

# CORAZÓN CUBA

LEARN SPANISH, CULTURE & VOLUNTEER



## FIELD MANUAL



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## GETTING THERE

### Entering the country – visa requirements

You need an **eVisa** to enter Cuba. This is easy to buy online and we recommend the following service;

<https://www.easytouristcard.com?aff=43>

You need to buy your **eVisa** at least 72 hours prior to travel and we recommend doing this at least a week or more before you travel. This visa is valid for stays in Cuba up to 90 days.

A few days before your flight your airline will send you a **D'Viajeros** online form into which you are required to input your **e-visa** code. You will be asked to show the completed **D'Viajeros** form at the gate when you board your flight and upon entry into Cuba (hardcopy or soft copy / photo on your phone will do).

- You can also access the **D'Viajeros** form 72 hours prior to departure at the following link:  
<https://dviajeros.mitrans.gob.cu/inicio>
- Fill in the required fields, including your passport details, address in Cuba and your **eVisa** code
- Complete and submit the form

*Ensure you complete this form prior to departure otherwise your **eVisa** will not be valid and you will not be allowed to board your flight!*

### Support the Cuban People

Our programs comply with ongoing US travel restrictions and are 100% legal for US and non US citizens alike. It is not necessary to apply to 'OFAC' for special permission to visit Cuba. When flying direct from the US to Cuba your airline will require you to sign and retain a one page 'affidavit'.

This document lists 12 permitted categories of travel to Cuba. Please simply tick the box marked 'SUPPORT THE CUBAN PEOPLE' as this is a travel category our programs comply with.

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## Passport validity

Your passport should be valid for at least 6 months from the date of entry into Cuba. Your passport will **not be stamped** when you enter (or leave) Cuba.

## Currency & Money

Following the abolition of the CUC (convertible peso) in 2021 the only official national currency now in circulation is the **Cuban Peso** (also known as 'Moneda Nacional'). However, USD and EURO cash is widely accepted and easily converted into local currency.

Bank cards drawn on US banks are still not accepted in Cuba so **US residents** should bring sufficient USD cash for **all** your spending requirements while in Cuba.

For other visitors, to ensure maximum flexibility and to achieve the best rate of exchange, we also recommend you bring cash – ideally USD or EURO. *Although ATM machines are widely available throughout Cuba the official exchange rate is very poor – we will show you where/how to change money into local currency during your 'welcome camino' after you arrive to us.*

## WiFi & Internet Services

WiFi is still not widely available in Cuba except on a pay as you go basis in government hotels and internet cafes. However, inexpensive SIM Tourist cards can now be purchased on arrival – our local team can help you buy these. You can also purchase these in advance from the website below, see;

[https://suenacuba.com/tourist\\_sim\\_card\\_cuba\\_buy](https://suenacuba.com/tourist_sim_card_cuba_buy)

Pick up location – DO NOT select 'HAVANA. JOSE MARTI AIRPORT' as the kiosk may be closed. Select 'ETECSA COMMERCIAL OFFICES' and we will take you to one in our neighbourhood during your 'welcome camino'!

It may be advisable to ensure your phone is 'unlocked' and/or has a VPN service to ensure continuity of services when in Cuba. The situation is constantly evolving and improving so there is no need to be 'offline' for extended periods – unless you would like to be!

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## WHAT TO BRING/PACKING LIST

**Luggage** – day pack is necessary for every day use

**Clothing** – The following list is not exhaustive but please bear in mind that you are in a tropical/hot country and we provide a laundry service so try to travel light and leave room for goodies to bring home with you!

Shorts / T-shirt / lightweight long trousers / long sleeved shirts / fleece / rain jacket / good walking shoes / cap or hat / swimwear / towel / shades / head torch / dry bag

\* smart clothes required for dance lessons (look good = feel good!)

**Sandals/comfortable shoes** - for evenings and time off.

**Long sleeve trousers and shirt** - As in all subtropical areas, insects can be a nuisance, especially in the evening. Long sleeved shirts and trousers are recommended to offer the best form of protection in the evenings.

**Sun Glasses** - A GOOD quality pair of sunglasses is essential. Make sure they offer 100% UV protection.

**Water bottle** – in a hot tropical country you should sip water regularly – little and often! – to avoid dehydration and discomfort. We recommend you carry a waterbottle/Nalgene when you are out and about exploring.

**Camera** If bringing a digital camera bring a number of memory cards.

**Stationery** Bring pens, pencils, notepads and A4 notebooks.

**Headtorch** If travelling outside Havana bring a headtorch as it is more useful than a normal torch.

**Spare batteries for any electrical devices**

**Photocopy of passport** Please bring a copy of your passport. Travel tip – email yourself a copy of your passport and other important documentation.

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**Sun Cream / Aftersun** You will be spending a lot of time in the sun so please bring adequate sun protection. We recommend a higher block than usual.

