



# Leading a Global Village Closed Team

Before you begin to plan your trip, please review the **Global Village Roles and Responsibilities** (<http://www.habitat.org/gv/catalog/suppdocs/roles.pdf>) and the **Global Village Memorandum of Understanding** (<http://www.habitat.org/gv/catalog/suppdocs/MOU.pdf>). These documents outline our expectations for planning a successful GV trip. The FAQ's and resources on the **Global Village Trip Catalog** (<http://www.habitat.org/gv/catalog/>) will also provide you with valuable information.

## Registration process for closed teams

All team members must register or have someone register them online with Habitat for Humanity International's Global Village program. Please provide your team members with the link—

[http://www.habitat.org/cd/gv/apply/closed/apply\\_event.aspx](http://www.habitat.org/cd/gv/apply/closed/apply_event.aspx)—and your team's **Global Village event code** (from the confirmation letter). Team members must have the GV event code in order to access the registration page. Once the registration is processed, the team member will receive a confirmation email with his or her personal eight-digit Habitat identification number. You, the team leader, will receive a copy of each team member's registration information via email for your files.

*Registration tip:* Host a meeting in a location where there is a computer available with Internet access and have team members register at that time.

The registration process requires that each participant “sign” an electronic waiver of liability and participant acknowledgement form that will be maintained at the GV office. Emergency contact information will also be required for each participant; this information will be sent to the team leader as part of the final packet.

Passport copies should be collected by the team leader and submitted to HFHI GV in one packet. It is important that copies of the passport picture page be clear and legible. Please retain a copy for your records before sending to HFHI GV. We also recommend that each participant carry a copy of his or her passport.

The packet of passport copies can be faxed to 229-410-7080, or mailed to:

Habitat for Humanity International  
Global Village  
PO Box 369  
Americus, GA 31709  
[gv@habitat.org](mailto:gv@habitat.org)

### Minor policy

The following criteria apply to volunteers under age 18 who wish to volunteer with the Global Village program. These guidelines apply internationally and domestically, unless otherwise specified:

- Minors interested in traveling with Global Village can do so if they are accompanied and supervised by a parent or legal guardian.
- Minors 16 years of age and older may participate as part of an institutional group, such as a school or church. Habitat for Humanity International requires the partner organization to submit a memorandum of understanding in which the partner organization accepts responsibility for all minors.
- The partner organization and team leader must ensure that no minors on the team drink alcohol during any part of the trip.
- Some projects or hosts may have a higher minimum age requirement. Host programs have the authority to decide whether to invite minors to participate at their sites. All minors and their legal guardians, whether the minor is traveling internationally or domestically, must complete and have notarized a

**Waiver of Liability** [http://www.habitat.org/sites/default/files/gv\\_emergency\\_contact\\_info\\_waiver\\_minors.pdf](http://www.habitat.org/sites/default/files/gv_emergency_contact_info_waiver_minors.pdf).

Please see the minor policy in the **Global Village Team Leader Manual** (<http://www.habitat.org/gv/catalog/suppdocs/teamleadermanual.pdf>) for more information.

### **Orientation packet**

Once the GV Engagement support coordinator receives the team's deposit, the team will be sent orientation packets, which include: a T-shirt; GV Orientation Handbook; payment policies and procedures; resource link list; and travel medical insurance coverage description.

Please distribute the orientation materials to your team members and stress the importance of reading and understanding the material.

## **Payment procedures**

The destination and dates listed in the cover letter have been reserved for your GV team, but a **nonrefundable deposit of \$1,000 is required no later than 30 days from receipt of confirmation or your team will be cancelled**. This deposit will be applied toward your team's total program cost. Please submit your team's deposit to your GV support coordinator within four weeks of receiving this package.

### **Program Costs**

Each participant of a Global Village short-term service trip is required to give or raise a *minimum* donation of \$650 per person to Habitat for Humanity—\$250 to the Habitat for Humanity International GV program and a \$400 donation to the host program's building efforts. Please note, some hosting programs may request a larger donation, and your budget and program cost will reflect this.

