

## Karibu – Welcome!

*We're excited to welcome you to The School of St Jude. To help make your visit as smooth and enjoyable as possible, we've compiled answers to our most frequently asked questions (FAQs).*

## Safety

### How safe is The School of St Jude?

Your safety is our top priority during your visit to The School of St Jude. Our campus is located within a gated community, fully enclosed by perimeter walls and patrolled 24/7 by trained security officers. For any queries, our Visitors Centre, located on the school premises, is open from 6:30am to 9:00pm and can be reached at [+255 758 305 776](tel:+255758305776) or [+255 787 719 500](tel:+255787719500).

### Who will be taking care of me during my visit?

Here at St Jude's, we have a team solely dedicated to our visitors! Whatever you need, our Visitors Team will be able to assist you. With 20+ years of experience hosting visitors from around the world, our team is a friendly group of 12 staff, including professional chefs, housekeepers, reservation specialists, and operations personnel. Our team is always available on-site and can be contacted by phone at any time. You will receive personalised care and guidance throughout your entire visit, from the moment you arrive at St Jude's until you receive your thank you email after you leave.



*Figure 1: Our dedicated Visitors team is here to help you with whatever you need!*





## What is the best time to visit St Jude's?

We recommend visiting on weekdays during school terms to see the school in action and fully experience daily life here. If you're planning an overnight stay, arriving on a Sunday evening is ideal so you can be present when classes begin on Monday. If you'd like to coordinate your visit with a special event, please check our events calendar [here](#). Drop-in day visitors are more than welcome the school is open from 8:30am to 5:00pm Monday to Friday!

## What paperwork is required to be filled out/signed?

In the initial stages of your communication with the St Jude's Visitors team, you will be required to fill out our [Visitor booking form](#). This will allow our team to obtain the essential information needed for your arrival arrangements. Thereafter, our Visitors team will create a personalised itinerary for your stay at our School, making sure you are happy and excited with the final product.

One month prior to your arrival, you will be sent the [Child Protection code of conduct and Personal Communications Policy](#), which all Visitors to the School are required to comply with before entering the premises.

Once you have physically arrived at the school, you will then be asked to sign the Child Protection code of conduct and Personal Communications Policy and watch our introduction Do's and Don'ts video.

## Health

### Should I have travel insurance?

Yes, visitors to the school are advised to have travel insurance. Please check with your travel insurance provider to ensure your coverage is valid in Tanzania and includes all the activities you plan to undertake during your visit (eg safari tours or hiking).

### Which vaccination do I need?

Before visiting Tanzania, it is important to be aware of certain vaccination requirements.

**You may need a [Yellow Fever vaccination](#) depending on your travel route:**

- If you are transiting through a Yellow Fever risk country for **more than 12 hours**, the vaccination is required
- If your transit time in a Yellow Fever country is **less than 12 hours**, the vaccination is not required.



If your doctor has told you for medical/age reasons, you cannot be vaccinated against Yellow Fever, you will need a document/proof from your doctor. If you are coming straight into Tanzania from outside Africa ie via Qatar or KLM airlines, and not through an endemic Yellow Fever country, then you do not need a vaccination.

Here's what you need to know regarding COVID-19:

- As of 12 Jan 2023, it is not compulsory to be COVID-19 vaccinated to enter Tanzania (see attached government notice). For any further information in regards to Covid please click here.

### **What recommended medications I should bring?**

We suggest that short-term visitors (less than 6 months) to carry medications such as:

- Malaria medications
- Codral cold and flu tablets
- Antihistamines – especially if you are sensitive to dust.
- Hydralyte and GastroStop (if you experience an upset stomach when you travel).

Please make sure to visit your doctor to get a prescription for the anti-malarial drug and any other medication that you require. It is also recommended to carry insect repellent to avoid mosquito bites. If you have any existing health conditions, please ensure you have enough prescribed medication for the duration of your stay.

If needed, you are able to contact the local pharmacy via:

<b>Pharmacy name:</b>	Moona's Pharmacy
<b>Phone:</b>	+255 754 309 052
<b>Email:</b>	<u><a href="mailto:moonas@ankgroup.co.tz">moonas@ankgroup.co.tz</a></u>
<b>Opening Hours:</b>	Monday to Friday: 09.45 am - 05.30 pm Saturday: 09.45am – 2.00pm, Sunday: Closed

## **Visa**

### **What kind of visa do I need while visiting?**

Most visitors to Tanzania will need a visa to enter. You can apply for your three-month Tourist Visa at Tanzania Immigration Department e-Service. A three-month tourist visa for Australians for example is currently priced at US\$50 and is valid for three months. A three-month tourist visa for Americans is US\$100. It is recommended that you get your visa BEFORE you arrive into Tanzania as the visa application lines can be long and it can take up to 3 hours.



