

The Residential Handbook

Volunteer

Info-Pack



The ASHA Centre, Gunn Mill House, Lower Spout Lane, Mitcheldean, Gloucestershire GL17 0EA, United Kingdom

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European Solidarity Corps
“Volunteer for Change”

12th edition

THE ASHA CENTRE

LONG-TERM ESC Project – 10 months

Volunteers: 8 (1Austria,1 Belgium,1Estonia,1France,1Germany, 1Greece,1Spain, 1North Macedonia)

7TH OCTOBER 2019 – 7TH AUGUST 2020

FOREST OF DEAN - UK



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ABOUT THE ASHA CENTRE (VISION, VALUES AND VENUE)



The ASHA Centre is a UK charity working for the empowerment of young people, sustainable development and peace & reconciliation worldwide. The Centre is a hub of intercultural activities, hosting a range of educational, performing arts and environment-based programmes throughout the year. The ASHA Centre is a unique venue. It is located within the magnificent scenery of the Forest of Dean, Gloucestershire/organic fruit, vegetable garden, herb and rose garden, as well as a secret garden and Hobbiton play area.

The Centre is a renowned venue for youth empowerment and leadership and is one of the foremost organisations in the UK that works within the Erasmus+ programme, which is administered and supported by the British Council and Ecorys UK - National Agency. In addition to hosting training courses, the ASHA Centre is a coordinating, receiving and sending organisation for the European Solidarity Corps (ESC) and hosts 8-20 volunteers throughout the year. ASHA also works with different volunteering schemes. Since 2009 ASHA has been hosting long-term EVS. Over 80 young people have been hosted at the ASHA Centre under the previous volunteering programme, EVS.

ASHA comes from the Sanskrit root meaning “eternal law”, “the inherent nature of existence”. In Avestan Persian the word ASHA means “the righteous way” “truth” and “divine justice.” In many languages, it also means ‘Hope’. For more info: www.ashacentre.org

Vision Statement: A humanity in harmony with itself and the earth

Mission Statement: Creating opportunities and the physical and emotional environment for (young) people to experience inspiration, connection and purpose (through community, land and arts based activities that engage head, heart and hands)

Values Statement:

Groundedness, Practicality and Orderliness

Creativity, Fun and Lightness

Courage and Patience

Loving-kindness and a Sense of Beauty

Integrity and truthfulness

Wakefulness and Open-mindedness

Freedom and Unity

THE CORE TEAM – WHO IS WHO

A very warm welcome to this project. Very soon you'll be with us at the ASHA Centre; many people are excited to meet and receive you!!!

Founding director, Zerbanoo Gifford

Co-Director/trainer, Adrian Locher

Co-Director/trainer, Mark Gifford

ESC Manager/House manager: Mari Galiana Badenes

Volunteer coordinator/Cook: Fernanda Paiva

Project manager, Maris Meos

Office manager, Steve Etter

Grounds man, Steve Ollie

Biodynamic gardener, Mark Moodie

Biodynamic apprentice: Mari-Liis Nukiis

Cook/house keeper, Indiu Ahdikari

Cook/house keeper: Corin Sexton

Caretaker/cleaner, Prakash Ahdikari

Maintenance/Driver: Renaud Maurer

Builder: Joe Barton

Volunteers will be supported and supervised by the ASHA team at most times and everyone plays a special role in the different fields of work and volunteers' mentorship.

VOLUNTEER PROFILE AND CODE OF CONDUCT

Young people who have an interest and respect for the environment and aspire to healthy lifestyles. We would also like to see our volunteers be active and take initiative in the community and within their tasks. You need to have a positive and pro-active attitude at the ASHA Centre, be team workers, have an interest in intercultural community living, be reliable and responsible, flexible, have goodwill as well as openness to learning and participating in tasks and overall activities.

You need to like both working on your own and in a team. You need to enjoy being outdoors working in the garden and doing tasks such as, herb and flower drying, making preserves from the fruits of the garden or helping support ASHA's projects and events. This could involve creating a display for an ASHA Open Day, creating a welcome party for an international group or generally hosting various diverse types of groups. All volunteers will take part indoors in

the kitchen and household tasks, such as: cooking, cleaning, washing up, serving, and setting the gallery with many other responsibilities. You need to be considerate when interacting with people of different faiths and cultures and different levels of physical and sensitive ability.