All participants purchase travel medical insurance, at a cost of \$5 per day if traveling internationally and \$2 per day if traveling domestically, as part of their trip cost. The ACE policy, providing evacuation insurance in the case of serious political unrest, covers all participants traveling outside the United States.

Program cost also includes: meals, accommodations, transport (excluding trip participant airfare), team coordination and orientation materials. Some local cultural activities may be included. The team leader's program cost and estimated airfare may be included in the trip budget. The program cost does not include trip participant airfare, R&R activities, cancellation insurance, and visa and exit fees (not applicable for all destinations).

### **Collecting and submitting donations and payments**

All monies; donation, insurance and expense funds for Global Village program costs must be paid directly to Habitat for Humanity International.

There are several ways closed teams may collect and submit funds. In all scenarios, funds must be in your trip account no less than 45 days before your trip departs. The following are acceptable methods for fund collection:

1. The team leader collects funds from each of the participants and submits one large check made payable to Habitat for Humanity International. Funds must be in your trip account no less than 45 days before trip departure.
2. Individual team members raise or submit funds separately to Habitat for Humanity International. Global Village provides acknowledgement of receipt of funds. Team members may set up individual fundraising Web pages. See the **Web Fundraising Tool Instructions** ([http://www.habitat.org/gv/pdf/Fundraising\\_webpage\\_instructions.pdf](http://www.habitat.org/gv/pdf/Fundraising_webpage_instructions.pdf)) for more details.
3. The team leader sets up a team fundraising Web page using his or her identification number and event code. If there is a balance, one lump sum payment can be submitted to Habitat for Humanity International or each individual can submit a payment.

If you have any questions regarding payment options, please contact your GV engagement specialist as soon as possible.

When possible, Habitat for Humanity will arrange for pre-payment of in-country expenses—food, lodging, transportation, cultural activities, etc.—to be made directly to the provider, vendor or host program.

To submit funds, the partner organization may use the secure GV online donation page (<https://www.habitat.org/cd/giving/donate.aspx?link=2>), contact an HFHI GV customer service representative at (800) 422-4828 ext. 7530 to make a payment over the phone, or send a check or money order to:

Habitat for Humanity International  
Global Village  
PO Box 369  
Americus, GA 31709

## GV Fundraising Challenge

We are encouraging every team to set a fundraising goal to help Habitat raise awareness about the global housing need and generate funds to provide decent shelter for families in need. For more ideas on fund raising, view our **Fundraising Guide** ([http://www.habitat.org/sites/default/files/gv\\_fundraising\\_guide.pdf](http://www.habitat.org/sites/default/files/gv_fundraising_guide.pdf)).

**Donations:** If the team or individual team members are raising funds, they should collect and code each contributor's check with the appropriate GV numbers before submitting them. When supporters donate via <https://www.habitat.org/cd/giving/donate.aspx?link=2>, they must provide the GV event code and, if donating in support of an individual, participant's eight-digit Habitat identification number. All monies received will be acknowledged in writing by Global Village.

**Share.Habitat fundraising tool:** Team members may create a Web page simply and easily by using the Share.Habitat Fundraising Web page (<https://www.habitat.org/cd/gv/participant/tripshare.aspx>). No technical skill is required. The Web page is personalized with the trip details and information. The team member can provide the Web address to family, friends, church groups and others to raise funds to support participation in the GV event.

### Coding payments and donations

*All credit card payments and checks must include the team GV event code and the participant's eight-digit Habitat ID number. If the payment is on behalf of the entire team, the team leader's eight-digit identification number should be used.*

For online credit card payments or donations, include the eight-digit Habitat identification number and GV event code in the fields provided. For personal checks or money order, write the eight-digit Habitat identification number above the name and address in the upper left corner of the check; write the GV event code on the memo line located in the lower left corner.

## Air travel and entry requirements

### Air travel

Global Village team leaders are responsible for either booking team members' airline tickets (closed teams) or ensuring that team members have accurate information in order to book their own airline tickets following your set itinerary. Global Village staff members do not book travel for GV teams.

Airline reservations need to be confirmed and itineraries finalized as soon as practical. Please ask each team member to forward a copy of his or her travel itinerary to you. Share this information with your GV support team and carry a copy with you in country.

