

2024



Vietnam

Volunteering Program Offer Document





What you can get inside this document

- Why Volunteering Program
- Vietnam Volunteer Program—Practical Details
- Typical day schedule during Volunteering days.
- Available Volunteering Project in Vietnam.
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- Services Included & Excluded
- And, Arrival and Departure Procedure.

Why a Volunteer Program?

Volunteering is a beautiful way to travel with numerous benefits that are being enjoyed by tens of thousands of people from all over the world each year.

If you are looking to have fun, make a difference and do it safely then you can look forward to making a volunteering trip for the following reasons:

- **Experience the real culture** of your destination – unmatched by any other type of travel.
- **Make a difference** to a community or environmental project.
- **Travel safely** in a well-organized packaged program
- **Pay fair prices** for trips that offer a lot of great experiences.
- Visit famous highlights and nature reserves or have soft adventures.
- Be a proud 21st century global citizen, travelling responsibly.

Why Vietnam?

Reasons Vietnam Should Be Your Next Trip

If you visit Vietnam, you are guaranteed to have an adventure. Vietnam is wild, and it's easy to get out of your comfort zone if you go a few blocks away from the backpacker's street in Hanoi, you will find that no one speaks English. The traffic is unlike any place else, the cities are bursting with life, and once you let go and ease into the rhythm, you'll find Vietnam offers an experience unlike any other.

Here's why you must visit Vietnam:

- Taking a motorbike trip is easy

Lots of backpackers visit Vietnam hoping to motorbike along the countryside and for a good reason. Vietnam offers stunning views of mountains, fields and beaches. You can rent a motorbike, or if you are planning a long term trip, buy one and sell it at the end. There are plenty of mechanics nearby for an unexpected breakdown, and if you aren't sure where to go, you can find plenty of well worn paths through the country. There's nothing like exploring a country with the wind rushing through your hair as you pass through towns you would never see otherwise.

- It's a mecca for coffee lovers

It's not just delicious coffee, it's the variety of specialities and the uniqueness of recipes. You can stick to the classic black coffee, but you can also find coffee with coconut milk, coffee with yoghurt, or even coffee with egg yolk for a rich, creamy finish. Each café will offer a different, and by the time you leave, you'll probably have a new favourite drink.



- **There are hidden natural wonders**

Natural wonders might not be the first thing you think of when Vietnam comes to mind, but there are many spectacular spots to visit. Hạ Long Bay located in North Vietnam features endless, lofty limestone islands topped with rainforests. Phong Nha Kẻ Bàng National Park offers forests, caves, underground rivers but is known for its ancient limestones karsts. Merely taking a ride through the countryside will provide stunning views of sometimes mystical scenery. The deeper you delve into the country, the more beauty you will uncover.

- **There are lots of festivals**

Vietnam has festivals scheduled for the entire year you could plan your trip based off them. You might learn how families celebrate their love for each other at the Tet festival when people stay over each other's homes and make Chung cake over a bonfire. You might run into the famous buffalo fighting festival, where the winning buffalo is killed and present to a god. Even public holidays create a spectacle if you happen to be in Vietnam on the second of September the streets are lit with red flags everywhere you wander.

- **It's safe and hospitable**

The government does a great job of providing security anywhere you travel in the country. There hasn't been a crime against tourists for a decade. Vietnam goes a step further than this with its welcoming locals. Locals are smiling and kind, willing to offer directions or lend a helping hand whenever it's needed. There are even characteristics attached to specific places. People from Hue are known for their elegance and charm. If you're from Hoi Ann, you're known to be honest. The people of Vietnam offer something for every local to learn after a visit.

Vietnam is a beautiful wild country that offers a variety of experiences for everyone who ventures into this country. It provides a rich history, beautiful landscapes, delicious coffee and most importantly, hospitable locals who make you feel like you are welcome in their country.



Features of the Volunteering Trip

After knowing why you should see yourself making a volunteer trip, as compared to any other type of travel, here are some features that make it a safe, immensely enjoyable and memorable experience.

