



# Trip Participant's Guide to Guatemala



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## WELCOME

**Thank you for signing up to be a part of a Tesoro Project service trip. Below you will find some important information regarding financial policies, fundraising, and expectations as a Tesoro trip participant. We are excited to have you as part of the Tesoro family and look forward to serving alongside you in Guatemala.**

### About Tesoro Project

Tesoro Project is an international non-profit organization that connects healthcare clinicians and students to service-learning experiences with an emphasis on providing rehabilitation (PT, OT, Speech therapy) to people living in poverty. We currently work in Guatemala City, Guatemala with a community of approximately 13,000 people that have virtually no access to health services. The community members that we serve primarily live and work in Zone 3, which is the city garbage dump. They are the living in extreme poverty, typically on less than \$2.00 per day. We have extended our area of service to Chiquimula, Guatemala serving in the El Barreal community and a local community center. During our service trips, we not only provide rehabilitation services, but also educational seminars on various health related topics to the community members and the local healthcare providers. We endeavor to work alongside the local therapists so that we can build collaborative and sustainable relationships in order to best reach the community. We believe education is power.

### Mission

Tesoro Project is on a mission to empower healthcare leaders and students to heal and transform lives in developing communities.

### Vision

Our vision is an inspired global healthcare network that enhances the quality of life in underserved communities.



## Next Steps

### Passport

A passport is required to travel to Guatemala and must be valid for 6 months after the date of your RETURN to the U.S. at the completion of your trip. For example, if your return to the U.S. is on January 15, your passport must not expire until after June 15 of that year. During busy times, passport applications can take many months to process. Make sure you stay on top of your application process. You can find out more information here to obtain your first or renew your passport: <https://travel.state.gov/content/travel/en/passports.html>

### Health and Immunizations

We recommend that all trip participants first consult their primary care physician before receiving any vaccinations. Your travel clinic will be able to give you information for what is required and recommended for travel to Guatemala. At this time, Guatemala requires

- Evidence of receiving a complete two dose COVID-19 vaccination course (or one dose for Johnson & Johnson), with the final dose being administered at least two weeks before beginning your trip to Guatemala; and
- Proof of a negative COVID-19 PCR or antigen test from a certified lab conducted no more than three (3) days prior to check in at the airport or arrival at the land border.

As always, use common sense when traveling. Wash your hands frequently and avoid touching your face. Carry hand sanitizer with you and Clorox wipes to disinfect any surfaces that you feel is necessary. At this time, face masks are required in Guatemala both indoor (in public places) and outdoor.

If you are sick prior to departure, you will need to cancel your trip to avoid spreading any illness to the patients or the team.



## STAYING HEALTHY

Here are a few guidelines to help you stay safe and healthy throughout your trip.

- Only bottled or filtered water is considered safe for drinking. Other safe alternatives include soda or drinks made with boiled water such as coffee or tea. Consider drinking sodas through a straw.
- Elements like elevation, temperature, and activity level require you to drink enough water to stay hydrated each day. We recommend bringing a water bottle to refill throughout the day.
- Be on the safe side, and use filtered water to brush your teeth.
- If your stomach starts to feel upset by the food, consider a tummy soother (like probiotics or Pepto-Bismol), which will provide relief and help your body process new foods. While traveling you are exposing your body to new foods and thus new bacteria may upset your system. Depending on your gut health, you may be more sensitive to new foods. If you are unsure about a food you have been offered, you are better off politely declining. Never eat food from street vendors. Avoid strawberries. Do not eat any food patients may bring you. You may accept it, thank them, but politely decline consuming it. Eat from reputable restaurants and any food provided by our community partners has been vetted so it's safe to eat.





## ORIENTATION

### About Guatemala

Guatemala is home to over 16 million people with approximately 5 million people living in Guatemala City. More than half of the population in Guatemala lives below the poverty line. Guatemala City is home to the largest landfill in Central America spanning over 40 acres; over 1/3<sup>rd</sup> of the country's total trash ends up in the landfill. Often referred to as "scavengers", the people who live in the community surrounding the dump work in it to earn their income of less than \$2 per day, placing them in extreme poverty. They have poor living conditions and lack access to healthcare resources. These people who pick through the trash looking for "treasures" to sell often see themselves as no better than the trash that they sift through. We believe that these people are God's treasures ("Tesoro=treasure in Spanish). These are the people who we aim to serve during Tesoro Project's service trips.

