



VOLUNTEER HANDBOOK

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Welcome to **RAW- Reef and Wildlife** - we hope that you have a fantastic experience with us in Africa!

This volunteer guide has been prepared to help you understand RAW and Kenya before you join the project. We have tried to cover everything, but if you have a question that has not been answered here, please do not hesitate to contact RAW who will help with your enquiry.

Please note that the information in this handbook is not exhaustive and further detailed guidance will be given to you on arrival at the project via your Program Leader. This will include health and safety policies and some house rules that will ensure your stay goes smoothly and is enjoyable for everyone.

1 About RAW

RAW (Reef and Wildlife) is a new volunteering organisation, created by a group of Kenyans with decades of experience in hospitality and conservation.

We work with trusted local partners to ensure meaningful experiences for volunteers and valuable support for vital projects. Meanwhile our background of running hotels and tour companies ensures you are well looked after.

We offer projects helping rural communities, wildlife and marine conservation. All are available individually or in various combinations, giving you an unrivalled chance to experience the best of Kenya in one trip.

www.rawkenya.org

2 About Kenya

2.1 Overview

Kenya is still the primary focus of all adventure travel in Africa. With its long, tropical beaches and dramatic wildlife parks, it has an exotic tourist image and is justifiably one of the most beautiful parts of Africa. Kenya is situated right along the equator and is situated on the eastern coast of the African continent. Its capital and largest city is Nairobi, with Tanzania to the south, Uganda to the west, South Sudan to the north-west, Ethiopia to the north and Somalia to the north-east. The country is named after Mount Kenya, the second highest mountain in Africa.

Although Kenya's varied environments experience a wide variety of climate conditions, the temperature remains comfortably warm year-round. Though it can have unpredictable shifts. The general pattern of Kenya's climate is January and February are hot and dry, March to May being hot and wet and June to October warm and dry. The 'short rains' come in November and December and it remains wet and warm.

Whilst tourism is popular in Kenya, with the million or so visitors arriving each year, it still does not compare to the tens of millions who flood to the Mediterranean Countries each year, giving you a wonderful space to enjoy this beautiful country.

The economy of Kenya is the largest in South East and Central Africa. Agriculture is a major employer and the country traditionally exports tea and coffee, and more recently fresh flowers to Europe.

Compared with other African Countries, Kenya enjoys relatively high political and social stability.

- Population: 43.18 million (World Bank report-2013)
- Capital: Nairobi
- Area: 581,309 km² (224,445 sq. mi) making it 2.5 times the size of Britain and 1.5 times the size of California
- Major languages: Swahili, English are the two official languages. Though Most languages spoken locally belong to two broad language families: Niger-Congo (Bantu branch) and Nilo-Saharan (Nilotic branch), spoken by the country's Bantu and Nilotic populations, respectively.
- Major religions: Christianity, Islam, indigenous beliefs
- Life expectancy: 58 years (men), 61 years (women)
- AIDS/HIV: it is estimated that there are 1.6 million people living with *HIV/AIDS* and 1.1 million children who are orphans due to AIDS. (US Agency for international Development report, 2013)
- Poverty: 46% of the population live below the poverty line (UNICEF report Kenya Country program 2009-2013)
- Monetary unit: 1 Kenyan Shilling (Kes) = 0.71 British Pound Sterling (GBP) / 1 Kenyan Shilling (Kes) = 0.0116 US Dollar (USD) at time of publishing Jan 2013- so be sure to check at time of your departure.
- Main exports: Tea, coffee, horticulture products as well as petroleum products, Kenya's economy is the largest in both East and Central Africa by GDP with Agriculture, a main employer in the country.
- GDP (Gross Domestic Product): US\$ 40.7 Billion (World Bank Report 2013)
- Internet domain: .ke
- International dialing code: +254
- President: Uhuru Kenyatta with 50.51% of votes from the last election in 2013.

2.2 Kenya climate

Kenya enjoys a tropical climate. It is hot and humid at the coast, temperate inland and very dry in the north and northeast parts of the country.