When applying for your Tanzanian visa, the above website will ask you for some information. We hope below will assist you.

*The following information is the most up to date.*

Once you open the visa [website](#) click **Visa Application** and then **New Application**  
Once you have put in your passport information, the system will give you an **Application ID** number. Save it.

After putting in your passport and personal information, you will move to the page where you have to input information for your visa.

1. Select the country where you are applying for your visa from (eg Australia) and then select the Tanzanian Embassy in your country (eg Perth has the Tanzanian Embassy in Australia)
2. Select **ORDINARY** visa if you are coming to Tanzania to visit.
3. Select **TOURISM** in the Purpose of Visit field
4. For the **TRAVEL PLANS** section:
  - a. Select Tanzania mainland if you are flying into Dar es Salaam, Arusha or Kilimanjaro. If you are first arriving into Zanzibar, then select Zanzibar.
  - b. Select your mode of entry. If you:
    - Are flying into Tanzania, then you will either fly into Mt Kilimanjaro International Airport or Dar es Salaam International Airport. Arusha is a domestic airport and not an international airport which is why it's not listed as a point of entry into Tanzania.
    - Are driving from Nairobi, Kenya to Arusha, Tanzania then pick Namanga town as the border town whereby you cross from Kenya to Tanzania.
5. For the **LOCAL HOST** section:
  - a. Select Company/Organisation
  - b. For the FULL NAME field of the company/organisation field, if you are:
    - Staying for many days at The School of St Jude after arrival, then write The School of St Jude as the Company/Organisation, then insert the following information:  
Contact Number: +255 758 305 776  
Email: [info@schoolofstjude.co.tz](mailto:info@schoolofstjude.co.tz)  
Company Registration Number: I-NGO/R1/0031  
Relationship: Visitor  
Physical Address: 40 School of St Jude Road, Arusha
    - Staying at hotel after arrival into Tanzania and then are going off on safari then please ask your tour operator for the details.
6. For the **ACCOMMODATION** section select:
  - a. Hotel and write either for physical address either:
    - The School of St Jude (if you are staying at St Jude's on your arrival).



- The name of the hotel where you are staying after arrival into Tanzania as per your itinerary.
- Do **not** press the 'resided countries' button but instead press 'save and continue.'

## 7. Upload:

- a. Passport picture of yourself (max size allowed is 300kb which is less than 1/3MB)
- b. Copy of your passport biodata page (max size allowed is 300kb which is less than 1/3MB)
- c. Flight ticket (to prove you are leaving the country also NB: Max size allowed is 1MB.

*Note that the above documents cannot be large in size, otherwise the website won't accept the document. If you don't know how to reduce the size of the document, then email your document to us, so we can help you reduce the size for you and send the document back to you for uploading into the website.*

You will then be sent to a page whereby you check that you have inputted all the information correctly before sending you to a payment page.

**If you are visiting Zanzibar**, you will also need to purchase mandatory Inbound Travel Insurance from Zanzibar Insurance Corporation (ZIC), via their website [Visit Zanzibar](#). This insurance must be purchased at US\$44 per person online BEFORE arriving into Zanzibar. You can read the 2024 government advisory notice about this compulsory travel insurance [here](#) as well as some [FAQs](#) on what the coverage includes.

**NB: If you are worried about the visa not coming out as you had paid for your visa some weeks back, send a copy of your passport and visa Application ID so we can follow up with immigration for you here in Tanzania.**

## **What is the school's address in case I need to provide information on where I will be staying?**

The main St Jude Campus where visitors arrive into is based in Moshono Village on the outskirts of Arusha city in northern Tanzania. The address is as follows:

<b>Address:</b>	The School of St Jude, 40 St Jude's Rd Moshono Village, Arusha, Tanzania.
<b>Telephone No:</b>	+255 787 719 500 and +255 758 305 776

## **Airport pick-up**

### **Which airport should I fly into?**





Kilimanjaro International Airport (JRO) is the recommended airport to fly into. While we recommend arriving at Kilimanjaro International Airport with Qatar Airways, as it offers direct flights from Doha, many visitors also choose other airlines such as Emirates (via Nairobi or Dar es Salaam) or even Qantas (connecting through South Africa and Kenya Airways). Please check with your travel agent for the best flight options into Kilimanjaro International Airport.

