

Pre-trip Preparation

Vietnam

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Payments, Cancellation & Insurance

Payments: Your final payment (minus your deposit) is due six-eight weeks prior to departure. Please check your travel seminar brochure for the specific deadline. You may pay your balance by check or with a credit card (please note we only accept Visa or MasterCard). For some programs, you may be billed directly by the organization or group sponsoring your travel seminar.

Cancellation: Cancellation notices must be received by the Center for Global Education in writing. Your deposit is non-refundable. A cancellation notice received up to 75 days before departure will be assessed only the deposit plus any non-recoverable costs (i.e. flight deposits, visa fee, etc.). A cancellation notice received 61-74 days before departure will be assessed 25% of the total travel seminar cost; a cancellation notice received 31-60 days before departure will be assessed 50% of the total cost. A cancellation notice received within 30 days of departure will be assessed the full program cost.

In the event that a Travel Warning is issued by the US State Department for a country that will be visited during a program and CGE agrees that it is unsafe to travel there (or the sponsor has an existing written policy against traveling to a country/location with a Travel Warning), then we will try to reroute that program to another country. If we need to cancel the program, the participants will be refunded any recoverable expenses.

If there is no Travel Warning, but a participant cancels due to fear of a worldwide crisis, then they may be able to transfer their deposit to another program within the same fiscal year (if agreed upon by CGE); however, they would still be responsible for paying any unrecoverable expenses related to the original trip.

All participants are encouraged to purchase trip cancellation or interruption insurance in the event of a personal or family illness or other unforeseen events.

Cancellation Insurance: We recommend you purchase trip cancellation insurance to protect yourself against emergencies that might prevent you from traveling. Some examples of unforeseen disruptions that could require you to cancel your trip are: you or a family member becomes sick or dies; bad weather or natural disasters that results in closed airports, roads, or hotels; calls to serve on jury duty; terrorist attacks/civil unrest in-country or at home; health epidemics (such as H1N1).

Most travel insurance companies have specific policies in relation to the H1N1 virus. Please check with your provider on their policies for H1N1 coverage. Some companies may offer “Cancel for Any Reason” clauses at an additional cost that will allow you to cancel for any reason. When purchasing these products we recommend you call the company to discuss any exclusions.

NOTE: For many types of cancellation insurance you must purchase the insurance within 14 days of your first payment towards any trip related costs (ie: deposit on program, airline ticket, final payment, ect.).

What Cancellation Insurance Do We Recommend?

You are free to use any insurance company. Make sure the company you work with offers cancellation and trip interruption coverage as a part of the package.

Cancellations Related to the H1N1 Virus

The Center is not financially responsible for any participant who becomes ill with the H1N1 virus before departure or during the seminar. Contracting the virus or having flu-like symptoms may result in: cancellation of your participation in the seminar pre-departure, being detained or quarantined at domestic or international airports or leaving the seminar to avoid spreading the virus to the group.

Medical Insurance:

The Center for Global Education at Augsburg College provides participants with international emergency travel assistance through EIIA/FrontierMEDEX insurance* which is included in the program fee. This insurance provides primary coverage for international emergencies and accidents. The plan covers Accidental Death and Disability, Repatriation of Remains, Emergency Medical Evacuation and Emergency Travel Assistance. **This policy does not cover trip cancellation/interruption, any medical expenses that may be incurred while in the United States, or after you return back to the United States with any injury sustained abroad.** Please note there is a \$250 deductible due at the time of emergency medical services.

While the insurance provided will allow you to be reimbursed for charges over the \$250 deductible, it is common to have to pay for medical charges at the time of service. If you require

medical care in country, we suggest you ask at the clinic or hospital if they will take your insurance, either EIIA/FrontierMEDEX or any additional personal coverage that you may have through another provider (such as HealthPartners or Blue Cross). If so, immediately contact the insurance company. For instances where insurance is not accepted, we recommend you bring a credit (not debit) card with you to cover the cost or discuss with your family or emergency contact person how you might arrange to have funds available for such an emergency.