Safety features

Your safety and well-being is the top priority when you are travelling to another country. For this, we use our experience since the year 2000 to make it one of the safest forms of travel you can undertake:

- Everything is pre-organised for you from the time you arrive until the time you complete the program. Journey with complete peace of mind.
- Safe, licenced drivers and registered vehicles used for all your road transportation.
- We are always with you, during trips, transfers and your project activities.
- Hygienic meals of home-like local cuisine (as included in your plan) for proper nutrition.
- We prepare you really well for your travel and volunteer experiences from before you start the program until the completion of the program.
- With us, your family can feel safe because they can reach you through multiple team members that are with you or looking out for you.

Convenience features

A volunteer program needs to be well designed and organised to make sure that even if you are volunteering or visiting the country for the first time, you can focus on enjoying your time there and make the maximum positive impact possible.

- Pre-arranged accommodation throughout the program with other international volunteers.
- 3 meals per day as per local cuisine (breakfast, lunch and dinner) for the entire duration of the program.
- Free wi-fi at the accommodation to stay in touch with family and friends.
- The regular presence of our trained staff to help you at your volunteer project guiding you on how to plan and execute your volunteer work.

Volunteering experience features

It is very possible that you are volunteering for the first time or at least volunteering in a new country on your trip. This means that you will do better if we supported you fully during your volunteering activities.

- We provide complete details of the project where you would be contributing. You will know why the project exists, it's needs and the role you play as a volunteer to help in that project.
- A tailor-made volunteering activity plan for you to get started as quickly as possible and know who you are teaching.
- We support you every day in planning activities at your project, the next day.

Travel and cultural Experience features

We believe that a good volunteering program should be fun and leave you with memorable experiences. This means that your volunteer program can include trips, adventures, workshops and cultural experiences that are delightful or hard to find.

- Optional weekend excursions to top highlights of the country or region ensure that you are getting the best of what tourism in the area offers.
- One of the most fun elements of a country's culture is learning the basics of its language, cooking food local style, seeing how local people live and other aspects. For this reason, we include workshops in your volunteer program such as:-
 - Visiting local families and having a meal with them.
 - Learning the local dance or arts.
 - Trying your hands at local cuisine.
 - Learning the local language for fun and for practically using during your travels or volunteering.

Care and support features

We will speak with you daily, assist in case you need medical care or help you change plans if something unexpected comes up.

Vietnam Volunteer Program Practical Details

Day by Day Plan

Here is a sample of a 4-week volunteer program. If you want to travel for shorter or longer durations, then let us know and will give you a plan for that.

Based on your budget, you can do this program in 2 forms, "Volunteering Only Program" or "Volunteer and Travel Program".

Day #	Day	Volunteer Only Program	Volunteer and Travel Program
Day 1	Mon	Arrival at Tan Son Nhat International Airport and transfer to accommodation settle down	Arrival at Tan Son Nhat International Airport and move to accommodation settle down
Day 2	Tues	Welcome meeting and orientation starts. Orientation includes talks & presentations on: <ul style="list-style-type: none">• Vietnam& its culture• Social development and the role of volunteers• How to do volunteer work• Project activities• Cultural responsibility• Personal safety & Code of Conducts• General Local area• Vietnamese Language lessons & visit to the local Market	Welcome meeting and orientation starts. Orientation includes talks & presentations on: <ul style="list-style-type: none">• Vietnam& its culture• Social development and the role of volunteers• How to do volunteer work• Project activities• Cultural responsibility• Personal safety & Code of Conducts• General Local area• Vietnamese Language lessons & visit to the local Market
Day 3	Wed	Volunteering project work starts with the daily schedule of volunteering, cultural activities and free time. Afternoon Vietnamese language lesson.	Volunteering project work starts with the daily schedule of volunteering, cultural activities and free time. Afternoon Vietnamese language lesson.
Day 4	Thurs	Volunteering project continues. Afternoon Vietnamese language class	Volunteering project continues. Afternoon Vietnamese language class
Day 5	Frid	Volunteering project in the morning. Afternoon Vietnamese Language class	Volunteering project in the morning. Afternoon Vietnamese Language class