We do not require any specific skills but just ask for open minded and enthusiastic individuals who are keen to learn, discover and contribute to ASHA's work! At ASHA, we seek to encourage an appreciation of the spirit of volunteering as an opportunity for self-development by putting one's self aside in the service of a greater good. It is about finding the joy in selfless service to others.

All volunteers are highly valued at the ASHA Centre, we respect and are grateful for their dedication and joy at the Centre and we want to keep you motivated and happy. Becoming part of the ASHA team, taking initiative, meeting everyday challenges, developing own personal projects, being involved in local community events and cultural outings and much more is all part of this ESC placement.

"You make a living by what you get. You make a life by what you give" - Winston Churchill



VOLUNTEER ACTIVITIES AND PROGRAMME

The ASHA Centre runs a wide variety of activities that, through their nature, demand very different work and timings. Be it the changing weather in the garden or the changing of many groups we host, there needs to be flexibility with our schedules. Therefore, in this activity description, you will find the terms “Normal week” and “Training week”, which refer to the two major systems we adopt to coordinate the different activities.

A “Normal week” is from 8.30am to 5pm. A “Training week” is from 8:30am to 9pm. However, to guarantee everybody’s rest and personal time (staff and volunteers) we adopt a rotation system, whereby volunteers and staff are organised into different groups and timings (Kitchen AM 8:30am to 3pm, Kitchen PM 3pm to 9pm, Garden 9am to 5pm).

At the ASHA Centre, we make a point in assuring volunteers’ time off, two days a week.

“Normal week”: usually Saturday and Sunday.

“Training week”: **one day** during the training week and **one day** at the end.

The volunteers will work maximum 40 hours per week.

All ESC volunteers are entitled to **20days holiday over 10 months placement**. Statutory (bank) holidays are usually working days at ASHA due to nature of the Centre, therefore this requires an adaptable attitude from staff members and all volunteers. Please note that when our activities allow it ASHA respects these days and we try recover these wherever possible.

Volunteers will be involved in all aspects of the daily routine at the ASHA Centre, for example cleaning, cooking, gardening, hosting and the maintenance of the high standards of the ASHA Centre and Hill House. You will also have the opportunity to work on specific projects linked to their individual skills and interests depending on their own initiative/needs interlinked with the vision and activities of the ASHA Centre and this particular ESC project.

This introductory information will be explained in detail to the ESC volunteers as part of their induction upon arrival.



VOLUNTEER ACTIVITIES IN A “NORMAL WEEK”

GARDENING

Working alongside the ASHA gardener and groundsman in the organic/biodynamic vegetable, fruit and herb garden as well as on the grounds and compost area (hoeing, sowing, planting, harvesting, sweeping paths, stacking wood, introduction to organic gardening techniques, developing methods & skills) Sporadic trips to work in neighbouring communities garden projects and study groups.

HOUSE AND KITCHEN

Helping the ASHA team members to cook, clean, maintain and organise the residential centre (beds, bathrooms, training rooms, etc.), assisting the food shopping and stock-checking, processing the products of the ASHA garden into jam, cordial, fruit juice, chutney...etc.

ESC PERSONAL PROJECTS

Writing up the ESC journal; creating ESC portfolio (photo journalism etc.); individual thematic study in relation to ASHA activities; project planning and development, implementation and management; monitoring and evaluation of individual projects in the frame of the ASHA activities.

ESC COORDINATION

Receiving induction, training and mentoring related to the ESC work, living situation etc. Updating all ESC administrative issues. Official ESC On-Arrival and Mid-term Reviewing and evaluating the volunteering progress and writing up Youth Pass and ESC testimonials.