EIIA/FrontierMEDEX
24-Hour Emergency Travel Assistance Services
FrontierMEDEX ID Number: 352191

Client Name: EIIA
Name Insured: Augsburg College
Call toll-free inside the U.S. /Canada: 1-800-527-0218 or
Call collect worldwide: 1-410-453-6330

**Disclaimer: CGE is offering insurance through a third party and is not responsible for any eligibility or non-eligibility in coverage as stated above or any changes in EIIA insurance coverage*

Travel Health/Accident Insurance for non-covered participants

For Participants who are not eligible to be covered by Augsburg's EIIA plan, we strongly encourage you to consider health/accident insurance that includes emergency evacuation. You may sign up for insurance with HTH through CGE's plan at their own cost. There are a number of reputable providers. We have an account with HTH Worldwide Insurance Services, which provides good medical coverage at our group rate:

Ages 18-49: \$10.25/weekly
Ages 50-64: \$41.00/weekly
Ages 65-70: \$82.25/weekly

For more information visit the HTH website at www.hthstudents.com using group access code BIH-2227. You do not need to be a student to apply for this coverage. If you need assistance with registering online, please contact our office.

Air Travel Arrangements & Deviations

Air Travel Arrangements: Your air travel, if included in the cost of the program, will be arranged out of the city designated in the travel seminar brochure. The Center for Global Education will use the most convenient connections, efficient routing, and lowest fares possible. Some cities have limited service that may result in multiple connections or long layovers. If you will be making your own travel arrangements, traveling in the country prior to or after the travel seminar, or if you have special travel needs, please contact the Center for Global Education as soon as possible.

It is essential that the name on your travel documents be identical to your name as it appears on your passport. If there is a discrepancy, you could be delayed or required to purchase another ticket. Please check your ticket as soon as you receive it and contact the Center for Global Education if there is a discrepancy. In the event that changes need to be made to the itinerary due to illness, strikes, terrorism, weather, or other causes, these changes will be made to ensure the well-being of all participants. Additional expenses, if any, will be the responsibility of the travel seminar participant, although the Center for Global Education will make every effort to minimize such expenses.

During overseas flights, it is important to get up periodically and move about the cabin to increase blood circulation. While seated, try to straighten your legs under the seat as much as possible and flex your calf muscles every couple hours. Sitting in one position for many hours in a row, especially with your legs crossed, will not only make you uncomfortable but also may pose a health risk. Deep vein thrombosis (DVT) is an extremely rare but potentially fatal condition where a blood clot forms in the calves and then travels to other parts of the body. Please contact your personal physician if you have any questions about reducing your possible risk of DVT on long flights.

Packing List & Luggage

Suggested Packing List:

- Comfortable but modest clothing
- Note: Slacks, shirts, skirts for women, neat blue jeans, and t-shirts without logos are appropriate; short skirts, athletic gear, midriff-baring or tank tops are not appropriate. Shorts are not appropriate for meetings but may be worn in other situations. Clothing with a military style or pattern (e.g. camouflage), or with U.S. flags or other patriotic symbols, are also not appropriate. Laundry service will be available at a reasonable cost.
- Several dressier outfits for more formal meetings, church services or special evening events
- Comfortable walking shoes; consider one pair with closed toes for markets and rural areas where there may be mud and biting insects
- Lightweight robe and slip-on sandals for shared bathrooms
- Swimsuit
- Sweater, sweatshirt, or jacket for cool evenings and air-conditioned meeting rooms
- Rain jacket or poncho, or umbrella
- Ear plugs (if you are a light sleeper)
- Toiletries and medications-bring everything you think you will need because some items may not be readily available and opportunities for shopping are limited
- Jewelry – please leave expensive or sentimental items at home
- Sun & insect protection – hat, sunglasses, sunscreen, insect repellent
- Photography supplies – camera, extra batteries, film
- Small flashlight & extra batteries (for dark streets, rural areas, overnight trains)
- Refillable water bottle, with a wide mouth for easy cleaning

- Power bars or other high protein snacks, especially for vegetarians
- Small backpack for items you will need for everyday use
- Notebook or journal
- Reading material, deck of cards, etc. for waiting times or delays
- Travel clock, watch, or other timepiece
- Money belt or neck pouch to hold valuables
- ATM card, credit cards
- Moist towelettes and hand sanitizer
- Plug adapter (if you are bringing electrical appliances)
- Passport and several photocopies of both the photo page and visa page (pack separately)

Luggage: Due to space restrictions on vehicles in Vietnam, please bring one large, soft-sided bag and one carry-on, plus a purse, camera case or briefcase. Pack as lightly as you can. In general, if you cannot comfortably walk five city blocks with all of your gear, you have packed too much. You may want to pack a small tote bag or collapsible suitcase in your luggage for souvenirs you will acquire during your trip, as well as for side trips. The suitcases designed to double as large backpacks are especially good for travel in Vietnam.