### Tips for group travel arrangements

Group travel can be challenging, or it can be a wonderful part of the Global Village experience. With team

leaders in mind, we have developed some suggestions about how to make the group travel to your host community a positive experience.

1. **Group booking:** You may book your team members' airline tickets directly with an airline or through a travel agent. It is generally easier to hand this burden over to a trained travel agent. In times of emergency, a travel agent will usually have more clout with an airline than you as an individual will. Some airlines offer discounts to groups of 10 or more. Most agencies can also obtain similar group discounts. If you (as the team leader) make the arrangements for your team, you will be responsible for handling all reservations as well as changes for your team members.
2. **Individual booking:** Many of your team members will be experienced travelers and will want to handle booking their own tickets. If this is the case, make sure your participants have correct dates, meeting locations, etc., before they book a ticket. Also, let them know that the cheapest tickets typically have the most restrictions. It may be worth the extra money to have more flexibility in terms of missed flights and other unexpected events.
4. **Planning your team arrival:** You may have team members leave from a designated point of departure, meet in a gateway city, or arrive in the host country on their own. While each of these options has benefits, each also has its drawbacks. It can be very difficult on both you and your hosts if each team member arrives at a different time. This means coordinating in-country travel and having greeters at the airport. It offers the most potential for confusion. You may want to meet your team in a gateway city. A gateway city is a natural stopover where travelers can meet before continuing on to their destination country. Contact your GV support team for travel suggestions, or talk with your travel agent about options.
5. **Planning for delays:** Encourage your team members to arrive in the gateway city early. Delays are common and a participant can jeopardize his/her entire trip if one leg of the flight is delayed or postponed. Double-check with your travel agents about requirements or suggestions for layovers. For international flights, allow no less than two hours, with a good standard of four to five hours. Provide an emergency number for team members to call if they have flight delays (preferably the team leader's voicemail).
6. **Frequent flyer miles:** Encourage your team members to register for frequent flyer miles. This is a valuable trip and can amount to a great number of miles.
7. **Ticket distribution:** If purchasing group airfare, ask your travel agent about how they plan to distribute tickets. The best option for you as a team leader, if electronic tickets are not an option, is for the agent to add the mailing costs to the total cost of the ticket and express mail the tickets directly to the team members. Provide your agent with a roster of names and street addresses. (Post office box numbers cannot receive express mail.)
8. **Names on tickets:** Instruct your team members to make sure the name on their airline ticket matches the name on their passport. Most airlines will not allow you to check in and most countries will not allow entry unless the names are identical.
9. **Deviations and extended travel:** Deviations are permitted by most airlines. Tickets should be purchased and issued 30 days prior to departure. Advise your team members to make decisions about side trips and deviations as quickly as possible. For team members, who are traveling in the region before meeting up with the team, provide instructions to them for meeting the team either at the airport or hotel.
10. **Baggage weight allowances:** Verify baggage weight allowances with the airlines. If you have an in-country flight, the baggage weight allowances may differ from the international flight weight allowances.

### **Passports and visas**

Each team member is responsible for obtaining his or her own passport and visa (if required). A passport is not considered valid unless the expiration date is at least six months beyond the end of the trip. Each team member, including the leader, should make a copy of the identification page of his or her passport and forward one copy

to you. *Please send a copy of each passport to your GV support coordinator, and carry a copy of each team member's passport in country.*

Visas are often required for entry into a country. While some visas are issued upon arrival, some visas must be applied for well in advance of departure. Some visas can be handled electronically and can be issued along with the airline ticket. Check with your travel agent and the U.S. Department of State about visa requirements. In most cases we advise team members to apply for a tourist visa. Consult with your GV Engagement specialist

### **Trip cancellation insurance**

Habitat for Humanity International Global Village recommends our travelers invest in trip cancellation insurance. Trip cancellation may protect travelers if a trip is cancelled or changed due to unforeseen circumstances. We *strongly encourage* all build trip participants to evaluate their needs and purchase trip cancellation insurance commensurate with those needs. See [http://www.habitat.org/gv/tci\\_faq](http://www.habitat.org/gv/tci_faq) for details.