COMMUNITY EVENTS

Taking part in/helping to organise local community projects (Open days, Peace days, Walk for Freedom, etc.) held at the ASHA Centre, or outside of the centre (e.g. Christmas markets, theatre productions, etc.)



| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|------------------------------|--|---|---|--|--|-------------|--------|
| Garden 9am – 5pm | 6 ESC | 6 ESC | 6 ESC | 6 ESC | 6 ESC | ESC WEEKEND | |
| Kitchen 9am – 5pm | 2 ESC | 2 ESC | 2 ESC | 2 ESC | 2 ESC | | |
| Other activities | <p>“Hill Housing”</p> <p>Cleaning Hill house together for 1 hour and 30 minutes in the morning</p> | <p>Occasional Biodynamics Day</p> <p>Including study group, question box, biodynamic festival, preparation etc.</p> | <p>Occasional workshop with an ASHA team member or ESC volunteer</p> <p>(Theatre, life coaching etc...)</p> | | <p>2.15pm – 5:30pm</p> <p>ESC coordination and meeting</p> | | |
| Evening at Hill House | | Food shopping for the week | Possibility to join the local choir, football team, swimming pool | Possible study groups at the Grange Village (astronomy, eurhythmy) | Cultural programme at the Grange Village (concerts, readings, plays) | | |

Volunteers work schedule on a “normal week”

VOLUNTEER ACTIVITIES IN A “TRAINING WEEK”



KITCHEN AM

Helping the ASHA cooks to prepare lunch for the group and the team (50 people on average), as well as washing up, taking care of the house (cleaning the rooms and common spaces, maintaining training studio, organising storage)

KITCHEN PM

Helping the ASHA cooks to prepare dinner for the group and the team.

GARDENING

Working alongside the ASHA gardeners and grounds men in the organic vegetable, fruit and herb garden as well as on the grounds and compost area (hoeing, sowing, planting, harvesting, sweeping paths, stacking wood, introduction to organic gardening techniques, developing methods & skills)

EVENING ACTIVITIES

All the volunteers are invited to join the activities of the group and participate in their organisation. Activities include intercultural evenings, dancing and singing nights, open mic's, occasional outings and performances...etc

TRAINING COURSE (when conditions allow it)

Taking part in the activities of the group and assisting the trainer(s) at various levels (photojournalist, observant/participant in activities, logistical help, hosting participants, keeping the training room clean and tidy)



| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--|---------------------|--------------------------------------|--|---------------------------------------|---------------------------------|------------------|--------------------------------------|--|--|---|--|---|---|--------|
| Kitchen AM 9am – 3pm | Normal day 9 – 5 | 3ESC | 3 ESC | 3 ESC | 3 ESC | 3 ESC | Picnic Lunch | 3 ESC | 3 ESC | All ESC “changeover” Cleaning all the bed and bathrooms, tidying up the centre after the departure of the participants. 9am – 5pm | All ESC “change- over” Continued 9am to 3pm | All ESC Day Off after the course | Weekend at Hill house. Resting, travelling, journal writing, joining in local cultural activities. | |
| Kitchen PM 3pm – 9pm | | 2 ESC | 2 ESC | 2 ESC | 2 ESC | 2 ESC | 2 ESC | 2 ESC | 2 ESC | | | | | |
| Garden 9am – 5pm | | 3 ESC | 2 ESC | 2 ESC | 2 ESC | Garden closed | Garden closed | 2 ESC | 2 ESC | | | | | |
| Course 9am – 6:30pm | | 1 ESC | 1 ESC | 1 ESC | Course day out | 1 ESC | 1 ESC | 1 ESC | | | | | | |
| Day off 1 day off / volunteer over the course | | | | | | 3 ESC | 5 ESC | | | | | | | |
| Evenings | | Arrival of course participants | Intercultural night. All ESCinvited | Open Mic’ night. All ESCinvited | Pub night. All ESCinvited | Free night | Film night. All ESC invited | Bonfire night. All ESCInvited | Goodbye party. All ESCinvited | | | | | |

Volunteers work schedule on a “training week”

Volunteers work schedule on a “normal week”

| | |
|----------|--|
| 8:35 am | Collective tidying up and cleaning of Hill House |
| 8:45 pm | Leaving Hill House to ASHA |
| 9:00 am | Morning gathering in the Rose Garden |
| 9:10 am | Work |
| 11:00 am | Short break |
| 11:20 am | Work |
| 1:00 pm | Lunch at the ASHA Centre (everyone helps to clean up the kitchen and do the dishes) |
| 2:15 pm | Work (10 min. break included) |
| 4:50 pm | End of work, tidying up and cleaning of the agricultural building |
| 5:00 pm | Leaving ASHA to Hill House |

