Give & Surf General FAQs

<u>Travel</u>

How do I get to Bocas del Toro?

From Panama City:

***RECOMMENDED: Flight:** Fly with Air Panama or FlyTrip on a short 1-hour direct flight to Bocas del Toro (BOC). Please purchase tickets at <u>www.airpanama.com</u> or <u>https://flytrip.com.pa/</u> advance as they fill up quickly during the high season. The cost is approximately \$250-300 round trip. Be sure to leave at least 3 hours between your international arrival and domestic departure so you have time to clear customs and transfer between airports.

Getting between airports: Flights leave from Albrook domestic airport (PAC), which is a 30 minute, \$25-30 cab or Uber ride from the international airport (Tocumen, PTY) or a 10 minute, \$10-15 cab or Uber ride from most hotels/hostels within the city.

Bus: Direct buses to Almirante (port town near Bocas town) leave daily in the evening around 8pm from Albrook Mall Terminal in Panama City. The bus arrives around Albrook bus terminal, you can take a \$25 taxi ride from Tocumen Airport or a \$5-10 taxi ride from most hotels/hostels within the city. Make sure to wear pants and bring a jacket, as the bus gets cold. The bus will take you to Almirante. You will get off the bus and take a \$1 cab ride to Bocas Marine Tours. From here you take a \$6 water taxi to Bocas Town. Boats leave every 30 minutes starting at 6 AM. Give & Surf will arrange a time and place to meet you upon your arrival in Bocas Town. The cost is approximately \$25-30 one way.

From Costa Rica:

Bus: The easiest way to travel by bus is with Caribe Shuttle. There is also a public bus that leaves from the Coca Cola Bus Station in San Jose at 9 AM. Purchase the ticket when you get on the bus. You will arrive to the border around 2 PM. At the border, you will need to get out and walk across the border to get your passport stamped. Please make sure you bring printed proof (I.e. a plane ticket) that you are leaving the country otherwise they will force you to buy a return bus ticket. The bus will continue to the Almirante bus station. From here take a \$1 taxi ride to Bocas Marine Tours and get a water taxi to Bocas Town. The last water taxi leaves at 6 PM. We will arrange to pick you up in Bocas town before dark.

Flight: Starting in late 2024 or early 2025, Sansa Airlines will be running limited flights from San Jose to Bocas del Toro. Find more information at: <u>https://www.flysansa.com/en</u>

Luggage: The Air Panama flights to Bocas del Toro may have lower limits on luggage weight and the size for carry-ons than international flights. Check the airline's rules and/or be prepared to pay extra for your bag.

See Packing Checklist for recommendations on what to bring!

Where do I get picked up?

All volunteers/ students will be picked up in Bocas Town upon arrival at the airport or at a predetermined time/place if traveling by bus/boat.

Do I need a visa? Any other entry requirements?

U.S. & Canadian citizens do not need a visa. <u>Your passport must be valid for at least 6 months</u> <u>past your trip dates and you must show your exit ticket</u> (flight ticket to leave Panama; a bus ticket is not sufficient). U.S. & Canadian citizens can stay in Panama for 180 days. For visa and entry requirements for other countries, please check with your country's embassy or consulate.

Health & Safety

Is it safe?

Yes, Panama City and Bocas del Toro are both safe areas to visit in Panama and Central America, however you are in a developing country and thus should take general precautions. The most frequent crimes are petty thefts and robberies, which can be avoided. General precautions include:

- Don't carry a lot of cash or flash valuables around especially after dark.
- Stay in the tourist areas of Bocas and Panama City
- Use the buddy system or travel in groups.
- Don't hike, swim, or surf by yourself
- Use reputable taxi and water taxi drivers and tour operators
- Say no to drugs. Drugs, including marijuana, are illegal in Panama.

All volunteers will go through a thorough orientation upon arrival which includes more information about health & safety.

Do I need medical insurance?

Yes. We strongly encourage all volunteers to have medical insurance coverage. We also suggest all volunteers check their international coverage with their medical insurance providers and/or buy travel medical insurance.

Still need travelers medical insurance? Our preferred travel insurance provider and partner is <u>World Nomads</u>. (our link:

https://www.worldnomads.com/travel-insurance/?affiliate=givesrf&subId=&affiliateTrackingId=1b877bfa0e42409 2a22053bbdaecc1d6&utm_source=givesrf&utm_medium=affiliate&utm_campaign=Affiliate&utm_content=link)

What vaccinations do I need?