### **Will I be picked up from the airport?**

On your arrival at the airport, you will be welcomed by one of the Visitor team members, who will be holding a St Jude's sign displaying your name. They will be located at the exit at the arrival hall after you've collected your bags and passed through passport control.



*Figure 2: You will see the smiling faces of our team waiting to pick you up at the airport!*

### **What is the cost of transfer from the airport to the school?**

The cost for a one-way trip from Kilimanjaro International Airport (JRO) is US\$50. Arusha Domestic Airport (ARK) is located approximately 14km/45 minutes' drive. The cost for a one-way trip from Arusha Domestic Airport (ARK) is US\$35. Please note that transfers are charged per vehicle/bus rather than per individual.

### **Do you offer hotel pick-ups?**

We do not offer hotel pick-ups. There are a number of taxi services in all hotels that can assist you in getting to St Jude's. The journey from the Arusha town is approximately 20 minutes. We recommend you budget US\$10 for transport from Arusha city to St Jude's, Moshono.



## Meals

### Can I eat at the school?

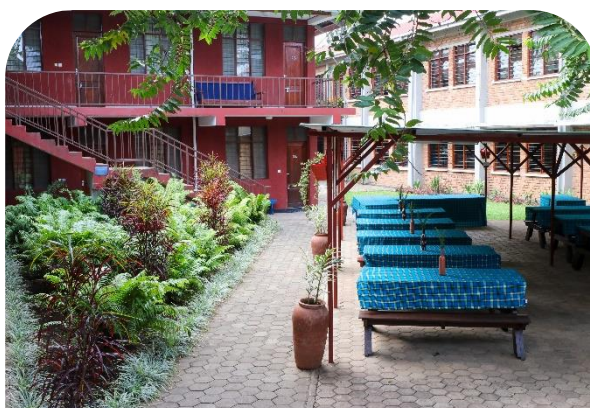
Yes! Full board meals are available at a daily rate of US\$25 for three meals per day. Our in-house catering can provide you with breakfast and dinner, served within the accommodation area or at our lovely gardens. Lunch is served with the students.

### Does St Jude's accommodate dietary requests?

We are able to cater for all dietary requirements at St Jude's. If you do have any dietary requirements, please let us know prior to your arrival.



*Figure 3: Our in-house catering can provide you with breakfast, lunch and dinner.*



*Figure 4: Our outdoor dining area at St Jude's.*

## Accommodation

### What style of accommodation is available at the school?

We offer motel-like accommodation areas at St Jude's, which can be configured as single, double, triple or family. All rooms have ensuite bathrooms, linen and toiletries provided, plus safe baggage storage during safaris, daily housekeeping service, and no cancellation fees if your plans change.

One accommodation site is at Sisia Campus, the original campus, where our primary school and girls' secondary school are located. The other accommodation is at Smith Campus, in nearby Usa River, where our secondary school is located.

### Is there a fee for the visit?

We do not charge for day visits. However, overnight visitors are required to pay US\$25 per night for accommodation and US\$25 per day for three meals a day during their stay.

*Note: Sponsors, donors, and Rotarians are welcome to stay with us for up to 7 nights free of charge in our accommodations and will only pay for meal cost.*



*Figure 5: We offer motel-style rooms with hot water, an ensuite, wifi and laundry services*

### **Is internet available at the school?**

There is free wifi for all our visitors at St Jude's. A password will be provided upon your arrival. Please note that it may be slow at times, however, we have an IT team who will be there to assist in case of any internet queries.

### **Can I do laundry during my stay at the school?**

We have washing machines at the school for visitors to use, with soap supplied by our team. Clothes can be dried on wire lines near the laundry area, and hanging racks are also available in your room for your convenience.

## **Dressing style/clothing**

### **What dressing style is appropriate at St Jude's?**

We request that all visitors to St Jude's Campuses respect our values and wear modest/conservative clothing while on school grounds. Please ensure your attire is:

- **Modest:** Avoid sheer, tight, or revealing clothing. Skirts and dresses should cover the knees when standing. Tops should not show cleavage, midriff, undergarments, or have low or loose necklines
- **Neat and tidy:** No torn, frayed, or un-hemmed clothing. Clothing must fit properly and cover undergarments at all times
- **Appropriate:** Avoid clothing with offensive, political, or inappropriate slogans, images, or references to drugs, alcohol, or cigarettes
- **Permitted items:** Sleeveless tops are allowed if at least  $\frac{3}{4}$  of the shoulder is covered. Leggings and tights are permitted if paired with tops that reach at least mid-thigh.