There are a variety of travel insurers available. We encourage you to explore options via a Web search, travel agent, or recommendations from family and friends. Participants might look into:

- Travel Guard: 1-800-826-4919, [www.TravelGuard.com](http://www.TravelGuard.com)
- Travel Insured International: 1-800-243-3174, <http://www.travelinsured.com>
- Travelex Insurance Services: 1-800-228-9792, <http://www.travelex-insurance.com>
- FrontierMEDEX: 1-800-732-5309, <http://www.MEDEXassist.com/Individuals/Products/TravMedAbroad.aspx#>
- AAA (for members): <http://travel.aaa.com/travel-insurance.htm>

These providers are offered as a convenience, and are not endorsed by Habitat for Humanity.

## **Safe travel**

### **Health requirements**

The Centers for Disease Control website ([www.cdc.gov/travel](http://www.cdc.gov/travel)) provides tips about how to stay healthy in country and recommendations for immunizations. We encourage all participants to be up to date on their tetanus shots (good for 10 years) and recommend that they consult a travel clinic or their personal physician about recommended and required immunizations.

### **Embassy registration**

If you are traveling internationally, please register your team in advance with the U.S. embassy at <https://travelregistration.state.gov/ibrs>, or fax or email a team roster and contact information to the embassy listed on the emergency contact sheet sent to you by your GV support team. In the event of an emergency, the U.S. embassy or consulate can be a source of assistance and information. By registering your trip, you help the embassy or consulate locate you.

## **Final preparations**

### **Send key documents to your GV support team**

No later than 45 days before your team departs on the trip, the following items must be on file with your GV support coordinator:

- **Online forms:** Every team member (including the team leader) must have completed the emergency contact information and waiver of liability form online. (Minors and their guardians should complete a **Waiver of Liability for Minors** - ([http://www.habitat.org/sites/default/files/gv\\_emergency\\_contact\\_info\\_waiver\\_minors.pdf](http://www.habitat.org/sites/default/files/gv_emergency_contact_info_waiver_minors.pdf)) Participants that filled out their GV application more than a year ago, such as returning participants, will need to update these forms online; please contact your GV Support coordinator if you have returning participants.  
Approximately 30 days prior to departure, your GV support coordinator will send you a detailed team roster which includes information participants filled in on these forms.

- **Passports:** A copy of the ID page of every participant's passport if traveling internationally.
- **Balance due:** The unpaid balance of the team's trip cost made payable to Habitat for Humanity International and including the appropriate GV event code.
- **Travel itineraries:** A copy of your itinerary, including both ground and flight details. Please use the template provided by the host country or an Excel spreadsheet.
- **Team Roster Tool:** Some host programs request for team leaders to complete a detailed roster, which includes rooming assignments, travel itineraries, dietary requirements, etc. You will receive this form from the GV Engagement specialist.

Please retain a copy of all paperwork you forward to HFHI GV.

### **Final packet**

Thirty days prior to departure, your GV support coordinator will send you a final packet containing: a supply of accident claim forms; a ACE information card; a copy of the GV emergency management plan; GV emergency contact information; a team roster with emergency contact information for each member; expense accounting information; and postcards with the evaluation survey link for you to pass out to team members at your trip's conclusion.

## **Global Village support team**

The Habitat for Humanity International GV support coordinator and engagement specialist and host GV coordinator are your partners in planning and leading your trip. Once the trip is confirmed, you work directly with the host GV coordinator to finalize logistics, reservations, work schedule, etc. *Please copy your entire Habitat for Humanity International GV support team on all written communications regarding your trip.*

Available to you 24 hours a day while your team is traveling, your GV support team will be monitoring the progress of your team and will assist with any problems or concerns. Do not hesitate to call upon this team!

### **Additional resources**

Please visit the **Global Village team leader resources** ([http://www.habitat.org/gv/catalog/resources\\_catalogue.aspx](http://www.habitat.org/gv/catalog/resources_catalogue.aspx)) page on the online GV Trip Catalog for more Habitat information, travel-related links, forms and more. Refer participants to the **Global Village participant resources** (<http://www.habitat.org/gv/resources.aspx>) page on the Global Village website for useful information and links. Contact your Global Village Engagement specialist with further questions.