Money

Most participants find that US \$200 to \$250 is sufficient spending money for a one to two-week seminar. Of course, how much you bring will depend on your personal spending habits. Remember that all meals and program expenses are included in your travel seminar cost. For current information concerning exchange rates, visit <http://www.xe.com>.

Accommodations

In keeping with the style and philosophy of the seminar, you will stay at modest local hotels. We are confident that this unique opportunity will enhance your understanding of the region in a challenging, experiential manner.

Health & Safety Information

Review your vaccinations: Check with your doctor or the Centers for Disease Control (CDC) regarding recommended vaccinations for travel to Vietnam. Currently, the CDC recommends that you be up-to-date on diphtheria-tetanus and measles, and that you consider an immune globulin vaccine for protection against Hepatitis A. You may call the CDC at 404/332-4559 or visit their Web site at <http://www.cdc.gov/travel/>

- Bring enough medical/health supplies. If you take a prescription or other medication, make sure you bring enough to last your entire seminar, including a possible day or two of delay. Be prepared, and bring medical and health supplies for potential problems. Many medications, including common over-the-counter items, may not be readily available.
- Drink enough water. Besides drinking contaminated water, the most common health problem is not drinking enough water and getting dehydrated and/or constipated.
- Wash your hands with soap whenever possible or use hand sanitizer when soap and water is not available. Clean food and water can be contaminated by dirty hands.
- Watch what you eat. Eat food only if they are well cooked, and avoid salads unless the greens have been washed with purified water. Fruit that you peel is the safest.
- Pace yourself. While strenuous walking is not a regular part of any travel seminar, there may be an occasion when a long walk is necessary to reach a certain location. Varying local conditions make anticipating this walk impossible, although CGE staff will keep you informed whenever possible. If a particular health condition makes strenuous walking a concern, please be prepared to communicate your limitations with your group leader and CGE staff .
- If you get sick, please let your trip leader or CGE staff know right away. This will help to pinpoint problems with food and water, and help you to get better and arrange a visit to a doctor or medical clinic if necessary.

Possible Ailments:

Traveler's Diarrhea: Just the change in food, water and climate can lead to an upset stomach. If you get diarrhea, treat it with Pepto-Bismol and drink lots of water. When you are ready to eat again, start with rice, bread, crackers, and broth (bring bouillon cubes or dry soup). Immodium (Loperamide is the generic equivalent) is a stronger medication to be used only when absolutely necessary. It does not cure the diarrhea but slows down the digestive system, which can lead to other problems. Some herbal teas are thought to aid in the prevention and treatment of diarrhea such as ginger root, raspberry, comfrey, and peppermint – feel free to bring some tea bags with you.

Hepatitis A: Studies have shown that many cases of travel-related Hepatitis A happen to travelers in developing countries with “standard” itineraries, accommodations, and food consumption behavior.

Malaria: Malaria is a mosquito-borne illness that is present in parts of Vietnam, depending on the time of year and the area of the region. CGE will contact you if your travel seminar may encounter a risk of malaria and will advise what precautions will be necessary.

Typhoid: Typhoid Fever is a bacterial infection transmitted through contaminated food and/or water, or directly between people. The CDC recommends a typhoid vaccination for those traveling to rural areas or staying long term (more than six weeks).

Safety:

Your safety is our highest concern. Since 1982, more than 9,000 people have participated in CGE travel seminars. CGE has thus gained a great deal of experience with group travel. CGE will not hesitate to cancel a trip should something occur that would make it appear to be unsafe to travel to a specific country or area.

For up-to-date CGE Safety Notices and Information please visit:

<http://www.augsburg.edu/global/about/safety.html>

Out of our extensive experience we have developed the following guidelines for you to observe before and during your travel seminar. These guidelines come out of important safety, security and cultural concerns. At times, the reasons for these guidelines may not always seem obvious to you. Keep in mind that following these guidelines helps to ensure the safety of travel seminar participants, staff and resource people. In addition, it enhances the group's educational experience and fosters long-term relationships of trust and mutual respect which the Center seeks to develop in the region.