*Figure 6: Simple dos and don'ts for attire around our students on campus.*

## **What items should I consider bringing?**

### **CLOTHING**

- Morning and evening can get very cold, but by lunch you can get down to a t-shirt. It is recommended you wear layers of clothing to adjust to the climate change.
- Winter months (May till August) can get quite cold, so bring some warm clothes (polo-neck shirt, sweaters, tracksuits, hoodies, etc).
- The summer months (December to February) are very warm and often humid, so lightweight natural fiber clothing is best.
- There are two rainy seasons - the short rains in October and the long rains are from March to May. Come prepared with an umbrella, light rain jacket and closed shoes
- Hiking sandals and/or shoes with traction and good ankle support are recommended. Roads and pathways around the school are normally not smooth so functional and supportive footwear is preferable. Flip flops are great for the shower and walking around your accommodation area.
- Towels will be provided, but if you wish to bring your own, please do.
- There are strict dress codes, and we request all visitors to St Jude's Campuses respect our values and wear modest/conservative clothing while on school grounds.



## PERSONAL ITEMS

- Insect repellent and sunscreen. Although you can get these items locally if needed.
- Enough personal toiletries for the duration of the stay.
- Razors (good quality can sometimes be hard to find here).
- Hair dryer – only if essential as school management would prefer that hair dryers not be used.
- Dental floss (this item is typically poor quality in Tanzania).
- Enough female hygiene products for the duration of the stay (although you can get them locally if needed).
- Small padlock/s for locking your precious items in your room drawer or suitcases.
- Handbag or small backpack/daypack with zips for everyday use.

## ELECTRICAL

- We use Type G (Irish/British 3 pin which is 220V-240Volts). It is advisable to carry your own adapter.



*Figure : An example of what the Tanzanian socket looks like.*

- Laptops – most visitors use their laptops for skyping, emailing home etc. Wifi internet is available in most areas of the school. We ask however that visitors only use the Visitor WiFi for essential purposes (not for activities such as downloading movies, music, etc).
- Cameras – with a memory card(s), charger and/or enough batteries for the duration of your stay.
- Mobile phone and charger – if you have your own phone you would like to bring, make sure it has International Roaming set up.

## DOCUMENTS

In case of any acute or chronic medical condition, it is advised to bring a prescription with you. Make sure that none of your travel documents will expire during the course of your



stay. It is important to note that many countries that a visa is needed to enter will require at least six months' validity on your passport when entering the country.

## Life here in Tanzania

### What language is spoken in Tanzania?

Kiswahili is the primary language of Tanzania with a minority having a good knowledge of the English language. Greetings are important, so here are some basic phrases:

**Greeting** Shikamoo-Respectful greeting to anyone older than you

*Response* Marahaba

**Greeting** Mambo- Slang Versions of "What's up?"

*Response* Poa - (Its cool)

**Phrase** Karibu-Welcome

*Response* Asante-Thank you/ Asante sana-Thank you very much

**Kwaheri** Good bye

**Ndio** Yes

**Badaae** See you later

**Hapana** No

**Hamna Shida** No problem/no trouble

**Hakuna matata** No problem

**Asante** Thanks

**Pole** Sorry

**Nzuri** Good

**Pole Pole** Slowly, slowly

**Maji** Water

**Hapa** Here

**Twende** Lets Go



## Tipping

### **Am I allowed to tip the staff?**

Tipping our staff is not permitted. All our staff are well cared for and paid competitive salaries. Tips can also bring resentment amongst staff who don't work with visitors directly. St Jude's is a success because of the team effort made by every staff member from the gardeners, cooks and cleaners to the teachers, bus drivers, security and office staff.

Instead, it is recommended that if you want to make a contribution that you donate either online through the school's website or directly to the accounts department near the Visitors Centre during your stay. That way all the staff and students are able to benefit from your generosity.

## What else do I need to know?

### **How can I book for a safari?**

Our national parks are the best in the world and luckily are at our doorstep! We can find our safari page on our [website](#), where you will find a few suggested safari operators. To help get the ball rolling, you can email our Visitors team through [info@schoolofstjude.co.tz](mailto:info@schoolofstjude.co.tz) who can assist you with your planning.

### **Can I contribute any work while at St Jude's?**

Your offer to help during your stay is very much appreciated. However, with high local unemployment and a commitment to help grow the local economy and empower the community, we only offer short-term work (manual labour, construction, et.) to Tanzanian citizens. If you are interested in coming to work at St Jude's on a long-term basis, please see our current [vacancies](#).

*We hope you're looking forward to your stay at The School of St Jude. If you have any other questions, please don't hesitate to contact us at [info@schoolofstjude.co.tz](mailto:info@schoolofstjude.co.tz)*