The average annual temperature for the coastal town of Mombasa (altitude 17 metres) is 30.30 Celsius maximum and 22.40 Celsius minimum and the capital city, Nairobi (altitude 1,661 metres) 25.20 Celsius maximum and 13.60 Celsius minimum.

There is plenty of sunshine all the year round and summer clothes are worn throughout the year. However, it is usually cool at night and early in the morning.

The long rains occur from April to June and short rains from October to December. The rainfall is sometimes heavy and when it does come it often falls in the afternoons and evenings. The hottest period is from February to March and coldest in July to August.

However, it is an idea once you have booked your Volunteer program to check the weather before you arrive. Further within the handbook you can take our suggestion of what to bring generally, though it is advisable to bring all you think you will need during your stay.

2.3 Language

In addition to Swahili (Kiswahili) and English, there are 69 major African language groups. Some of the include Niger Congo (Bantu) with 7 additional versions, Nilo Saharan (Nilotic) with an additional 4 versions.

3 Applying to become a volunteer

3.1 The Application process

You need to apply for your chosen program via:

www.rawkenya.org

Additional to the Application, if your chosen program includes working for the Orphanage or School Program in Voi, you will need to provide a copy of your CV and Police Clearance in order to be accepted for the program. These programs are to be found in the Community Project Page of the website.

So when you receive your booking confirmation you will then have to admit your police clearance and CV- otherwise we can't proceed.

In Kenya and the US it is called a certificate of good conduct:

Kenya link: http://www.kenyapolice.go.ke/Good_conduct.asp

US: <http://travel.state.gov/content/passports/english/abroad/legal-matters/criminal-record-check.html>

In the UK it is a police clearance form: <https://www.gov.uk/copy-of-police-records>

Please note for these 2 programs, you will also need to bring 2 passport sized photos, and a printed copy of your CV and the Police clearance/good conduct form with you, which the

Orphanage Manager /School Manager will request on the first day of your stay.

3.2 The costs

You can find the cost of the Programs on our website. Packages are sold in 2 week slots, but you can pick and choose between any programs you would additionally like to do as add on's.

All the Programs offer some recreational time, mainly on weekends. You can decide at your own cost what you would like to do whilst being in Kenya. There are many activities available and depending on your chosen program, you may like to try something completely different. Your Program Leader and accommodation host can advise on the many options available and are always happy to help.

Arrival

If you have already obtained your Visa before you arrive into Kenya, entry into the airport to collect your bags is fairly simple. If you obtain your Visa on arrival into Kenya, you will need £30.00 or \$49.26 to pay at the immigration desk. You will need to hand over your passport along with the cash and wait for your passport to be stamped. You will be handed a receipt and will then be free to enter Kenya. **Be sure if they ask your reason for visiting Kenya that you are a tourist.**

Cancellation

In regards to cancellation of your booking, Please consult our Terms and Conditions which can be found on our website on the bookings page.

Departure from Kenya

On departure from Kenya there are no departure taxes, so simply make sure you have everything you need to take home, including the lifetime memories you will have gathered whilst in Kenya.

Other Costs

Other costs to budget for are your flights, visa, insurance and vaccinations. You will also need to get a taxi to and from the airport if you arrive earlier than the program start date, which RAW can arrange for you, including accommodation at a special rate.

You will also be expected to pay for your own transport within recreational time, so please check with your Program Leader about this, who can advise on any questions you may have.

Please contact the RAW team, should you have any questions before your Departure for Kenya.

Your board and accommodation are included in the program package but if you would like things such as beer, cigarettes etc, you will need to bring additional money with you to cover the cost of these items.

4. Preparing for your trip

4.1. Flights

If you are flying internationally into Africa, It is highly recommended that volunteers fly into Moi International Airport for programs (excluding the Cheetah Program where we recommend you arrive into Jomo Kenyatta Airport, Nairobi).

Moi International Airport is located just 8.26 Kms from Mombasa City Centre.

We can offer you special Volunteer rates for early arrivals at Reef Hotel, Shimoni Reef Lodge, Mashariki Lodge and Lion Hill Lodge (Cheetah and School community projects).

Please note: The First day as noted on our website is classified as pick up and location orientation.