Guatemala is the "Land of Eternal Spring." Guatemala City and Antigua are at an altitude of approximately 4000-6000 feet resulting in a mild climate. Temperatures can get up to around 85 degrees during the day and cool off into the mid 50's at night. The rainy season is from May to October.

Guatemala is in the central time zone, however, does not observe daylight savings time and therefore is in MST (mountain standard time) from April-October.

Typical food in Guatemala consists of chicken, rice, beans, tortillas, vegetables, and fruit. All food provided during your trip has been washed and cooked with bottled water to ensure the highest level of safety. Food should not be eaten from street vendors, if it is not pre-packaged, and all fruit should be peeled prior to consumption. Tap water is not typically safe to drink in Guatemala. Clean, bottled water will be available for you to fill any water bottles. It is also recommended to brush your teeth with bottled water.

The local currency in Guatemala is a quetzal. Exchanging money in the airport is not recommended because it is expensive and will slow down the group's exit from the airport. Most stores will take credit cards or American dollars. If American dollars are used, change will most likely be given in the local currency (quetzals). If you do wish to have some quetzals, then you can withdraw from an ATM in Guatemala.





Most cell phone providers offer the ability to use their services in Guatemala. This is something each participant needs to check into prior to leaving if you are wanting to use your phone while on the trip.

Do not flush toilet paper or anything else other than what comes out of your body in Guatemala City. Some restaurants and modern buildings have the proper plumbing, however, most places do not. There will be a trashcan located in the bathroom/ bathroom stalls for disposing of toilet paper that is used. You may wish to bring some plastic bags to bag up used toilet paper. You may even wish to bring your comfy toilet paper from home (expert tip). At the hotel in Antigua, you may flush paper.

## Safety in Guatemala

Poverty is widespread in Guatemala, especially in the dump community. We never enter the dump community without security provided by Potter's House. Our place of lodging has 24-hour security guards and is gated. To increase safety for yourself, please adhere to the recommendations below:

- It is not safe to have your phone out when walking around Guatemala, especially in the dump community, or while driving in cars. It is not uncommon for people to come to the car window and try to steal the phone if one is visible. So keep it hidden away and if approached, surrender your phone.
- Hide your wallet under your clothes or in a bag. Keep your bag/wallet close to your body at all times.
- Do not wear expensive jewelry.
- Do not go anywhere alone.
- If you have tattoos, you should keep them covered while working with our community partners. In Guatemala City, tattoos are associated with gang membership and criminal activity. A gang member who sees your tattoo may assume that you are a member of a rival gang trespassing on his turf and try to eliminate the threat (you).
- Everyone should avoid wearing tight or transparent clothing or clothing that exposes chest, bellybutton, or other parts. Guatemalans tend to be more modest and the society is very patriarchal, so plan accordingly to be respectful by dressing modestly.
- Do not touch animals in the garbage dump community (dogs, cats, rats, etc).



## Expectations of Trip Participants

Team members are expected to live and breathe by these three principles while in Guatemala

1. *Flexibility*- Let “this is Guatemala” be your mantra during your week. Your schedule and your activities will all change. Expect it and embrace it by being flexible.
2. *Cultural Sensitivity*- Respect and embrace the different cultures and beliefs. Our community partners may have a different worldview than you do. Respect the rules of our partnering organizations.
3. *Service-Learning*- This is a service-learning trip. Embrace serving our community partners and learning from them without forcing the American way of doing things.

## SUPER IMPORTANT: Pre-departure Trainings

Dates for pre-departure trainings will be provided by your trip coordinator. Pre-departure trainings (PDTs) are an essential part of Tesoro service trips. These meetings are more than just relaying information, but builds team relationships, cultivates a spirit of humble service to our community partners, and aims to provide insight on ethical and cultural dilemmas that we may encounter on our week of service. We very much want to be an effective team when we are present for our partners and patients in Guatemala. Please make every effort to attend these meetings, share with the team your wisdom, gifts and insights and be ready to have an awesome week of service by being fully engaged and prepared. If you cannot attend this training, please let your trip leader know ASAP. If you do not reside in the city where the trainings take place, there will be an option to join in an online format.

