tab 'Country Info'. To find it, login to your leader account at [www.stint.com](http://www.stint.com) and look for the 'Country Info' tab in the menu on the left side of the page. The list can also be requested by contacting the Service Center. The lists are updated 2 – 3 times a year, oftener if specific needs arise. Teams bringing large quantities of donations are asked to contact the Service Center (559-627-8923). We will provide you with a customs letter.