The following day is when 'official program' starts

There is no bus to Mombasa City, so if you decide to take a taxi independently to other accommodation in Mombasa City Centre- you would need to personally arrange this. Please do not pay more than between 1000 and 1200 Shillings (max) and be prepared to barter. If you are travelling to The Reef Hotel or Mombasa Backpackers expect to pay between 1500 and 2000 shillings (max) if you arrive earlier than program start date.

Airlines

Several airlines fly into Mombasa and Nairobi including Kenya Airways, Ethiopian Airlines and Air France. Emirate Airlines fly into Nairobi also. You will need to research for the best deal in regards to your choice of flight, which is not included in the program package.

4.2. Visas

You will need a visitor visa for the length of your stay with us which you can obtain from your local Kenyan Embassy. Or you can obtain a visitor visa on arrival into Kenya and pay the equivalent of £30.00/\$49.26 (though it is advisable to obtain beforehand).

- Once you have been accepted onto the program and we have discussed available dates, book your flight.
- When your flights are confirmed, email your flight details to your RAW Representative together with a scan of your passport, passport number and date of expiry.

Be sure to have a current passport with at least **6 months before expiry.**

4.3. Health requirements

There are many diseases in Kenya, including Malaria and Typhoid, so it is essential you meet with your doctor before you leave, to arrange vaccinations.

All vaccinations must be taken at least 2 weeks before arrival for your chosen project. This is to allow your immunity levels to accept and adapt to the vaccinations so please don't leave them to the last minute.

The following inoculations are mandatory requirements:

4.3.1. The following vaccinations must be up to date- Please consult your DR:

- Tetanus and Diphtheria
- Polio
- Hepatitis A and B (up to date)
- Meningitis (Meningococcal disease) please speak to your DR. Kenya is part of the “meningitis belt” of sub-Saharan Africa, RAW recommends this vaccine if you plan to visit Kenya during the dry season, when the disease is most common.
- Typhoid (up to date)
- Measles, mumps and rubella (up to date)

4.3.2. Malaria prophylaxis and treatment

Malaria is very prevalent and is a high risk in Kenya. Prophylactic medication such as Mefloquine (Lariam), Malarone or Doxycycline are recommended. Please check with your doctor to make sure that you are taking the most suitable malaria preventative treatment. It is essential that you have up to date medical advice.

The most effective prevention for malaria is taking your prophylaxis without fail, wearing long sleeved shirts, long trousers and socks to keep skin covered, using insect repellent especially from dusk until morning, Mosquito nets are supplied for all accommodation options.

The following are optional (Please consult your Doctor for advice at time of arrival in Kenya)

4.3.5. Rabies

Rabies is spread through the saliva of an infected animal, usually through a bite, scratch or lick on broken skin. Particularly dogs and related species, but also bats. Risk is higher for those going to remote areas (who may not be able to promptly access appropriate treatment in the event of a bite), long stays, those at higher risk of contact with animals and bats, and children. Even when pre-exposure vaccine has been received, urgent medical advice should be sought after any animal

or bat bite.

- **Yellow Fever**- valid with certificate for 10 years

You must also check this list with your doctor to make sure you are getting the most recent travel vaccination advice.

Responsibility

It is your responsibility to make sure that your vaccinations are complete and up to date.

If you are on specific medication, you need to make sure that you bring sufficient supplies of your medication for the duration of your program. As supplies may not be available.

We also need to know about any medical conditions in case you may need treatment whilst in Kenya. This should be discussed with your RAW Representative before you leave for Kenya as, whilst we make every effort to help people during their stay with us, we cannot be responsible if you do not disclose medical conditions to us before you leave your home country.

Please consult our T&Cs relating to this.

4.4. Insurance

Program volunteers must ensure of adequate medical insurance that includes cover for emergency hospital treatment for medical and accidental risks and medical evacuation and repatriation costs. We recommend a minimum sum insured of £1,000,000.

We will require you to inform us of your insurance details, emergency contact details and any medical issues that we need to be aware of.

RAW is not responsible for any potential medical bills.

4.5. Packing

We have given you some idea of things to bring with you in section 6. There will be limited opportunity to purchase items once you are in Kenya, unless on recreational time to go shopping. So please ensure that you bring everything you may need.