## Tips for communicating through a translator

- Speak to the person you are talking to rather than the translator
- Speak slowly and clearly using simple phrases
- Avoid medical jargon or slang, it may be hard to translate





## PROJECTS

The **Shalom Foundation's Moore Pediatric Surgery Center** addresses the desperate medical and health needs of poor children in Guatemala. In Guatemala, children under the age of 18 represent approximately 50% of the total population. Approximately 59% of people live below the poverty line (living on less than \$1.25/day) and 23% of the population live in extreme poverty. Guatemala also has the highest level of chronic malnutrition in Central and South America. The extreme poverty and lack of adequate education are often the causes of malnutrition and birth defects seen at The Moore Center.

The healthcare system of Guatemala is so broken that critical medical care is widely unavailable to the 59% below the poverty line. Guatemala has one of the poorest healthcare systems in Latin America. The Moore Center provides surgeries for children that span various specialties: orthopedics, plastics, lip/palate, dental, ophthalmology, and general surgery. During the course of one-week Medical Mission Trips to the Moore Center, medical teams travel to Guatemala to work with local medical specialists and provide surgical care to the poor with the 12,000 square foot modern surgical facility.

During the week of service provided by **Tesoro Project**, our goal will be to work alongside surgeons, patients and their families to educate them on how to perform exercises at home once they are discharged. Patients will all be under the age of 18 and will have had a surgical procedure recently or will be returning for a check-up following a prior surgical procedure. The clinic will most likely be a 12'x12' room with 2 cots for use to have patient consultations.

The **Potter's House** is a Christ-centered organization founded by two Guatemalan women who were inspired to take-action through their experiences working with people living in extreme poverty in Guatemala City's trash dump. For more than 30 years, they have been walking alongside poor individuals, families, and communities to develop long-term relationships and community centers. Potter's House seeks to deliver five holistic developmental programs through the community centers to address the complex nature of poverty: Family Development, Education, Health and Nutrition, Micro-Enterprise, and Community Development. Potter's house defines and addresses the 8 forms of poverty: Spiritual, Intellectual, Poverty of Affection, Poverty of the Will, Physical, Poverty of a support network, poverty of civic involvement, and economic. From physical to spiritual to mental transformation, their goal is to empower the poor across Guatemala to make significant changes in their own lives and communities.



During our week of service, the **Tesoro Project** team will provide a rehabilitation clinic to address a variety of needs from the pediatric to adult population. Diabetes is a common condition seen in the adult population. Additionally, many previous patients have had musculoskeletal injuries from long hours spent cooking (making tortillas) or bent over shifting

through the trash in the garbage dump. We will also be working alongside a family to help them modify or build a cinder-block home in the garbage dump community. We encourage you to get to know the family that we will be serving and spend time listening to their story!



**Alida Espana Arana** is a Special Education Center that provides attention to 0-14 year old children with intellectual, physical, and sensory/hearing disabilities. The main objective is to facilitate learning and promote development. The school services 450 children and is the only public school in Guatemala City dedicated to these services for this population. In the country, there are only two schools and there is a waiting list of approximately 400 children to attend. The school does not charge

patients because it is a government organization. Resources are limited; however, the school is in good condition and clean. It was founded over 40 years ago. All teachers are professionals. They have two shifts: 8-12 and 1-4:30 with a lunch in between. There is also a pool for aquatic therapy.

**Hospital Materno Infantil Juan Pablo II** is a maternity and pediatric hospital. Lidia is a physical therapist and teaches at a local university. She has several OT/PT students working with her each day serving a pediatric population 0-18 years of age. Patients typically pay \$5.00 per week for therapy services, receiving therapy 3 times per week. Lidia has requested that we provided education to her staff and students and work alongside them for collaborative learning during our few days with them.