Continue Day by Day Plan

Day 6	Sat	Free Weekend	<i>Mekong Delta excursion with an overnight stay.</i>
Day 7	Sun	Free Weekend	<i>Return from the Mekong Delta Tour and overnight.</i>
Day 8	Mon	Volunteering project continues. Afternoon Vietnamese cooking demonstration and free time.	Volunteering project continues. Afternoon Vietnamese cooking demonstration and free time.
Day 9	Tues	Volunteering in the morning. Visit a local family in the evening for learning about day to day life in Vietnam and have a meal with them.	Volunteering in the morning. Visit a local family in the evening for learning about day to day life in Vietnam and have a meal with them.
Day 10	Wed	Volunteering in the morning and Afternoon free.	Volunteering in the morning and Afternoon free.
Day 11	Thurs	Volunteering during the day and afternoon free.	Volunteering during the day and afternoon free.
Day 12	Fri	Continue volunteering in the morning and afternoon for personal activities.	Continue volunteering in the morning and afternoon for personal activities.
Day 13	Sat	Free Weekend	<i>Start Mui Ne Excursion to visit its unique beaches with sand dunes. Stay overnight.</i>
Day 14	Sun	Free Weekend	<i>Return from Mui Ne Excursion and overnight.</i>
Day 15	Mon	Continue the volunteering project. (Departure for 2-week program participants).	Continue the volunteering project. (Departure for 2-week program participants).
Day 16 to Day 18	Tues to Thurs	Continue volunteering project.	Continue volunteering project. <i>Evening transfer to Dong Nai and overnight.</i>
Day 19	Fri	Continue volunteering project.	<i>Visit Cat Tien National Park and afternoon transfer to Da Lat. Overnight stay in Da Lat.</i>
Day 20	Sat	Free Weekend	<i>Full day visit of Da Lat. Overnight transfer to Saigon.</i>
Day 21	Sun	Free Weekend	<i>Morning arrival in Saigon and free time.</i>

Day 22	Monday	Continue volunteering project. (Departure for 3-week program participants).	Continue volunteering project. (Departure for 3-week program participants).
Day 23 to Day 25	Tuesday to Thursday	Continue Volunteering project	Continue Volunteering project
Day 26	Friday	Continue Volunteering project	Continue Volunteering project during the day. Evening flight to Da Nang and overnight stay at hotel.
Day 27	Saturday	Free Weekend	Visits and sightseeing in Da Nang along with overnight stay.
Day 28	Sunday	Free Weekend	Morning return flight from Da Nang and overnight in Saigon.
Day 29	Monday	Departure transfer to Tan Son Nhat International Airport for the journey back home.	Departure transfer to Tan Son Nhat International Airport for the journey back home.

Typical daily schedule during volunteering days.

While the schedule of the day depends on the project, overall, it looks a bit like the following:

Timings	Activities
7:00-8:00hrs	Breakfast at accommodation
8:00-13:00hrs	Project volunteering work
13:30-14:30hrs	Lunch ¹
15:00-16:00hrs	Cultural workshops- as per program schedule
16:00-17:00hrs	Preparation meeting/lesson planning for the next day
17:00-17:30hrs	Tea/coffee at the accommodation
19:00-20:00hrs	Dinner at accommodation

¹ Lunch may be offered a packed lunch or lunch at the project depending on different factors such as distance from accommodation and others.

*The scheduled time table mentioned above may change due to the need of the project or any other circumstances.

Available Volunteering projects in Ho Chi Minh City, Vietnam

The following listed projects are available at Ho Chi Minh City, Vietnam.



Teaching and education project

Helping and caring for Elderly People

Child Care (kindergarten/pre-school)

Care and supervision to Orphan Children

Health & Childcare at Disabled centre



Following is an introduction to various type of projects that are available at Ho Chi Minh City, Vietnam

TEACHING PROJECT

Volunteers engaged in teaching activities make a direct and long term contribution to the development of students for building their confidence, academic performance and future prospects.