4.6. Keep in touch

If you are not sure of anything before you leave, please contact your RAW Representative. Please also make sure that we have contact details for you if you are travelling before arriving into Kenya so that we can contact you up to the date of departure if required.

5. In Kenya

5.1. Airport arrival

As per 3.2, Included in the package is transport the day the program starts, so if you arrive a day or so before the program starts, RAW will assist with any accommodation and transport options for you. Please do not hesitate to contact your RAW Representative with any questions.

If you have not been collected within an hour of an arranged time, Call the RAW Head office and speak to any one of our team, NOTE: THESE ARE ALSO OUR EMERGENCY NUMBERS IF NEEDED:

Mobile Number for RAW +254 733 939 359

Alternate mobile number for RAW +254 717 666 978

Office Numbers:

+254 202 327 670

+254 41 447 3969

5.2. Induction

Your Program Leader will speak to you on the first day of induction to explain our policies and go through your allocated work program.

It is essential that you follow all instructions given to you by our staff. The Program Leader will go through these with you and you must make sure that you fully understand them for your health and safety and for the program.

We recommend in recreational time, people travel in Kenya in a party of at least 2 people. You must also strictly adhere to the rules of National Parks, and follow the advice of your Program Leader. Some of you will be dealing in close proximity to wild and potentially very dangerous animals, so it is vital that you take care and follow all instructions.

As previously noted, you will need to advise Program Leader of any medical issues we need to be aware of.

5.3. Health

Volunteers cannot begin chosen program without adequate medical insurance.

It is essential that you check with your doctor about all health matters before leaving for Kenya. It is essential that you have had all the necessary vaccinations listed in paragraph 4.3 but please also check with your doctor what is needed at the time of travel. In addition to telling your doctor that you are going to Kenya, tell him/her that you will be working with children/animals.

You must tell your Program Leader if you feel unwell at any time during your stay. The heat and humidity can be exhausting at times and we recommend that you drink as much water as possible and rest if you need to.

We can organize for you to purchase any medication that you need and if necessary, we will take you to town to see a doctor. We recommend that you bring lots of paracetamol, ibuprofen, anti-diarrhea tablets and antihistamines.

Note that doctors will charge for every visit and the cost of all treatment and medication is your responsibility. RAW cannot buy drugs for you.

There are many biting insects in Kenya and even though you should be covered up, it is inevitable that you will have itchy bites. Some volunteers have shown strong allergic reactions as a result of over scratching so we recommend that you bring antihistamines creams as a minimum and some antibiotic cream.

Maintaining good hygiene and washing your hands regularly is essential, these basic hygiene rules are followed to prevent cross contamination and sickness. We recommend you bring antibacterial hand wash with you.

Cuts and scratches can become infected because of the hot and humid climate so wounds must be disinfected immediately.

If you are unwell when you return home, please make sure that you tell your doctor that you have spent some time in Kenya so that tropical diseases can be considered.

5.4 The Program

Your Program Leader will go through the program with you. The work allocated to you will depend on the needs of the program at the time. Please consult the RAW website for the itinerary of your program and the usual tasks involved. You must be adaptable and able to respond to the needs of the program at any given time.

If you have any concerns with your work program, please talk to your Program Leader so that we have the opportunity to address any problems you may have.

All volunteers are asked to respect the Program Leader and other volunteers. If you have a problem with any one, please speak to the Program Leader and do not attempt to try to resolve the issue yourself, we will help rectify the situation.

5.5. Relaxation

At the end of the working day, volunteers can have a shower and relax. Dinner is usually served at 19.00pm (please check your program itinerary, as this may vary depending on accommodation).

If there are any problems with the food, please speak to Management or your Program Leader.

There are bars available within your accommodation where you can purchase alcoholic and soft drinks.

5.6. Alcohol, drugs and smoking

Volunteers are not allowed to drink alcohol during working hours.

You may be working with potentially very dangerous animals and you must be able to follow safety protocols and react quickly at all times, which is not a good idea if you are feeling very hung over!.