Juan Pablo 2 Maternity and Infant Hospital

## Typical Daily Schedule (will vary by teams)

7:00am-8:00am	Breakfast
8:15am	Get on the Bus
8:30am	Leave for Potter's House
9:00am-4:00pm	Projects (clinics, house build, educational seminars, etc)
4:30pm	Leave for Seteca
5:00pm-Dinner	Recreation time/ Free Time
Dinner-Bedtime	Debrief, games, etc

All participants will be provided with their assignments for the day at dinner or debrief the night before. You do not have to be at breakfast at 7am and there is not official "bedtime." It is expected for you to be on the bus each morning at the departure time. *If you are not present the bus will leave without you.* Everyone is free to do as they please before leaving Seteca for the day and when re-turning home with the exception of de-briefs. All participants are required to be present for debriefing. Schedules are subject to change. It is important to be flexible. You are



not allowed to leave the Seteca property unless prior permission has been granted. It is unsafe to walk around outside of the Seteca property.

## Accommodations at Seteca

Housing is provided by one of our local partners, Potter's House, at a local seminary. People from all over Guatemala and adjacent countries take courses at Seteca. It is surrounded by a concrete wall with a gate that is guarded by 24-hour security. The rooms have twin beds with 2-3 beds/room. There is a community bathroom on each floor with multiple stalls as well as multiple showers for bathing. The showers do have doors. There is a cafeteria where breakfast and dinner are served, each participant will get a meal ticket for each meal. There is a small cantina with drinks and snacks, however, it only takes local currency. Seteca also has multiple grass fields that can be used for soccer, ultimate frisbee, workouts, etc. There are also many places around the campus for quiet time/ time of reflection.

### What is provided at Seteca

- Towels
- Sheets
- Pillows
- Coffee
- Sugar
- All meals
- There is a café that serves ice cream and snacks (it only takes local currency)

Address: (You will need to provide this on your custom forms on the airplane upon arrival and give to your driver if you are arranging your own transportation)

Seteca

Avenida Bolívar 30-42 Zona 3

Guatemala, Guatemala 01003 Website link: <https://www.seteca.edu/recursos/casaseteca>





## Things to do before you leave

- Call your credit card company and inform them you are traveling to Guatemala
- Contact your phone company for international plan options, if you are planning on using your phone in Guatemala
- Download music and movies, WiFi is spotty
- If you don't speak Spanish download the app Physical Therapy Spanish or MediBabble to your smartphone and start practicing. Also recommend the audiobook: [Spanish for the Busy Medical Professional](#).
- Enroll in Smart Traveler Enrollment Program (S.T.E.P) <https://step.state.gov/step/>
- Check with your physician about any travel-related vaccines and medications needed: <https://wwwnc.cdc.gov/travel/>

## What to Pack

General Rule: enough clothing for 5 days of work (house build/clinic attire) plus one day of tourism.

### Work Day (House project, bunk beds, etc)

- Pants: Old jeans or scrubs are best.
- Old tennis shoes: you will not likely want to bring them home. Paint and cement are used a lot these projects
- Tee shirts: long or short sleeve (avoid offensive language or symbols on the t-shirt)
- Work gloves
- Knee pads (if you want them for kneeling in the clinic or at the house build)
- Protective eye wear



- Hat
- Sunglasses
- Sunscreen
- Water bottle ((there will be a place to refill your bottles with safe water)
- Supplies: Paint brushes, rollers, trowels (tbd based on project)

#### Clinic Days

- Pants: jeans or scrubs. Should be a little nicer than work day.
- Tennis shoes (can be the same pair you use for workdays)
- T-shirts, either long or short sleeve (avoid offensive language or symbols on the t-shirt)

#### Tourism Day

- Money for souvenirs
- Can wear shorts/dress/tank tops
- Modest Swimsuit for pool at hotel
- Shoes for hiking

#### Daily items

- Shower shoes
- Pajamas
- Socks
- Underwear
- Toiletries (soap, shampoo/conditioner, razors, etc)
- Medications (Pepto-Bismol, Imodium, Probiotics, Tums, Advil, Prescriptions)
- Work-out clothes (if you want to work out)