Please visit your primary health care physician to discuss your upcoming trip to Panama and to get all of the necessary shots and medication required for your trip. You will want to have a prescription from your doctor outlining all prescriptions and their purpose. You can also visit the CDC's website for a list of recommendations of vaccinations by country. In general, it is only recommended that standard vaccinations (tetanus, hepatitis, etc.) are up to date for travel to Bocas del Toro.

Can I drink the water?

Yes and no. We don't recommend drinking the tap water in town or in the communities we work as your body may not be accustomed to the bacteria in the local water. You can use the water to brush your teeth, shower, etc. Most restaurants serve filtered water if you ask for a glass of water and there is fresh filtered water provided at the Volunteer House.

What if I get hurt/ sick?

Bocas has a number of options for you. If you know what you need, there are many pharmacies in town that carry antibiotics and other medicines that you can often buy without a prescription. If you need to see a doctor you can:

- Visit the local hospital's Emergency Room/Urgent Care that can take care of any medical emergencies.
- Visit the local hospital which is very cheap but can take some time as it is normally very busy.
- Visit the private doctor or clinic in town for \$30-50 per consultation
- There are private hospitals in David and Panama City in the event of a more serious illness or injury.

Volunteers are responsible for covering their own medical costs including transportation to/from hospitals or clinics, medications, and any other related expenses.

General Health & Safety:

We strongly recommend that all volunteers closely follow recommendations by the U.S. (or your home country) and Panamanian governments including information found on the following websites:

- US Embassy in Panama
- <u>CDC-Panama</u>
- <u>Ministry of Health, Panama</u> (you can translate the page into English)
- U.S. Dept of State/Travel

VOLUNTEERING

What programs will I be helping with as a volunteer?

Volunteers can help out with the following programs:

- Preschool/ Kindergarten programs with children ages 3-6 located in Bahia Honda and Bahia Roja
- After-school programs & extracurricular activities (usually ages 5-12) at our Community Centers in Old Bank, Cristobal, and Bocas Town.
- Summer Camp during school vacation months of January & February in Old Bank, Cristobal, and Bocas Town
- Longer-term (1+ month) can help lead their own programs or assist with other specialty programs such as our surf/SUP teen mentorship programs and English classes.

What does a volunteer's typical schedule look like?

Volunteers generally help with our educational programs for at least half a day Monday through Friday. Volunteers can choose if they would like to volunteer in our Preschool/ Kindergarten programs that take place in the mornings from 8AM-12PM and/or in our Afterschool Programs that take place in the afternoons from 2-6PM. Volunteers are welcome to volunteer more by helping with both programs or assisting with other extracurricular activities such as English classes, surf/SUP outreach programs, etc. Program offerings may vary depending on the time of year.

Sample Schedule

	Mon	Tues	Wed	Thurs	Fri	Weekend
Morning	Volunteer in Preschool	Bocas Town for errands, laundry, etc.	Volunteer in Preschool	Free time	Free time	FREE TIME
Lunch	Team Lunch	Team Lunch in Bocas	Team Lunch	Team Lunch	Team Lunch	
Afternoon	Optional Team Excursion on the G&S boat (surfing, fishing or snorkeling)	Volunteer at After-School Program	Visit to San Cristobal community or free time	Volunteer at After-School Program	Volunteer at After-School Program	

Do I need to speak Spanish?

It is not mandatory that our volunteers speak Spanish, but it will certainly help you while you are here. English is widely spoken in Bocas but in the indigenous communities and with the kids it helps to know a little bit of basic Spanish to communicate simple commands. The majority of our volunteers speak little to no Spanish but we're happy to teach you some basics and the kids will too!

There's a free app Duolingo that is a great way to start practicing your Spanish before you arrive!

Do I need to have experience teaching or working with kids?

You do not need any previous experience working with kids. We will give you an orientation and show you how you will need to be as a volunteer in the classroom/programs. We ask that you bring a positive attitude and an open mind to each day of volunteering and everything else will take care of itself!

What do I need to wear while teaching/volunteering?

While in the communities and at programs, we ask volunteers to wear t-shirts or short sleeve shirts that cover their shoulders and longer style shorts. Comfortable, durable sandals or old sneakers are recommended.