Volunteers who are under the influence of drugs at any time of the day or night will be asked to leave the program immediately and as per our T&Cs will not receive any refund.

Using, buying or distributing illegal drugs (including marijuana) or any other controlled substances is strictly prohibited and any such activity will result in immediate dismissal from the program. Please note that drugs, including marijuana is a criminal offence with jail terms and / or stiff fines. Some sellers may try to entrap you so when on recreational time be very careful if tempted.

Please check with your Program Leader and accommodation Management, where you can smoke cigarettes.

Please dispose of matches and cigarettes carefully, particularly in the dry season.

5.7. Accommodation

Please consult the RAW website in regards to accommodation, as it varies depending on your program choice.

Please be thoughtful of your fellow volunteers by keeping personal belongings tidy, remove all rubbish and keep your area clean at all times, Though accommodation staff will conduct daily cleaning also.

5.8. Food and water

Whilst participating on a program, food is provided for you and includes breakfast, lunch (packed lunch on some days) and Dinner, we recommend you also take extra drinking water-dependending on your requirements.

If you have any particular dietary requirements including vegan and vegetarian, please let us know and we will accommodate your needs.

It is not uncommon for people to have a bout of diarrhea in the first few days in Kenya – if you have a problem beyond 2/3 days, then you must tell your Program Leader and they will be able to advise you of the next course of action. Bottled water is always available.

5.9. Clothes and laundry

You will need clothes for work and clean clothes for after work. Check with your Program Leader in regards to Laundry- which will be catered for you by accommodation staff.

There are lots of biting insects in Kenya, especially in the evenings, so we recommend that you

always wear long-sleeved shirts or t-shirts, long trousers and long socks.

You should wear boots (walking boots, work boots or wellington/rubber boots) during the day in order to prevent bites and infections.

Although it is a tropical climate, it can get cold at night sometimes, so we recommend that you bring a couple of sweaters or sweatshirts.

Flip flops are useful for in your room and for recreational time.

For the program we recommend, you will need about 5 pairs of lightweight trousers and 5 long-sleeved T-shirts.

We also recommend that you bring a hat to shade you from the sun and keep off biting insects.

If you wear glasses, it is a good idea to bring a spare pair, just in case you lose one pair.

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5.10. Personal belongings

You will have time in the evenings to go to the bar, read, write or listen to music so bring with you what you think you will need for your leisure time.

You are responsible for your own belongings

5.11. Communications

Communication in Kenya is generally very good, and all accommodation supplies Wi-Fi.

Please note it is not recommended to post things from Kenya or have anything posted to you via mail. Parcels will be opened and items are frequently stolen. RAW does not take any responsibility for this.

You will be able to use your mobile phone in Kenya and we can organize for you to purchase a Kenyan sim card.

However, in the event of an emergency, the management of RAW will contact your family or friends.

We advise that the RAW head office telephone number should also be left with your friends and family so they can contact us in case of emergencies-Tel: 1-800-643-4300.

5.12. Money

The local currency is Kenyan Shillings which can be difficult to obtain outside of Kenya.

You will need to bring Euros or US dollars in cash with you. Please bring sufficient money to cover

any additional items you may need.

Please note that there are cash dispensing facilities at the airport and you will have an opportunity to withdraw cash locally.

Please make sure that you take sufficient money with you for your stay and do not put our management in the difficult situation of asking to borrow money. All requests to borrow money will be refused.

5.13. Safety and security

Thefts can occur and you should take care of your personal belongings and do not leave things unattended. Make sure that your room is locked when you are not there. Some accommodations have safes in the room, but if you are worried, please speak to your Program Leader.

If you are in town, you need to be very aware of your personal safety because of the risk of theft and personal assault. For your own safety:

- Never go out without letting someone know where you are going and when you expect to be back;
- Volunteers who go to town to socialize, do not go out alone. Volunteers do so at their own risk and RAW cannot be held responsible.
- If you are in town you will need to keep all money and expensive items such as mobiles, mp3 players, cameras etc. out of sight. In addition do not get into any taxi alone, especially at night.
- Wherever you travel in Kenya you must take your passport with you. The police sometimes stop and search for no reason and if you do not have it with you, you will be liable to a fine. RAW cannot be held responsible for such fines.