SUMMARY

In summary, the main role and tasks of the ESC volunteers will be to support the ASHA staff members:

- Kitchen assistance, cooking and food shopping
- Housekeeping and estate maintenance
- Hospitality of guests and groups
- Biodynamic/organic gardening (inspired by Rudolf Steiner's philosophy)
- Office assistance (helping with logistics and Erasmus+ projects)
- Foster local actions in the wider community
- Participate and organise cultural and artistic events/outings at the ASHA Centre
- Develop a sense of initiative through carrying out a personal project
- Keep an updated Youthpass to register all their learning outcomes and achievements
- Learn the English Language and new competences



At ASHA, we are interested also in the learning process of the volunteers. The ESC framework gives volunteers an excellent opportunity to have a balanced and healthy lifestyle. We want to honour volunteers' potential and needs and find the best solutions for a successful project for all parties involved. We have created a rotation system that looks after the volunteers' needs, whilst giving them an opportunity to experience all activities at the ASHA Centre and local community and other associate projects. The working schedule is coordinated weekly and the team who tries their best to have a monthly plan in place so that volunteers can plan in their holidays and weekends.

The overall learning outcomes of this project include an increased understanding of biodynamic/organic gardening and sustainable living, team building, hospitality skills, being pro-active and leadership skills, and project development. These will provide you with enhanced confidence and self-esteem, examples of your work which can be used as portfolio, for either further education applications or for employment interviews and both hard and soft life skills.

ACCOMODATION AGREEMENT (LIVING AT HILL HOUSE)



The ESC volunteers, as well as a few of members of the ASHA team will be living together, in a place called Hill House. It is a stunning house with a beautiful view and a backyard garden situated in a small village with a grocery shop, post office, fish and chips shop and local pub within walking distance. It is also 5 minutes away from the forest, within 10 minutes' drive to the ASHA Centre (volunteer's ESC placement).

The house has common living room, laundry room and kitchen, fully equipped with fridges, freezer, oven, microwave and a garden, Wi-Fi internet access will be provided at the Centre and at home, but the internet connection is slow due to the network provided in the forest area. For the enjoyment of all, the house also has a small library and a piano.

You may be sharing a room or have an individual room. All rooms have toilets and hand basins. Some have showers in the room, some others have shared showers on the landing. The volunteers are responsible for cleaning and tidying rooms and shared areas on a daily, weekly and monthly basis.

Address:

Hill House, Pleasant Stile, Littledean, Cinderford, Gloucestershire

GL14 3N England – UK

We will not be able to host you either before or after the project.

If you would like to come earlier or leave later, you will have to find and cover your accommodation by yourself.

As Hill House is very much about life in community, it is important for all its residents to be respectful of others at all levels. Thanks to this awareness, we are able to reach harmonious and enjoyable living conditions for all taking into consideration everybody's needs to a reasonable extent. Therefore, for the well-being and comfort of all, each resident of Hill House is kindly asked to be pro-active and innovative about keeping high standards of living together and to respect the following requests and notifications:

In the common areas and in general:

- Please do not damage the property and contents or make any alterations or additions (**No posters on the walls** please; a cork board will be provided in every room for personal decorations)
- Please keep the interior of the property in a good, clean and tenable state
- Please be aware that you will be asked to pay for any cleaning that may be required to reinstate the property to the same order that it was provided at the beginning of your stay. (Including for example the washing or cleaning of soiled carpets, curtains, beds, headboards, linen...)
- Please do not cause any nuisance to the neighbours. Most of all please **do not make any noise from 11pm to 8am**, for the respect of your neighbours as well as your house-mates
- We give priority to non-smokers. However, if needed, we do have an **outdoor restricted smoking area** at your disposal. Please **do not leave cigarette butts on the floor**; they must be placed into the ashtrays. These must be **emptied every day** if you are a smoker
- **All rubbish** (normal, bin, recycling bins and compost bins) **must be removed every morning** to the outside bins and no rubbish or bags should be left in the entrance of the house
- All shoes and coats must be kept in the lobby's cupboards and not left out for others to fall over. Please **do not wear shoes in the house**. (You are welcome to bring your slippers!)
- Please keep corridors clean and free from obstacles, as they represent a risk for fire safety if blocked
- Please do not adjust the heating controls or thermostats; a member of staff is responsible for regulating the whole house
- Please **avoid leaving lights or TV on for no reason** in the corridors and common areas
- Please **respect the weekly rhythm of collective cleaning ("Hill Housing")** whereby once a week, on a working morning from 9:00am to 10:30 am, all residents commit to cleaning thoroughly the whole of the house, **as well as the monthly "Deep Clean"** whereby all volunteers spend one working afternoon doing deep cleaning and maintenance of the house

