

Frequently Asked Questions and Guest Expectations

(If you have any questions of which the following does not specifically address, please contact us.)

Food:

- All meals are served buffet style and each person can serve themselves as desired.
- Breakfast provides the option of cold cereal and toast with all meals.
- Lunch provides the option of peanut butter and jelly sandwiches if desired.
- Examples of options at meal items are as follows, depending on the daily menu:
 - o Breakfast: fresh fruit, eggs (various styles), black beans, salsa, meats, omelets, pancakes, french toast
 - o Lunch: tacos, chicken salad sandwiches, rice and meat, hamburgers, fried chicken, potatoes
 - o Dinner: Chili rellenos, tostadas, hamburgers, vegetables, rice and meats, pasta dishes
- Sodas, Gatorades, snacks, and ice creams are available for purchase at all times.
- If there are any allergy concerns, please notify us before your trip so we can prepare accordingly. *Also, be sure to mention your allergies on arrival to your translator so they can validate the accommodations that will be made.*
- All meals are currently served in the main dining hall at specific times set by staff, and as needed for team needs.

Lodging:

- There are numerous areas for housing during your stay. Approximately 90% of the rooms for missions' teams have air conditioning. We ask that if you are in a facility that has air conditioning, the units be turned off anytime you are not in your room.
- There are bunk rooms for large groups. Each room can house between 4 and 12 people, depending on size.
- If you are traveling with your spouse as part of a large group, there may be smaller private rooms for you, however this is determined by availability, amount of guests on campus, and location. *Please be willing to be housed separately if necessary.*
- If the team you are a part of has a specific housing request (Mission House, Pool Area, etc.) we ask that the team leader contact us with this request and we will do our best to accommodate- but be aware this is based on availability and amount of guests on campus during your visit. *Housing preferences are not guaranteed.*
- All housing areas have separate bathrooms for males and females, however most of the housing will require you to use a large bathroom with multiple stalls and showers. Be aware that you will likely share a bathroom with members on your team, and possibly members of other teams of the same sex.

Immunizations:

- Immunizations that Hope of Life recommends, but does not require, follow the recommendations of the CDC.
 - o These are: All routine vaccines, Hepatitis A, Typhoid, Hepatitis B, Malaria, Rabies, and Yellow Fever.
- Please be aware that any or all of these vaccines can make you feel ill and should be administered in the recommended time frames.
- Should you choose to take Malaria medication while visiting Hope of Life, be sure to check with your physician regarding which medication would be best. It is our experience that any of the Malaria medications that cause sensitivity to sunlight should be avoided.
- Should you or anyone in your groups have a medical emergency, experience a reaction to a medicine, or have a reaction to a food or allergy - there are medical professionals available at all times and we are within driving distance of a private hospital.

Internet and Connectivity:

- On campus there is Wi-Fi available in eating areas and in your housing areas, at a cost of \$10 per week; this price must be paid before arrival on Campus. However, please see the list below for user awareness
 - o We are located in a mountain range and often experience heavy rains, and weather. The Wi-Fi is as available as we can make it. Please be aware that it can be slow or lost at times due to a high amount of users at one time, weather, and other unforeseeable factors.
 - o While Wi-Fi is available, we recommend being as present as you can be during your time with us, and limiting your Internet usage.
 - o Wi-Fi and cellular service is not available in the villages, and the use of your phone and hotspots is discouraged while you are ministering to the people. Please notify your translator if there is an emergency and you need a communication device.

Airport Pick-Up and Drop-Off:

- There are a few helpful tips if this is your first time to Hope of Life, to guide you in retrieving your checked bags, immigration, customs, and finding the staff member who will meet you at the airport:
 - o When you board your first flight, you will be given luggage tags for your checked baggage. Please keep these with you as the security in Guatemala will check these tags against your checked baggage to ensure you have the correct luggage.
 - o When filling out customs and immigration forms, do not declare gifts, toys, aid supplies. These are not taxable items and you should not have to pay any fees. By declaring them, you could end up paying fees to leave the airport.
 - o When you arrive, you will first go through immigration; this will require a form given to you by your flight staff and your passport. It is a very simple process and will just take time, depending on the length of the line.
 - o When you reach baggage claim you will find your bags, locate your saved tags and line up to go through security and customs. Should you be missing a bag, you can approach the baggage claim desk and inquire. They will be able to locate the last place your bag was and give you an estimated delivery time in which they will bring the bag to our ministry. These staff members do speak English for your convenience.
 - o Once you pass through security you will enter a final foyer before stepping outside the airport. We suggest you wait in this area for your entire group to gather together before leaving - *once you leave the airport, you cannot go back inside.*
 - o Upon stepping outside you will find a large crowd of people waiting for arrivals, and luggage men who will attempt to help you with your bags. We recommend not utilizing these men, as we will be able to assist you with your bags and will have parked nearby.
 - o Outside the airport you will navigate to the right. Our staff is usually right next to the barrier that you'll have stepped into; there should be a translator and usually one of two guards. They will be looking for you and will assist you with your luggage.
 - o Depending on the time of day you arrive, you may stop for lunch: this will likely be Pollo Campero, a chain restaurant that serves chicken meals.
 - o The bus ride to Hope of Life once you are leaving Guatemala City is approximately 3.5 hours. There is a bathroom stop halfway, so you can plan accordingly.

Ministry Opportunities and Daily Schedules:

- Projects and programs your group has been preparing for will determine your agenda. At the beginning of your week, the team leader should set up a tentative schedule with the Mission Team Coordinator for each day of the week.
- There are multiple ministry areas on campus to be involved in: Saint Luke's Hospital, the Elderly Center, Kelly's House, and the Children's Home. If you would like concentrated time in any of these areas, please inquire upon your arrival.
- Some examples of other ministry opportunities that you can be a part of are:
 - Every week we serve 3 meals at the local feeding center
 - Food bag distributions
 - Construction projects
 - Medical assistance
 - VBS's and other bible programs

Essentials for Packing Effectively:

- This is a list of things you will want to be sure to pack and have on hand:
 - Reusable water bottle
 - Hand Sanitizer
 - Cleansing Wipes
 - Bug Spray
 - Sunscreen
 - Hat
 - Construction Gloves (if you plan on working on construction projects)
 - General Medicines (Tylenol, Allergy medication, Neosporin, Band-Aids, Itch relief)
 - Lightweight pants and tops
 - Snack Items