Can I bring supplies or gifts for the children?

Yes! We always appreciate donated school supplies and activities for our preschools and Community Centers. We can send you more specific needs before you come. Also feel free to bring a special activity that you enjoy to do with the kids, such as an arts & crafts project, sports activity, or board game you enjoyed as a kid! Please do NOT give children individual gifts.

What do volunteers do during free time?

- Volunteers are welcome to do activities together or independently during their free time based on their interests. Volunteers generally enjoy surfing, snorkeling, hiking, biking, and fishing! Most Bocas activities are outdoor and water-based!
- 1-2 group excursions are planned weekly and are included in your volunteer fees, such as fishing or surfing with our boat captain Eddy, or hiking to Wizards or Red Frog Beach.
- There are a wide variety of activities available depending on your interests and budget... see a sample list and recommendations below.

What's Included with my Volunteer fees?

- Accommodations in our Volunteer House (shared bedrooms, shared bathroom, shared kitchen & living area)
- Breakfasts
- Lunches Monday to Friday
- Boat rides/Water taxis to/from program sites and weekly trip to Bocas Town
- Weekly group activities/excursions including hiking, surfing, snorkeling, swimming, and biking
- 1 group surf lesson
- Pre-trip planning assistance
- On-site orientation
- On-site staff support

What's not included?

- Weekend lunches
- Dinners
- Third-party excursions/tours
- Water taxis outside of scheduled program or group activity time
- International and domestic airfare
- Travel insurance/Medical care
- Surfboards/surfboard rentals

When do I surf?

During our free time, a lot of volunteers will surf. We get all levels of surfers, from first timers to advanced. This is an activity that we typically do when we are free in the mornings or late afternoons and weekends. Transportation is provided to the main surf breaks on Carenero Island when the Give & Surf boat is available. For those learning to surf one lesson is provided per volunteer during their stay.

Surfing is best in December to April and mid-June to early August.

What if I am not a surfer or do not want to surf?

No problem! Many of our volunteers are not surfers and will find other activities more enjoyable like hiking to the organic coffee & chocolate farm, snorkeling, SCUBA diving, hiking, biking, or relaxing at the beach!

<u>Housing</u>

Where will I be staying?

Give & Surf has an ocean-view volunteer house located right next to one of our community centers in the heart of the Old Bank community on Bastimentos Island. There is a shared kitchen and living space, and it is easy for volunteers to walk to local restaurants, get water taxis to other islands, and hike to Wizards Beach.

We can house up to 4 volunteers at a time here with 1-2 volunteers per room. If there are more than 4 volunteers, additional volunteers will be housed at a nearby hostel or other rental property.

Can I have a private room?

We cannot guarantee a private room. You are welcome to check in with us a few weeks before your arrival to see how many volunteers there are so we can give you a good idea on if you will have your own room. If you would like to guarantee a private room, we're happy to book you a room at a nearby hotel or hostel and adjust the volunteer fees accordingly.

Is there AC?

There is no AC in the Volunteer House. We have fans in each room.

Food

What do I do about food?

For volunteers staying at the Give & Surf Volunteer House, all breakfasts are provided. Breakfast is a simple, do-it-yourself mix of pancakes, eggs, fresh fruit, local bread, and coffee. Lunches are provided Monday to Friday at restaurants in the local communities or in Bocas Town.

Volunteers are responsible for their dinners which generally are a mix of cooking family-style dinners together, outings to local restaurants, or cooking up fresh fish if we have a good day of fishing! It is expected that all volunteers share responsibilities cooking and cleaning. Bocas has a wide variety of grocery stores and smaller shops to buy everything you need. Eating at local restaurants is also a good and cheap option at around \$6-10 per plate typically consisting of chicken, rice, beans, and patacones (fried plantains). Foreign style food is more expensive as it is geared more towards tourists and can range from \$10-20 per meal. Bocas Town has very high end restaurants as well as cheap local spots and even street vendors so you have plenty of options to choose from!

If I have food allergies or restrictions?

You can purchase your own food for your breakfasts and dinners so that shouldn't be a problem. There are two specialty grocery stores in Bocas Town (Super Gourmet and Duo2) that carry some gluten-free products and other select items although the selection is much more limited than you may be used to. During the week, the lunches in the community are usually chicken or fish served with rice & beans and plantains. They are able to make this vegetarian by simply leaving off the chicken or fish, but if you have other allergies/restrictions, we recommend that you pack your own lunch for these days.

