



LoveHeart.org, bringing people together who have more love to give.

Welcome to LoveHeart and your life changing travel experience, where not only the lives of others will be transformed, but yours as well.

Contact

While in Indonesia, Cassandra Hudson will be your main point of contact. She will be contactable on WhatsApp via this number +61439762644. Please save this into your phone now.

Internet

There is wifi available at the village and hotel. You will be given the password at the hotel for the internet and will have access to your own mobile internet at the eye surgery village.

Photos

The natural tendency during these tours is to take lots of photos and videos, however Indonesia has changed quite a bit in the last few years and we now need to abide by new Government policies that relate specifically to working with children and charities.

Sadly, Indonesia's culture and its people have been disrespected by thousands of tourists who mistake their quiet nature for weakness. This has led to the introduction of these policies which are aimed at protecting the dignity of the people we will serve, and to ensure that we do not frame them as vulnerable or subservient in any way.

For a full outline of these policies, please review them again (included in the email that you got this letter from).

It is our privilege to be in their country and to provide the support that we do.

Let's make sure that this attitude is reflected in the way we engage with the locals, especially children, and that we ask permission before taking photos or videos and then posting them on social media.

If you elect to not have your photos used for LoveHeart, JFF or any other social media we kindly request that you do not get in any group photos or any photos that are not on your own personal phone which you have ownership of.

Social Media

Social media remains an important aspect of raising awareness for the help that is needed in Indonesia and other parts of the world. So long as you abide by the guidelines provided, and operate in the spirit of respect, we ask that you do let others know about the work that you're doing in Indonesia via social media.

Please connect with us on Instagram and Facebook now and then tag us into any posts that you make.

www.instagram.com/lovehearttravel

www.facebook.com/LoveHeartTravel

Dietary

Every effort will be made to accommodate dietary requirements that you have provided to us in advance. We do however ask you to be mindful that we will be staying in a small village and that the food supplied by the hotel will be basic. If you have any specific foods that you would like to bring with you, please do. You may also want to bring snacks for the bus trips and for the two days of surgeries.

In short, when visiting places like Indonesia, especially outside of tourist hubs like Bali, it is wise to remain focused on how blessed we are in the west to have immediate access to very high standards of almost everything, rather than get frustrated when something isn't exactly how you'd like it to be right away.

Perspective and gratitude will make it a much more easeful experience for everyone.

Hygiene

We strongly recommend that you bring hand sanitiser and wet wipes. These will come in handy in many places once we get out of Bali itself.

Toilets

There will be toilet stops on the bus trip, the toilet facilities are squat toilets. Please bring toilet paper if you wish to as there will not be any supplied at the toilet facilities. Please use limited toilet paper (2-3 sheets only) otherwise this clogs up the squat toilets. There will be a bucket and water to pour into the squat toilet when you have finished, please use as much water as necessary to leave the squat toilet clean for the next person. You may want to pack a pair of thongs in a plastic bag to put on whilst using the squat toilet. Sanitary items need to be placed in a plastic bag and disposed of in the rubbish.

Alcohol

The majority of Javanese people are Muslim. Islamic law prohibits alcohol consumption. The Quran forbids alcohol because it harms one's health, can lead to addiction and disrupts society. This being said some alcohol may be supplied for tourists by the hotel at a cost. If alcohol is supplied it may be limited, not the brand you like, or even room temperature rather than ice cold. Just relax and go with the flow. It's not Australia. We are visitors in a place with a very different set of beliefs. Let's not be those entitled, ungrateful tourists that are completely tone-deaf to local customs and beliefs.

Dress

We are traveling to a semi-remote village where tourists are rarely seen. Dress codes here are not like what you would find in the touristy areas of Bali. Please avoid wearing revealing clothes as a mark of respect to the country's predominantly Muslim values. For both men and women tops should cover the shoulder and all bottoms should be below the knee or ankle length for women.

Language

Once we leave Bali and cross into Java, English becomes much more scarce. If you would like to make yourself familiar with some basic Indonesian words before the trip, Duolingo is an amazing app that you can download for free. This app is child friendly and you can add friends and learn the language together with others who will also be attending. Another great app to have on your phone is Google Translate. This will enable you to communicate with locals on Java much more easily via voice and/or text messaging.

Visa

This can be obtained at the airport on arrival and is generally a quick process. Please just record tourist for your visa and travel documents. This is of course unless you are doing other work in Indonesia that is not associated with LoveHeart. Please ensure you do your own research and make sure you meet the relevant guidelines to enter the country.

Passport

A photo copy of your passport is required for the border crossing between Bali and Java, please ensure you have this prior to the tour departure. This does not need to be certified. You may be able to get a copy made at your hotel or the JFF headquarters if you attend the complimentary tour the previous day.

Gifts

If you want to purchase gifts for the children at this village please purchase these in Indonesia. The more we can support the locals the better, you also get a lot more for your money when it comes to buying balls or colouring books etc. Please also be mindful that we never know how many children will be at the eye surgery program and are mindful about children missing out. In past tours we have asked for all gifts to be given to the John Fawcett Foundation and they hand these out to try and make it fair. I know it is a nicer experience to give a gift from yourself so we will discuss this on arrival at the village and see how many children are there and how many attendees have purchased gifts.

Tips

If the group would like to tip hotel staff at the village, the bus driver, JFF staff etc we ask that the money is all pooled together in three separate envelopes (bus driver, JFF, Hotel Staff). This envelope is then handed over at the end of the stay to ensure the tipping can be distributed to everyone so that the people working in the kitchen at the hotel and doing the cleaning also benefit from the generosity.

Breakfast

On day one as we depart early, if you have not had breakfast prior to departure we request that you ask your hotel for a takeaway box for breakfast at your own cost. Your hotel generally includes this at no cost if your accommodation includes breakfast. We will make a stop on the way where you will be able to enjoy your breakfast and order coffee etc.

Lastly we would like to say from the bottom of our hearts ...thank you.