#### Misc Items

- Pens (have a pen with you on the flight because you will need to fill out customs forms- do this on the plane and quickly exit to get in the customs line with your paperwork already filled out)
- Journal
- Games, cards (for hanging out in the evenings)
- Light jacket, it can get chilly in the evening
- Light rain jacket
- Mosquito repellent
- Sunscreen
- Backpack
- Snacks





- Coffee creamer
- Therabands, Kinesiotape, Gloves, BP cuff, small rehab equipment

#### Travel Documents

- Passport (copy of passport stored in your bag)
- Flight information
- Have access to address at Seteca

## Tourism Day (tourism activities could change based on availability)



You will depart early Friday morning to hike the **Pacaya Volcano** near **Antigua**, Guatemala. There is a moderately strenuous climb to the top. If you aren't quite able to make it there is an opportunity to purchase a donkey ride to the top. You will need to bring cash to pay for the donkey if needed. American dollars are accepted here. Bring water and enjoy the activity. Afterwards you will go to a hotel in Antigua

for lunch and can enjoy the afternoon by shopping for coffee, chocolate, and Guatemalan art and textiles. Head to the cathedral square and up to 5a Calle Norte to see the Santa Catalina Arch. Don't miss the Choco-Museo near the arch. Dinner will be provided at the hotel and we request that you stay at the hotel after dinner for safety. Breakfast will be available prior to departure to the airport.

Antigua, Guatemala is a beautiful, quaint city located 40 km west of Guatemala City. It has been designated a UNESCO World Heritage Site and is well known for its preservation of Spanish-Baroque inspired architecture and numerous ruins of colonial churches. Not to miss sites in Antigua include: Santa Catalina Arch, Cerro de la Cruz, El Mercado, Parque Central, Iglesia de La Merced, Museo Casa del Tejido, Choco Museum. Great coffee shops at The Refuge, San Martin, and Bella Vista.



The team hotel for this trip is Pensativo House Hotel: 4 Avenida Sur, Antigua, Guatemala.

[www.pensativohousehotel.com](http://www.pensativohousehotel.com)

*See Map of Antigua in Appendix.*

## Financial Policies

## Financial Expectations

The cost of the Trip (as of June 2021) is \$1500 plus airfare. An initial deposit of \$500 is required, is non-refundable and non-transferrable to other trips. The trip cost covers lodging, transportation, meals, translators, trip projects, a tourism activity, travel insurance, and administrative costs for managing the trip. It does not cover personal expenses such as checked bags, gifts, souvenirs, or snacks. It also does not cover trip cancellation insurance.

## Trip Cancellation Insurance

If you wish to purchase trip cancellation insurance, you will need to do so at the time of your first deposit. Tesoro Project recommends that trip participants consider purchasing an individual trip cancellation policy at the time of the initial deposit, which would cover the trip costs (plan dependent) should someone have to back out of the trip for an unexpected emergency. Many plans can be found online, but one plan that offers trip cancellation insurance *for any reason* can be found at [www.sevencorners.com](http://www.sevencorners.com). It will be your responsibility to know what plan you are purchasing and understand how it works.

## Airfare

It is highly recommended that the team book travel together so that the team can arrive to the destination at the same time and safely travel to the lodging site together. If you book your own flight you will be responsible for the cost and arranging your own transportation to and from the airport. You must communicate your flight arrangements to your trip coordinator 6 weeks prior to departure. If you wish for Tesoro Project to book your flight, you will need to pay an additional \$500 as a deposit towards the cost of your airfare from Austin to Guatemala at least 4 months prior to departure. Your trip coordinator will let you know when that deposit is due. Once flights are secured the final cost will be communicated to you and you will be responsible for payment 6 weeks prior to departure.



## If you book your own airfare

You are responsible for arranging your own transportation to and from the airport to the team's lodging sight on the arrival and departure days. You may contact the following reputable services to handle your transportation needs.

Realtours: contact Julisa through Whatsapp at +502-4212-6848 OR

GuateGo Shuttles: [www.guatego.com](http://www.guatego.com)

## Payments

Payments for the cost of the trip and airfare (if Tesoro Project is booking your flight) may be made online by credit card at [www.tesoroproject.org](http://www.tesoroproject.org) or by mailing a personal check.