In your bedrooms:

- You are responsible for **cleaning and vacuuming your room and bathroom** and for keeping it tidy
- Please make sure your bedroom is left **tidy and clean every morning** before leaving the house. (Clothes put away, towels hung on the bathroom rails, bed tidy...)
- **Do not flush non-organic products down the toilet** as we use a Bio-Bubble waste system; bins are provided in all bathrooms. Please use toilet paper sparingly as it can block the system
- After showers, please **remove all hair from the plugholes** as it can lead to flooding. Do not put hair into the toilet. Please use the bins provided
- Please place wet towels on hangers above radiators to dry. Avoid leaving them on the furniture, bed, floor or wardrobe
- Please make sure all **lights and electrical device are switched off** when you are not in your room

In the kitchen:

- Please keep the kitchen **clean and washed up after all meals**. (Oven and hobs clean, dishes washed up and tidied away in the cupboards, floor swept, leftover food in containers in the fridge)
- Please make sure the kitchen is left clean and tidy every morning before leaving the house. For energy saving purposes, please turn the dishwasher on only when completely full
- Please make sure that **ovens and hobs are turned off** after cooking

In the laundry:

- Please use the washing machines on economical settings and only with full loads
- For energy saving purposes, please avoid using tumble dryers; clothe lines are provided
- When dry, please collect your clothes as soon as possible, as many people need to use the laundry
- Make sure you do not keep laundry baskets in your bedrooms as other people need them as well. Please bring them back to the laundry after use

IMPORTANT NOTIFICATIONS:

As Hill House is part of the property of the ASHA Centre, it is likely to be visited by guests and occasionally checked by various members of the ASHA team. It is therefore crucial that all common areas and bedrooms are maintained to a high level of cleanliness and tidiness daily.

There is zero-tolerance to any type of violence and anti-social behaviour towards each other and oneself. The ASHA Centre is cultivating a culture of peace; learning how to live together and learning how to be are two core competences we aim for you to gain by participating in this ESC project. Any sort of incident that may occur at Hill House or at the ASHA Centre will be dealt with and depending on the circumstances of the event the ASHA Team will need to reconsider your full participation in the ESC programme.

The resident ASHA staff members oversee monitoring the energy and phone bill at Hill House. These facilities are to be used within measure and responsibly. Please be aware that, should the energy bill (electricity, water, heating) go unreasonably high because of excessive use by the residents of Hill House, the excess will be charged to the residents equally. The usage of the house phone is restricted to usage within ASHA activities. **International calls cannot be made from Hill House landline** – if this happens, an ASHA staff member will charge the user the exact amount of the call. It is however, possible to receive calls on the home phone and to use the house's Wi-Fi for Skype, What's app, Viber and many alternatives.

Please remember you are a member of this community and our beautiful home needs to be looked after. It only takes 10 minutes every morning to keep the house tidy and clean. You are co-responsible for ensuring that you are living in a sustainable environment which is kept lovely for everyone. The ASHA Team is grateful for your respect and cooperation in upholding these requests which will create the living conditions necessary for everyone's well-being and look forward to welcoming you to your new English home!

Further requests will be collectively decided by the volunteers and facilitated by the ESC Manager at ASHA Centre on the first days of induction, where the requests of conduct will also be discussed and agreed. Visitors Policy is currently being reviewed as well as internet usage (for example it is prohibited to download in the UK however it is possible to stream videos). For any questions, please do not hesitate to ask and clarify.

USEFUL INFORMATION AND PRACTICALITIES

If you think you've packed... THINK AGAIN check a list of things you will need to bring!