You work mostly in pairs as teachers or teaching assistants for one or more of the following kind of activities based on the curriculum and academic plans for the educational facility or project:



- Teaching English, Math, Computers / IT and creative subjects.
- Music Lessons and practice.
- Sports instructions and activities.
- Helping with homework
- Supporting teachers with lesson planning or preparations
- Additional classes to students requiring individual attention
- Development of teaching learning material for joyful learning and activity-based learning.

The project activities of the volunteers are designed in such a way that there is no need for previous teaching experience to participate in a teaching project. Teaching material, everyday lesson/activity planning and day to day support are provided for making the most impact in your time at the project.

Specific conditions for this type of project activities:-

- Formal education or past experience related to the type of project: Not required.
- Language Proficiency: Basic English
- Open to which gender of volunteers: Male and Female
- A criminal Background check is mandatory for volunteers to ensure well being of children at the project.



HELP AND CARE FOR AGED PEOPLE

With societies becoming increasingly individualistic around the world, the elderly and the infirm are a vulnerable lot. Old age homes are providing care and shelter to those people of the lost generation whose families are either too poor to take care of them or too uncaring.

And while it may not seem as exciting or "cute" as volunteering with exotic animals or young children, there are plenty of stories and shared experiences to be created interacting with these wise persons from a foreign culture.

The day to day activities of the volunteers may include one or more of the following:

- Assist to the Staff for daily activities on old age home.
- Help the old residents do their own activities.
- Help the blind or disabled residents move about and get their meals.
- Support with education on personal health and hygiene.
- Support them clean and organise their personal spaces such as their room.
- Feeding of those that are too weak.

Specific conditions for this type of project activities:

- **Formal education or past experience related to the kind of project:** Not required.
- **Language Proficiency:** Basic English
- **Open to which gender of volunteers:** Male and Female



CHILD CARE

Daily caring for and help with Basic English of children from underprivileged communities is one of the most satisfying and accessible of volunteering activities.

The overall purpose of these projects is to provide a higher standard of care to infant's children in different public and privately run facilities by providing hands-on support on a day to day basis.

Volunteering activities on these projects include one or more of activities similar to the following:

- Preparing meals for and feeding children
- Helping children with bathing, homework etc.
- Other activities as may be needed by the institution/facility such as motor skills and preparation for early education, education on health, hygienic etc.

Specific conditions for this type of project activities:

- Formal education related to the type of project: Not required.
- Language Proficiency: Basic English
- Open to which gender of volunteers: Male and Female
- A criminal Background check is mandatory for volunteers to ensure the wellbeing of women and teenage girls at the project.



SUPPORTING ORPHANED CHILDREN

Working at orphanages is a very rewarding and yet sometimes an emotional experience. While it is very satisfying to work with underprivileged children, it's when one meets them to realise that they don't have something very fundamental.

There may be an experience of an intense desire to support these kids with the very best that one can so that they may be ready to face challenges of life. And that is what volunteers help the orphaned children go through several activities, one or more than one may be included in your day to day work at the Orphanage home:

- Helping kids with their homework.
- Preparing food and feeding the kids
- Organising sports, creative learning and other activities
- Help orphanage authorities organise their activities.

While a one-sided view of western media has somewhat put a negative light on supporting orphanages, make no mistake that the work done by legitimate orphanages and volunteers helping them makes a world of difference in the lives of the kids who don't have almost anything to call as their own.

Specific conditions for this type of project activities

- Formal education or past experience related to the kind of project: Not required.
- Language Proficiency: Basic English
- Open to which gender of volunteers: Male and Female
- A criminal Background check is mandatory for volunteers to ensure well being of children at the project.