**Medical Kit** It is always useful to carry a **small** personal medical kit. This should include items such as: Plasters, wound dressings and bandages, personal medication to last the duration of the expedition, anti-histamine cream/ tablets, fungicidal foot power/cream, antiseptic cream/solution, Imodium tablets (x30) and rehydration (e.g. dioralyte) sachets, mild pain killers (eg. Paracetamol), tweezers, scissors etc).

Emergency travel kits can be purchased at most pharmacies and outdoor pursuit shops. They contain sterile and sealed equipment, such as syringes, needles and suture materials. Make sure you have sufficient identification papers to accompany these kits to ensure compliance with Customs. The Kit should not be opened unless required and it is inadvisable to carry loose needles or syringes.

**Insect Repellent and Afterbite** Insect repellent is recommended. If you are allergic to repellents seek advice before leaving your home country.

**Toiletries** A lot of 'basics' that we take for granted may not be available locally, or if they are available are likely to be very expensive... these include toothpaste, shampoo, deodorant, menstrual products and prescription medications.

## RECOMMENDED WEBSITES

[www.fco.gov.uk](http://www.fco.gov.uk) - UK Foreign and Commonwealth Office for up to date advice and information about the country you are visiting

<http://www.worldweather.com> - get an idea what the temperatures will be like!

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## DONATIVO

In addition to personal items you are encouraged to allocate a few kg's of your luggage allocation to the following items – these will be donated to our donor partners and form an important part of your volunteering commitment – and create extra luggage space for the journey home!

Theme			
Arts & Crafts	<i>Pens, pencils, paints &amp; brushes and other drawing materials</i>	<i>Crafts – adhesive shapes, glitter &amp; jewels, glue, felt and other materials</i>	<i>Paper – plain, coloured, colouring in books, labels</i>
Kids Educational	<i>Boardgames – traditional (chess, chequers), new (Connect 4, Kerplunk)</i>	<i>School supplies – calculators, stationery, school bags</i>	<i>Books – picture and number books (Spanish &amp; English), Spanish language reading (all ages)</i>
Sports Equipment	<i>Football – balls, boots, clothes</i>	<i>Baseball – balls, bats, gloves, clothes</i>	<i>Boxing – gumshields, gloves, headgear, clothes</i>
General Play	<i>Girls – dolls, accessories, dressing up</i>	<i>Balls, Lego, construction games &amp; toys</i>	<i>Bicycle accessories and parts</i>
Electronics	<i>Old cell phones</i>	<i>Lap tops, handheld devices</i>	<i>Speakers, other consumer electronics</i>

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General Other	<p><i>Hygiene – soap, toothpaste &amp; brushes, shampoo, feminine products.</i></p> <p><i>Home – cooking utensils, pots and pans.</i></p> <p><i>Outdoors – assorted camping, technical.</i></p>	<p><i>Clothing – assorted in good condition please, towels, bed linen, footwear.</i></p>	<p><i>Musical instruments – parts and supplies, e.g. reeds, valve oil, pads, guitar and bass strings, cables etc</i></p>
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## PHRASE BOOK

### Basic greetings:

- Hello: *hola* (*oh-lah*)
- Good morning: *Buenos días* (*bway-nos dee-ahs*)
- Good afternoon: *Buenas tardes* (*bway-nahs tar-des*)
- Good evening: *Buenas noches* (*bway-nahs noh-chess*)
- How are you?: *¿Cómo está?* (*coh-moh es-tah*)
- Good, thank you: *Bien, gracias* (*bee-ehn, grah-see-ahs*)
- Can you speak English?: *¿Habla inglés?* (*hah-blah een-glays*)?
- Please: *Por favor* (*por fav-ore*)
- Thank you: *Gracias* (*gra-see-uhs*)

### Asking for directions:

- Where is...?: *¿Dónde está...?* (*DHOHN-dheh ehs-TAH*)
- Where is a restaurant?: *¿Dónde hay un restaurante?* (*Dhohn-dheh eye oon rest-ore-rahns-tay*)?
- Where is the restroom?: *¿Dónde está el baño?* (*Dhohn-dheh ehs-tah el ban-yo*)?
- How far?: *¿A qué distancia?* (*Ah kay dhees-Tan-syah*)
- Right: *A la derecha* (*Ah lah dey-ray-chah*)
- Left: *A la izquierda* (*Ah lah eez-key-ayr-dah*)
- Ahead: *Derecho* (*De-rey-choh*)
- Can you help me?: *¿Puede ayudarme?* (*PWEH-dhe ah-yoo-dh-AHR-meh*)

### Eating out:

- How much is it?: *–Cuanto cuesta?* (*KWAHN-toh KWEH-stah*)
- The bill, please: *La cuente, por favor* (*Lah KWEHN-tah, por-fav-ore*)
- That was delicious: *Estuvo delicioso* (*est-ooh-vo del-ish-ee-oh-so*)
- I am vegetarian: *Soy vegetariano/a* (*soy veg-et-air-ee-an-oh/ah*)
- A table: *Una mesa* (*oona me-sah*)