Instructions for paying online are outlined below:

1. Go to [www.tesoroproject.org](http://www.tesoroproject.org)
2. Click the donate button
3. Under select a campaign, enter trip fee.
4. Select the amount or enter your custom amount.
5. Under transaction options select that you will cover the transaction fee (**required**).
6. If someone is donating for you, they need to type your name in the "I am donating to cover trip costs for"
7. The donor will receive an automatically generated tax-exempt receipt should the online platform be used.

If payment by check is preferred, checks must be made payable to "Tesoro Project" and mailed to:

Tesoro Project  
130 Plum Path  
Kyle, TX 78640

We ask that participants do not send cash through the mail. If a check is mailed, please include the donors name, trip participant name, and email address so that a receipt can be sent to the donor.



Payments may be split into TWO separate payments (1) non-refundable deposit of \$500 and (2) the balance of the total. Payment dates will be communicated to you at the time of your initial deposit. Late payments may be subject to a \$25/day late charge or a forfeiting of your place on the trip without a refund.

## Tax-Deductible Expenses

Although you cannot deduct the value of your services given to Tesoro Project, you may be able to deduct some amounts you pay out-of-pocket while serving. To qualify for a deduction, the out-of-pocket expenses must be:

- Unreimbursed
- Directly connected with the services you are providing to Tesoro Project
- Expenses you had only because of the service you gave, and
- Not personal, living, or family expenses (such as entertainment and sightseeing).

If you travel to serve Tesoro Project on a team trip, your travel expenses may be deductible. Deductible travel expenses may include:

- Air, bus, and/or taxi transportation
- Lodging costs
- Cost of meals

To substantiate your donation for the IRS you will need to keep adequate records such as receipts and expense logs. You do not need to submit these receipts to Tesoro Project.

The IRS requires that, if you incur any single expense (such as an airline ticket) of \$250 or more, you must receive an acknowledgement to confirm no goods or services were provided by Tesoro Project in exchange for your contribution and service. This letter serves as aforementioned acknowledgement. For reference, Tesoro Project's tax identification number is 83-0748251.

Tesoro Project assumes all travelers, regardless of age or skill set, contribute toward the relational work of the ministry in Guatemala. As with any tax matter, you should consult a qualified tax professional to determine how the tax regulations apply to your circumstances. IRS Publication 526 *Charitable Contributions* contains additional information about deducting out-of-pocket expenses.



Please note: If you have given funds directly to Tesoro Project for the cost of this trip, you will be sent a Year-End Giving Statement in the coming January to acknowledge those gifts for the previous calendar year.

## Raising Financial Support

Many people decide to raise financial support for their trip by reaching out to friends and family. The primary way people fund raise is through support letters and sharing online. This communication shares about the trip, the team, and gives specifics about how people can help through prayer, supplies, and financial support. Feel free to review our *Sample Support Letter* in the Appendix. Please do not copy the letter word for word, instead use it as a guide for how your letter could look. Most gifts are tax-deductible due to Tesoro Project's status as a 501(c)3 nonprofit organization. Donors who give funds directly to the ministry will be sent a receipt to acknowledge their gifts.

## Tesoro Project Fundraising Policies:

1. Sometimes a team will want to organize a fundraiser event. All fundraisers that are organized by trip participants must be completed and money from the donor must be received prior to the final payment due date for the scheduled trip (approximately 6 weeks prior to departure). If any donations are received after the due date, they will be moved into Tesoro Project's general fund. No refunds will be given.
2. If trip participants wish to organize a fundraiser with a local business (ie. Chick-Fil-A, Burger-Fi, P Terry's, Double Dave's, etc.), you should use the Tesoro Project Tax ID number so that the donor can receive a tax deduction. The number is 83-0748251 and checks can be mailed to Tesoro Project, 130 Plum Path, Kyle, TX 78640. This donation will go towards the entire group project cost and will be divided equally among every team member for that trip.
3. If an individual raises money in excess of the cost of their trip from individual donors into the Tesoro Project account, the excess money will go into the general fund of Tesoro Project and may be used to cover additional project expenses as the trip leaders deem appropriate.