If all participants follow these guidelines, it means less inconvenience for you and the group and less work for our staff. Thanks!

When you arrive at the airport in Vietnam:

You may be asked by officials about your itinerary and schedule. If so, simply respond: you don't know what your schedule is. (You will receive a tentative schedule of appointments from the Center staff upon arrival in Vietnam). Identify yourself as a tourist if asked; the official purpose of your trip is educational tourism. Watch your bags and documents at the airport, as bags have been stolen before and while loading luggage into the vans.

Do's and Don'ts

While on the travel seminar . . .

Do . . .

- Listen carefully to all safety information during your in-country orientation.
- Keep your passport with you at all times, inside your clothing if possible (unless our staff directs you otherwise).
- Stay close together as a group when you are out in public and always travel in groups of two or more.
- Always ask permission of a person before taping or photographing.
- Be cautious about what you say in public (including airplanes, airports, restaurants and hotel lobbies). There will most likely be people around you who will understand English.

Also, North Americans tend to speak in louder voices, so keep your voice at a low level--even when in your hotel room.

- Be respectful of resource people, even those with whom your views differ. This doesn't mean that you have to avoid asking the "hard" questions, just ask them in a non-confrontational way.
- Be respectful of other group members. Before asking multiple questions of resource people, look around to see if other people have questions and remember that people have varied learning styles and may need more time before asking questions. Remember that you are part of a learning community and not simply an independent traveler.
- Drink a lot of water to maintain good health. When the weather is hot, you will dehydrate much more quickly! Our field staff will give you guidelines for finding sources of safe water.

Don't . . .

- Leave suitcases, bags, or purses unattended, even for a minute!
- Handle large amounts of money in public. Know how much you have and where it is.
- Give anybody any reason to rob you. That means don't wear flashy (or any) jewelry, watches, bulging pockets, or expensive-looking sunglasses.
- Disclose the tentative schedule or names of resource persons and groups of which you may be aware. This information should not be given either to "friendly strangers," to other resource persons on the program, or to anyone outside of your group. If you want to ask someone about information provided by another resource person/organization, find a way to do this without mentioning the other person/organization (e.g. "I read before I came that. . .").
- Photograph military personnel or military installations. In many countries, airports and bridges are included in this prohibition. This is true for U.S. immigration and customs areas as well.

Your group will have an orientation session upon arrival in Vietnam. You will receive additional information and have the opportunity to ask questions at that time. In the meantime, if you have any questions about the information above, call the International Travel Seminars Staff at the Center.

NOTE: It's likely you will hear the above guidelines again at various points during your travel seminar. We ask for and appreciate your patience with this fact in advance of your trip.

Policy on Controlled Substances

Policy on Controlled Substances: Because of a past incident with one of our travel seminar groups, we would like to bring the following information to your attention:

The use, possession, transport, or purchase of "controlled substances" (i.e., illegal drugs) by a travel seminar participant carries significant risks and penalties for the participant, the entire

group, and the reputation and legal status of the Center for Global Education in the countries in which we work.

A participant who uses illegal drugs while on a Center for Global Education program will be sent home at his or her own expense. If the participant is detained or arrested, legal officials in the site of the arrest (U.S. or foreign country) likely will not permit Center for Global Education staff to contact or assist the detained person in any way. The Center for Global Education's responsibility for the participant ends at the time of detention or arrest for drug violations.

United States law prohibits the transport of illegal drugs across its borders. Also, U.S. law does not protect U.S. citizens, U.S. residents, or others traveling abroad who violate foreign drug laws. The laws that prevail are those of the country in which the law was broken.

Please reference the U.S. State Department's Travel Warning on Drugs Abroad for more information http://travel.state.gov/travel/living/drugs/drugs_1237.html

And remember:

- The police and customs officials have the right to search your luggage for drugs.
- In many countries local laws make no distinction between hard and soft drugs.
- United States laws DO NOT apply to Americans abroad who violate foreign laws. Once you are overseas, you are subject to the same penalties for drug violations as the nationals of the country you are visiting.
- In some countries, anyone who is caught with even a very small quantity of drugs for personal use may be tried and receive the same sentence as a large-scale trafficker.
- If you are arrested for drug possession abroad you may be subject to interrogation and/or solitary confinement for up to a year before trial and receive a mandatory prison sentence of seven years to life if you are convicted.