CARE AND EDUCATION FOR SPECIAL NEEDS CHILDREN:

Children with special need (mental and physical disabilities) are staring at a challenging future ahead of them. Life is already not a bed of roses for most normal adult, things become even tougher when we become aware of the biases and prejudices that these kids will face when they grow up. Future of kids is a constant source of worry for their parents as the parents think about the time when they will become old and will not be able to support their kids as much as they do now.

And therefore the activities of the projects and volunteers are crucial in providing as much preparation to these kids for what lies ahead in life for them. Volunteers not only serve as hands on helping teachers and caregivers but also as role models for these kids to remember and draw inspiration from, for the rest of their lives.

Activities of volunteers include:-

- Help and support the kids to do some activities.
- Help them to eat and walk around.
- Feed those children who are not able to eat.
- Change their diapers and keep them clean all the time.
- Help them to go washroom.
- Make some recreational activities with kids, so they feel relaxed and happy.
- Teach them health and hygiene.
- Teach them some drawing and arts.

Specific conditions for this type of project activities

- CV for medical volunteering program which include their qualifications, experiences, skills and specialization.
- Participants need medical background or related skills to attend this program.
- Participants need certificates or relevant documents to show their qualification, experience or back ground of their medical placement.
- A letter to show their interest area for participation in the medical field.



Program Dates:

Here are the start dates of the program this year. Please note:

- Start date of the program is the day when you arrive at the designated airport.
- The programs include one extra day on top of the weekly duration. For example, the 2 week program is 14 nights, and 15 days, week program is 28 nights and 29 days and so on

Start Day	Start Date	End Date		
		For 2 week	For 3 week	for 4 week
Monday	08-01-2024	22-01-2024	29-01-2024	05-02-2024
Monday	22-01-2024	05-02-2024	12-02-2024	19-02-2024
Monday	05-02-2024	19-02-2024	26-02-2024	04-03-2024
Monday	19-02-2024	04-03-2024	11-03-2024	18-03-2024
Monday	04-03-2024	18-03-2024	25-03-2024	01-04-2024
Monday	18-03-2024	01-04-2024	08-04-2024	15-04-2024
Monday	01-04-2024	15-04-2024	22-04-2024	29-04-2024
Monday	15-04-2024	29-04-2024	06-05-2024	13-05-2024
Monday	29-04-2024	13-05-2024	20-05-2024	27-05-2024
Monday	13-05-2024	27-05-2024	03-06-2024	10-06-2024
Monday	27-05-2024	10-06-2024	17-06-2024	24-06-2024
Monday	10-06-2024	24-06-2024	01-07-2024	08-07-2024
Monday	24-06-2024	08-07-2024	15-07-2024	22-07-2024
Monday	08-07-2024	22-07-2024	29-07-2024	05-08-2024
Monday	22-07-2024	05-08-2024	12-08-2024	19-08-2024
Monday	05-08-2024	19-08-2024	26-08-2024	02-09-2024
Monday	19-08-2024	02-09-2024	09-09-2024	16-09-2024
Monday	02-09-2024	16-09-2024	23-09-2024	30-09-2024
Monday	16-09-2024	30-09-2024	07-10-2024	14-10-2024
Monday	30-09-2024	14-10-2024	21-10-2024	28-10-2024
Monday	14-10-2024	28-10-2024	04-11-2024	11-11-2024
Monday	28-10-2024	11-11-2024	18-11-2024	25-11-2024
Monday	11-11-2024	25-11-2024	02-12-2024	09-12-2024
Monday	25-11-2024	09-12-2024	16-12-2024	23-12-2024
Monday	09-12-2024	23-12-2024	30-12-2024	06-01-2025
Monday	23-12-2024	06-01-2025	13-01-2025	20-01-2025

Included Services:

- Accommodation on sharing occupancy.
- Airport pickup on arrival
- Drop off at the airport at the end of the program
- Daily return transfers between accommodation and volunteer project
- All required transfers for cultural workshops and excursions (as included in the program)
- Breakfast, lunch and dinner of local cuisine from the time of arrival till departure during the volunteering days and free week ends
- **Activities for experiencing local culture in addition to the volunteering and optional week end trips include:**
 - *Cooking workshop to observe and learn Vietnamese cuisine and try your hands at it yourself.*
 - *Visit the home of a local, English-speaking middle-income level family to experience their day to day life, its challenges and opportunities. Have a meal with the family for a truly authentic experience.*
 - *Learn Vietnamese for fun, use during trips and volunteer work.*
- **A pre-selected and organised volunteer project based on your selection and availability including**
 - Project introduction to get you settled at the project.
 - Handover session so you may continue the work from where it was left by previous volunteers.
 - Daily work planning to plan the next day.
 - Daily accompanying staff to help with translation, organising and general support.
 - The material used for volunteering such as pens, papers, workbooks, paint, colours or others.
- **A thorough orientation upon arrival including various topics of local culture, personal well-being and appropriate behaviour.**
- **Additional services for participants on the Travel and Volunteer option -**
- **1 night, 2 day Excursions++ to**
 - Mekong Delta
 - Mui Ne
 - Da Nang
 - Da Lat.
- **Services included during trips**
 - Flight on Saigon-Da Nang – Saigon sector (cabin baggage only)
 - Entrance fees to monuments and sightseeing as required.
 - Services of English-speaking guides during sightseeing.
 - Accommodation on twin sharing basis.
- **All currently applicable taxes.**

Refer to arrival and departure procedure to know pickup window times and departure schedules.

+ Breakfast only during weekend trips.

++ Please refer to detailed information about excursions for all details.

Services not Included:

- Any personal expenses such as tips, laundry and drinks.
- Any extra meals (other than those specifically mentioned).
- Personal Travel Insurance, visa etc.
- Camera fees (both still and video).
- International flight ticket or other flight tickets, unless otherwise mentioned.
- Donation to your volunteering project is not included in this program fee and may be taken upon an individual capacity.

Arrival and Departure Procedure

Arriving into and departing from an unfamiliar country can cause stress. Especially if you are visiting the country for the first time. Read these instructions carefully and have them be known to your travel agent because at any scheduled start date we are picking up people arriving from all parts of the world to join the program.

Once we have you on the program, you can just relax because we will pick you up, no matter what time of the day it is. You will also have multiple phone numbers to reach out to, in case your flight is delayed, or you miss the connection altogether. Once you provide us with your flight details, we have you covered.

Important: please carefully note the detailed itinerary to know the arrival and departure airport for your trip and plan your flights accordingly

Arrival Procedure

- Please arrive by flights that have their scheduled arrival time from 10 AM on the start date of the program until 6 AM on the following day (Day 2) of the program. If the flight is delayed inside a reasonable time, then we will wait for you else call us, and we will come to pick you up.
- Arrival pickups or flights with their scheduled arrival time outside of these hours will be charged extra.
- Check in at accommodation is available from 12 noon on Day 1 of the program, even though, we attempt to have you checked in at the accommodation, as early as possible.
- Please exit from departure gate and wait outside of exit gate at Jaipur International airport.
- Please be advised that you will see a board with the Idex logo instead of your personal name when searching for our airport pickup representative.



Departure Transfer Procedure

- Airport transfer on departure is available from 8 PM on the 2nd last day of the program (for ex, Day 14, Day 21, Day 28 in case of 2 weeks, 3 weeks or 4 week programs respectively) until 10 AM on the last day of the program (for ex, Day 15, Day 22, Day 29 in case of 2 week, 3 week or 4 week programs respectively).
- Departure transfer will be available at gaps of 2 hours, and you will be asked to take the most convenient transfer based on your flight's departure time.
- Departure transfers outside these times or schedules are available on extra charges.
- During departure, check out time from the accommodation is 12 noon on the last day of the program (for ex, Day 15 on a 2-week program).

Important: all the program and services are available as per schedule only. If any deviation or reschedule occurs, and such would cost extra to organise, then it will be charged extra. We are not able to do any settlement or reimbursement against any unused services.



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