Please bear in mind the following points:

- **SHARING ROOMS:** You might be sharing room with another person(s) of the same sex in mixed nationalities. Also, the room allocation might change depending of the community needs, so you must be able to share room and be flexible of changes. All rooms have either a bath or showers. A set of towels and bed linen will be provided, and it is your responsibility to keep them throughout your whole stay
- **STAYING IN THE UK:** Please note that ASHA will not provide any additional accommodation for your stay in the United Kingdom outside of your volunteering dates. For those arriving before and/or staying after the project activity, please let us know as soon as possible
- **WIFI AND COMPUTERS:** Wireless internet is available at the ASHA Centre and Hill House. If you bring your own device/laptop, please also bring your own electrical adapter to ensure you are compatible with UK plugs / sockets. UK plugs/sockets differ from continental/European – please bring your own adapter, as the ASHA Centre does not provide adapters
- **HOUSE SHOES:** The ASHA Centre and Hill House has carpeted areas where shoes are to be removed. We advise you to bring a comfortable pair of house shoes/slippers if you think you will not be comfortable in socks

IMPORTANT NOTE: The English weather can be quite unpredictable, please bring some warm clothes with you, to be comfortable at work but also at home. Please bring an extra pair of trainers/boots with you because we usually go for Forest walks. Gardening clothes, jackets and wellington boots (rubber boots) will be provided by the ASHA Centre.

If you want to know more about the UK here are some useful links:

www.visitbritain.com

www.lonelyplanet.com/england

www.visit-gloucestershire.co.uk/

www.forestry.gov.uk/forestofdean

WHAT YOU NEED TO DO NOW

- Please read the information below very, very, very, very, very carefully
- Please purchase the cheapest travel option from your city BUT contact us for route and price approval first
- Once you have booked your travel please send confirmation email and all tickets to esc@ashacentre.org
- We will arrange your collection and transfer from the city of Gloucester in the South-West of the UK
- Reimbursement will be calculated based on the tickets you submit on arrival day. Paper copies of all tickets, invoices, and boarding passes must therefore be ready for collection on arrival day. All on-arrival tickets will be collected and reimbursed within the first month of your stay.

Please note that we can buy tickets for you. If you need any assistance contact us!

TRAVELLING TO THE UK, GLOUCESTER AND ASHA CENTRE

Arrival: 7th OCTOBER 2019 at Gloucester City by 6pm

Departure: 7^h AUGUST 2020 from the ASHA Centre/ Hill House

UK

Please always consider the most environmentally friendly way (trains, coaches etc.) to reach Gloucester.

However, if you travel to the UK by air, please see the nearest airports listed below in order of distance and convenience of travel to Gloucester:

Non-London Airports

- Birmingham Airport (Approx. 2h to Gloucester by train)
- Bristol Airport (Approx. 2h to Gloucester by train)

London Airports

- Heathrow Airport (Approx. 3-4 hrs to Gloucester by coach)
- Luton Airport (Approx. 4-5 hrs by coach to Gloucester by coach)
- Gatwick Airport (Approx. 5h to Gloucester by coach)
- Stansted Airport (Approx. 5h to Gloucester by coach)

GLOUCESTER

The ASHA Centre is in the Forest of Dean, near Gloucester City (25 minutes by car)

If you are flying to and / or from any London airport, please travel by coach (the cheapest and most convenient way).

National Express is the most reliable coach company in the UK and travels between all the above airports and Gloucester. Megabus is cheaper but only travels between Gloucester and London Victoria Coach Station. When departing from an airport, always book your journey to depart 90 – 120 minutes after your flight has landed to ensure you do not miss your connection because of delays.

ASHA

- You need to take a train or coach to **Gloucester** (Gloucester Bus Station, situated in the centre of the city).

There is no public transport that reaches the ASHA Centre. **IMPORTANT NOTE:** Please do NOT confuse with Gloucester Longlevens!!!

JUST GLOUCESTER

- Please check for the best schedules and prices. If you need any extra route and price advice about transportation in England contact esc@ashacente.org
- The ASHA Team will arrange pickups from Gloucester City to the ASHA Centre on the arrival day and will also provide transport to Gloucester on the departure day.
- You can buy the tickets beforehand via internet, but, please, bear in mind that the tickets have fixed times, that's why it might be better to buy the tickets on the spot at the airport or giving yourselves enough time to catch a bus after flight, usually an hour to manage.