Suggested Publication Guidelines (for writers)

Some participants write an article for their community newspaper, organizational newsletter or other media outlet following their trip. In order to minimize risks to the security of resource persons who will meet with your group, without obscuring the written information or losing the strength or credibility of the article, we suggest the following publication guidelines. You will learn more about security-related issues when you arrive in each country. We appreciate your consideration of these guidelines.

- Some people and organizations with which you meet may ask that you not identify them by name in anything published about your visit.
- In order to be more forthcoming in his/her presentation, a resource person may request no photographs, tape recordings or videotaping.

- Visits to United States Embassies are considered by the Embassies as background briefings only and are officially "off the record." Embassy personnel ask not to be quoted or identified by name.
- Cameras and tape recorders usually aren't allowed inside U.S. Embassies.
- Some government offices require that cameras and tape recorders be inspected prior to granting permission to take these items inside the building.
- We request respect for all speakers, whether you agree or disagree with their perspective. Ask the "hard questions," but be aware of the manner and tone in which they are stated.
- Discussing sensitive issues on the phone during your travel seminar is not advisable.

The following are some examples of journalism, following the suggested guidelines:

"Some of the church people that had gathered after the trial was canceled were bitter. 'Here you don't see any justice,' said one woman, 'only injustice.'"

"American diplomats and Salvadoran political analysts argue that the gains in curbing gross human rights abuses, stabilizing the economy, training the army and supporting an elected civilian government are essential and hard-won first steps."

"'It's going to take a long time,' says a knowledgeable military expert closely associated with the war effort."

"Local religious sources and foreign development workers in different parts of the country report that . . ."

"'We often go hungry to feed our children,' says an agricultural laborer with three children."

Gift Giving

The Center for Global Education is committed to building long-lasting relationships with the communities in our host countries. As part of that commitment we have a policy of not giving gifts, no matter how small or inexpensive, to people on the streets, including not giving candy to children. Regardless of the intentions, the practice of gift-giving can lead to ill feelings among both givers and receivers. It also reinforces the stereotype of North Americans as patronizing, wealthy foreigners. If you wish to share something with the people you meet, we suggest you bring postcards, photos or mementoes from your home community and family.

Some groups may decide to make a monetary donation to one or more of the organizations with which they meet. This is always done in coordination with the Center for Global Education staff, and the donation is given to a responsible individual within the organization to ensure that it goes for the intended purpose. This type of gift-giving is always voluntary.

Diversity

The Center for Global Education strives to create for its participants an intentionally diverse community of co-learners where a variety of cultures and backgrounds is represented. Students, faculty, and staff help each other respond to issues of oppression such as racism, sexism, homophobia, economic inequality, xenophobia, and classism, in an environment where diversity expands participants' thinking and worldview.

Under 18 Years Old

The Center for Global Education also coordinates a number of travel seminars for high school youth. Young adults under the age of 18 are welcome to participate on a travel seminar provided they and their parents and/or legal guardians have completed a [travel permission form](#) and checked with the Center for Global Education in advance. There are some travel seminars whose programming allows for the limited participation of children traveling with parents. Requests for children to accompany adult travel seminar participants are considered on a case-by-case basis. All travelers under 18 years of age are required to carry along [two notarized letters](#) or consent forms with their passport. For your convenience, we have provided a [certificate of consent form](#). These forms are located in the Short-Term Program Register Now page.

Contact Information

Before your departure, CGE will provide you with the phone numbers for the places where you will be staying, so that family and friends will have contact information in case of emergencies. It will cost less to call from the U.S. to Vietnam than vice versa. However telephone service in Vietnam may be unreliable and some of the local hotels may not have English-speaking attendants. Most of the accommodations CGE uses do not have phones in the rooms, but they will be available in the hotel lobby area or nearby. Please do not purchase calling cards in the U.S., for use in Vietnam – they may not work. You will be able to purchase calling cards upon your arrival.

An after hours emergency cell phone is carried by a Minneapolis staff member whenever a travel seminar is in progress: 612-817-2830

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