5.14. Relationships with program personnel

It is very important that you maintain professional relationships with our staff. You must maintain appropriate boundaries with staff, villagers and security guards. It is incredibly disruptive for both workers, volunteers and the program, if relationships are anything but professional.

6. What to bring with you

6.1. Clothing

These must be practical and easy to wash and dry.

- Sturdy boots (such as walking or work boots)

- Wellington boots/rubber boots
- Trainers
- flip flops/sandals (but be aware of biting insects)
- Long socks
- Waterproof jacket
- Sun-hat / baseball cap
- Long trousers
- Long sleeved shirts/t-shirts
- Lightweight sweaters or sweatshirts
- Underwear
- Nightwear – even in Kenya, nights can be chilly
- Insects bite all day long so we strongly recommend that you cover up as much as possible.

6.2. Bedroom

- Please note your mosquito net will be provided for you
- Bedding is also provided for you
- Torch
- Alarm clock
- Earplugs (not essential)

6.3. Personal care

- Towels are provided for you
- Laundry bag
- Anti-bacterial hand gel
- Shampoo
- shower gel
- Toothpaste and toothbrush
- Razor

- Deodorant
- Moisturizer
- Sunscreen 30+ - the sun is fierce so you are advised to protect your skin
- Tampons and other feminine care products
- Any other personal toiletries you regularly use

6.4. Medication

You must bring all essential medication with you and bring sufficient supplies for the duration of your stay.

Useful items to include in your personal first aid kit include:

- Painkillers such as Paracetamol and/or Ibuprofen
- Antihistamine tablets
- Anti diarrhea tablets
- Insect repellent (at least 45% DEET)
- Sun burn cream
- Plasters/ band aid
- Multi vitamins
- Throat lozenges
- Eye drops
- Sterile dressings and Bandages
- Thermometer
- Rehydration fluids

6.5. Other items

- Gardening / work gloves (can be useful)
- Waterproof watch
- Water bottle
- Spare pair of glasses
- Sunglasses

- Spare contact lenses and liquid
- Adaptor plug
- Camera, memory cards, spare batteries or charger
- Camcorder, spare tapes and batteries, battery charger
- Mobile phone and charger
- Books to read
- Kenyan Lonely Planet Guide
- Notebook, pens
- Mini sewing kit
- MP3 player, iPod etc.
- Scissors / Pen knife / Swiss army knife
- Duct/duct tape – useful for emergency repairs!

7. Departure

You will be taken to the airport by taxi or via your Program Leader. Additional costs will be incurred for transport to the airport starting from the day after the program finishes if you decide to stay longer, and we can also help with any extra night's accommodation required. You will be offered a special rate for Reef Hotel Mombasa, Mombasa Backpackers, Shimoni Reef Lodge, Lion Hill Lodge and Mashariki camp.

8. Recommended Reading

A vast amount has been written about Kenya and we could not possibly list them all. Some books to get you into the spirit of Kenya:

The Lions of Tsavo: Exploring the Legacy of Africa's Notorious Man-eaters by Bruce D. Patterson

The White Masai by Corinne Hoffman

Owen & Mzee: The True Story of a Remarkable Friendship by Craig Hatkoff

Out of Africa by Isak Dinesen

One Day I Will Write About This Place: A Memoir by Binyavanga Wainaina

A Grain of Wheat by Ngũgĩ wa Thiong'o

The Flame Trees of Thika: Memories of an African Childhood by Elspeth Huxley

Out of Africa and Shadows on the Grass by Isak Dinesen

Bill Bryson African Diary by Bill Bryson

Kenya- Lonely Planet Guide

Insight Guides: Kenya by Insight Guides

Facebook and Twitter

We now have a Facebook and Twitter page, so be sure to upload your memorable photos.

www.twitter.com/rawkenya

www.facebook.com/rawkenya

We hope that you enjoy your stay with RAW and have the most memorable experience.

Thank you and we look forward to welcoming you to Africa, the most beautiful place on Earth!

From all the RAW team

Jambo!

RAW

REEF AND WILDLIFE