Safe travels!

REIMBURSEMENT OF TRAVEL COSTS

ASHA reimburses eligible travel costs 100% of the overall expenses (but no higher than the [Erasmus+ travel distance band ceilings](#)). Furthermore, please take note of the following information:

- All travel costs will be converted and subsequently calculated & paid in Euros or Pounds (EUR or GBP) based on the European Commission's website: http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/index_en.cfm
- Reimbursement will be given only based on existing tickets which have been presented to the ASHA project team. Keep all original tickets related to travel costs.
- All flight tickets and invoices must be original and contain the name of passenger(s), dates of flights, inbound and outbound locations, airline, and price. All other tickets must contain the route, date and price of travel
- If you booked your flight online with Easyjet, Wizzair, Ryanair, we will need the actual email confirming your booking (also containing name, route, price)
- Please remember to keep the original confirmation email of your online booking and itinerary printed with the date and time, the email that was sent to you by the travel company. Also keep your boarding passes

Travel costs that are incurred outside the project dates will only be reimbursed when booked with the approval of the ASHA project team.

Both Sending and Receiving organisation are here to assist the volunteer with whatever questions might occur.

If you need the ASHA Centre is willing to pay your flight, buses, trains, please contact esc@ashacentre.org

FREQUENTLY ASKED QUESTIONS

1. What is my Erasmus + travel distance band ceiling?

The Erasmus+ travel distance band ceiling is the maximum amount of money you can be reimbursed for when participating in an Erasmus+ projects. The distance is a one-way travel from the legal base of your sending organisation to the hosting organisation's venue. You can see the distance band ceiling for your country by looking at the 'Call for Participation', however the following table normally holds true for ASHA Centre Erasmus+ projects:

| Travel distances | Amount |
|---------------------------|-------------------------|
| Between 100 and 499 KM | 180 EUR per participant |
| Between 500 and 1999 KM: | 275 EUR per participant |
| Between 2000 and 2999 KM: | 360 EUR per participant |
| Between 3000 and 3999 KM: | 530 EUR per participant |

2. Which coach stop in Gloucester should I go to?

Please note that when travelling with National Express, there are three bus stations in and around Gloucester. DO NOT book travel to Gloucester Longlevens or Gloucester, Kingsholme. **Only travel to the bus station simply called GLOUCESTER.** It is the central bus station in the city.

When typing the destination on the national express website, be sure not to type a space after typing Gloucester, otherwise it will not present you with the correct stop.

3. Isn't it easier to travel by train rather than coach?

No. When buying train tickets online, it is necessary to collect train tickets at the train station using the same card with which the tickets were bought (problematic if someone bought them for you). Furthermore, machines often 'swallow' tickets and don't give you them back (meaning you have no tickets to claim reimbursement with). Honestly, travelling with national express coaches is much easier and simpler

4. Can I be reimbursed for any of the following?

- Oyster Card travel
- Petrol receipts (and associated costs such as tolls)
- Receipts without travel company logos
- Health insurance
- Travel insurance

No, unfortunately none of the above are considered eligible costs by our national agency.

5. Can I stay in the UK before and / or after the project dates?

Yes, tickets to arrive in and / or depart from the UK are eligible for reimbursement if they are within 3 days of the project dates.

However, please confirm with the ASHA team before making any travel bookings to ensure you will still be reimbursed.

For any other queries, please contact at any time!

Thank you

If you need help, have questions or need further information please contact: esc@ashcentre.org

LINK TO PAST VOLUNTEERS' TESTIMONIALS

For more information about ESC and previous EVS at ASHA see the link below:

- <http://ashacentre.org/testimonials/>

CONTACT US

If you need help, have questions or need further information please contact:

esc@ashacentre.org (EMAIL)

+441594822330(ASHA Centre OFFICE)

(SKYPE)

PARTNERS ORGANISATIONS

| Country | Organisation | PIC Number | Website | Email |
|--------------------------|--|------------|--------------------------------------|---|
| Austria | Verein4YOUgend | 948641474 | www.4yougend.at | susanne.rosmann@4yougend.at |
| Belgium | JOETZ vzw | 947685539 | www.joetz.be | Rudi.Vereecken@joetz.be |
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