- A menu: *Un menú* (*oon mey-noo*)
- A drink: *Una bebida* (*oon-ah beh-beed-ah*)
- Beer: *Cerveza* (*ser-vay-sah*)
- Water: *Aqua* (*ahg-wah*)
- A coffee: *Un café* (*uhn cah-fey*)
- Sandwich: *Torta* (*tore-tah*)
- Burger: *Hamburguesa* (*ham-burg-ess-ah*)
- Chicken: *Pollo* (*poy-oh*)

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## CONTACT DETAILS

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Upon arrival Havana International Airport, you will be met by a driver holding a sign with YOUR NAME. He will take you to your Casa Particulares, address below;

Lamparilla 311  
(entre Aguacate y Compostela)  
Habana Vieja  
Habana

This is the address you should use on your Tourist Card/Visa!

Key people who will be looking after you during your stay in Cuba and delivering your program are as follows;

Name	Position	Landline	Cell/Whatsapp
<b>Hostal Leonel</b>	(normal office hours)	+53 7862 7416	
<b>Leonel Hernandez</b>	Program Manager		+53 5290 1738

*\* the prefix '7' should only be used for landlines when calling from outside the city*

In the event of unforeseen problems or delays with international flights please email or phone Tim and he will contact your in country host. Email [info@corazoncuba.com](mailto:info@corazoncuba.com) or phone/whatsapp +353 86 822 0333

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## FREQUENTLY ASKED QUESTIONS

Q. Isn't Cuba a dangerous country?

Actually, Cuba has the lowest crime rate in the Western Hemisphere! You will be surprised by the visible police presence in Cuba. They are there specifically to protect and help tourists.

Foreign currency and tourism is vital to their economy, they bend over backwards to make sure everyone has a safe and pleasant stay.

Although, be aware of your belongings in cities like Havana and Santiago de Cuba just like in every capital city.

Q. What is the best time to go to Cuba, and what is the cheapest period?

March, April October and November are the months with the nicest weather and less rain. The high season in Cuba is July / August Peak Season is December / January/ February . Hurricane season is from June 1 till November 30

Q. Do I need a Visa and a passport?

Yes and yes! Cuba will give you a eVisa / tourist card, however, you must acquire the eVisa before you arrive – see above. Ensure that your passport has at least 6 months left till it expires, calculated from your departure date ...

Q. Yikes!! I don't speak Spanish... !!!

Some Spanish is a definite plus. We suggest you learn a few simple phrases. However, many Cubans speak English and many of the people we will be in contact with speak English very well also. Cubans are very patient, don't worry, they will wait for you to find the right word.

Q. What about electricity?

Cuba has 110 volt, some more luxury hotels also 220.

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Q. What about money? And can I use my credit card?

Cash is king – USD and EURO accepted and easily converted into local currency. The official exchange rate is very poor so keep your cards in your room!

Q. I hear many prescription drugs are not available in Cuba ... what if I get sick?

Cuban doctors are known throughout Latin America as the best trained doctors in the region. However, they do lack many of the bare necessities that we expect. "Tourist Pharmacies" DO stock many prescription drugs. Nevertheless, we suggest bringing with you antibiotics, aspirin, band-aids, anything you may need for personal hygiene, etc. just in case. Besides, they make great gifts for the Cubans when you leave.

Q. I'm a woman traveling alone. Is Cuba a safe place to travel for me?

Yes! No problem ... but don't fall in love :) And don't go down dark streets at night, the same streets you wouldn't go in in your own hometown. Take a taxi when you go out at night – they are safe and reliable but remember to ask for the fare before you set off! Smaller towns like Trinidad or Vinales are safe at night time for female travelers, you can just walk home. Use your female instinct!

Q. Where can I have a cheap and decent dinner?

The best dinners you will have at the Casa Particular you are staying or at a Paladar.

Q. Can my girlfriend / boyfriend / family and friends visit?

Of course.

Q. Will I get much time for myself?

Yes, plenty.

Upon arrival you will be supported by a Program Manager for the duration of your stay.

The Program Manager is an experienced member of our crew and will be available on pretty much a daily basis to answer any queries and generally make sure that all is well and you are having a GREAT TIME!

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## BACKGROUND READING

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**Our Man in Havana** - Graham Greene

**Adios Havana** - Andrew J. Rodriguez

**Before Night Falls** - Reinaldo Arenas

**Conversations with Cuba** - C. Peter Ripley

**Broken Paradise** - Cecilia Samartin

**Blessed by Thunder** - Flor Fernandez Barrios

**Take Me with You** - Carlos Frias

[www.lonelyplanet.com/worldguide/cuba](http://www.lonelyplanet.com/worldguide/cuba)

[www.worldtravelguide.net/cuba](http://www.worldtravelguide.net/cuba)

<https://www.facebook.com/vivacorazoncuba>

[https://www.instagram.com/corazon\\_cuba/](https://www.instagram.com/corazon_cuba/)