## Trip Cancellation Policy

Our cancellation policy has been created to protect the ministry of Tesoro Project and to encourage a trip participant to travel on a future trip. Your program fees are used to cover logistics, planning, supplies, travel, and administrative expenses.

In the event the trip participant cancels the trip, funds that are given to Tesoro Project by the trip participant cannot be refunded. The trip participant is responsible for any incurred fees as a result of the cancellation. Once Tesoro Project's costs are covered, Tesoro Project will hold the trip participant's trip funds, with the exception of the first non-refundable deposit, for a replacement trip that must take place within 12 months from your original trip dates. For example, a trip cancelled in April of 2019 can be taken through April 2020. We will work with you to schedule this follow up trip.

If Tesoro Project must call off the trip for any reason (e.g. national safety concerns, widespread illness or natural disaster) we will refund back to the trip participant the monetary contributions that you personally have given for on the ground costs. Tesoro Project is not able to offer a refund for costs that have already been incurred when a trip is cancelled (e.g. airfare, non-refundable program costs). For example, Tesoro Project cannot recuperate insurance, credit card fees, airfare purchases, any in country payments for services, etc. and thus we cannot offer the refund to you. Funds that are given to Tesoro Project for trip costs on behalf of the trip participant (e.g. raised support/funding/gifts) cannot be refunded in any situation due to audit regulations. Tesoro Project recommends that trip participants consider purchasing an individual trip cancellation policy at the time of the initial deposit, which would cover the trip costs (plan dependent) should an emergency prevent the trip from occurring. Many plans can be found online, but one plan that offers trip cancellation insurance for any reason can be found at [www.sevencorners.com](http://www.sevencorners.com).



## APPENDIX

### SAMPLE Letter template

---

Date

Your Name

Street

City, State ZIP

Dear [Donor's Name],

My name is [your name] and I am (a Physical Therapy/Occupational Therapy Student in my \_\_\_ trimester at The University of St. Augustine for Health Sciences in Austin, TX. I am looking to raise \$2000 to help me pay for a service-learning trip with Tesoro Project ([www.tesoroproject.org](http://www.tesoroproject.org)) to Guatemala in April 2019. The money will go towards helping to make physical and occupational therapy services more sustainable to the community that lives and works at Central America's largest garbage dump. There are approximately 13,000 people who survive by scavenging the landfill daily to find items for resale, such as food and clothing. One of my professors has been taking students to this area for the past 5 years. Her teams have built five homes for families, serviced approximately 150 patients each year, and have expanded services to rural Guatemala just last year. She has recently co-founded a non-profit (Tesoro Project) to assist in the efforts to provide rehabilitation services more than just during these annual trips. Currently, efforts are underway to train local therapy providers to be committed to entering this community to offer services, where none are present. These annual service trips provide me as a student, an experience to practice my skills with trained professionals and understand various aspects of poverty.

[Include information about why the cause or project is important to you and how it could potentially impact the reader or those you serve].

I'm writing to ask you to support me with a financial gift. Just a small donation of \$25, \$50 or \$100 can help me reach my goal of \$2000 to cover the cost of the trip including airfare, lodging, meals, and the service projects including rehab clinics, health promotion clinics, and home building to improve the sanitary and safety conditions of a family in need.

[When possible, add a personal connection to tie the donor to the cause. For example, if you're raising money to help build a school in a developing country and you're writing to a teacher, emphasize the fact that everyone deserves a quality education].

Thank you in advance for your contribution. You have no idea how much it means to me to have your support.

Here are the ways you can make a donation:





- Make a donation online at <https://tesoroproject.kindful.com/?campaign=1041381>.. Please indicate that this money is to go to me when you donate so it will be directed towards my cost.
- Send a check made out to Tesoro Project in the pre-stamped envelope I've included (no cash, please!)
- Come to my fundraising event on [date] at [location] [when applicable- consider as a team contacting BurgerFi, Chick-Fil-A or Double Daves to host a fundraising event!!!

Thank you again!

Sincerely,

[Your signature]

[Your typed name]