<u>Internet</u>

Is there internet?

Yes, there is internet in Bocas Town and at the Volunteer House, however we encourage you to minimize screen & phone time and be present in the moment and enjoy everything Bocas has to offer! The internet is not as consistent and strong as you may be used to; if you need good internet for school or work or other projects, there is a co-working space in Bocas as well as cafes that have better internet access.

Money

Is there a bank?

Yes. There is one bank in Bocas and 3 ATMS in Bocas where you can withdraw a maximum of \$250/day. Please make sure your bank knows you are traveling out of the country otherwise they will turn off your card.

What is the currency?

U.S. dollars are used as the currency in Panama, sometimes they are referred to as Balboas, however it is the same thing as U.S. dollars.

Will my debit or credit card work?

Yes, however you should notify your bank/institution so they don't turn it off. Also make sure your debit card PIN is 4 digits.

How expensive is it?

Price Breakdowns are as follows: \$6-10 local food per plate \$12-20 meal at an upscale restaurant \$15-25 hostel dorm bed \$30 and up private hostel room \$75 and up nice hotel room \$2 beer, soda, water *prices at grocery stores are higher in Bocas town because it is a tourist town and all food travels over by ferry. Fruit and vegetables are inexpensive especially at local stands.

How much extra spending money will I need?

Not including third party activities (such as snorkel tours, diving, and other excursions) budget roughly \$75-100/week to be spent on dinners, weekend expenses, water taxis, etc.

Cancelation/Refund Policy

Give & Surf recognizes the unpredictable nature of global events, including natural disasters, pandemics, political unrest, and other unforeseen circumstances that could result in the need for a trip to be canceled. <u>We strongly encourage all volunteers and trip participants to</u>

purchase travel and health insurance that covers them while in Panama including flight changes/cancellations, medical care, trip delays/cancellations, and repatriation.

Payment schedule:

- \$300 non-refundable deposit is due at the time of booking to reserve your volunteer spot
- The remaining balance is due two weeks before your arrival.

In the event that a trip must be canceled in advance due to unsafe travel or in-country conditions (such as a global pandemic) as determined by the U.S. Department of State, CDC, and/or other governing agencies, the following refund/credit policy will apply:

- The \$300 deposit is nonrefundable. A full or partial credit of the deposit may be issued if the trip is scheduled within one year.
- Any additional volunteer fees paid will be credited or refunded up until the day of the volunteer's arrival.

If the volunteer has arrived in Bocas and needs to leave early, for personal reasons, disciplinary reasons, and/or due to an emergency, no refunds or credits will be issued. We recommend purchasing an insurance plan that covers such events and emergencies.

Miscellaneous

What do I need to bring/pack?

Please see our suggested packing list on our website. In general, it is a good idea to bring clothes that dry quickly and that you aren't afraid to get dirty. Please bring a refillable water bottle, this is essential!

Can I bring a friend?

Yes, we encourage you to share this experience with your friends and family!

Is there a minimum stay?

No! We have volunteers join us for as short as one week up to several months. In general, we recommend staying as long as possible (we know you'll love it here as much as we do!)... the longer you're here, the stronger the bonds you build with the local communities and the kids you're working with!

Sending things by mail?

Mail can be received in Bocas town if necessary at Red and Blue or Bocas Island Express. Mail is quite expensive so we recommend avoiding this if possible.

Where can I get laundry done?

There are a number of places in Bocas Town that clean clothes for \$5-6 a load. This normally takes a half day to complete.

Bugs?

Bugs and critters are part of life in Bocas. Bug repellent or lighting a repellent coil will scare them off. Bringing bug spray/ repellent from home is a good idea as it can be more expensive in to buy it in Panama. Coconut oil is a good natural alternative and can be bought locally for around \$5 a bottle.

Will my cell phone work?

You will need to contact your service provider about setting up an international plan if you wish for your cell phone to work as normal during your stay. You can also get a local SIM card to use while you are here which is easy to set up. WiFi will be made available or will be available for much of your stay so you can contact your friends and family when you have it!

We also recommend trying the free app Airalo which allows you to get a free E-SIM card for Panama and then buy a data plan. This will allow you to use all Wifi based apps, such as WhatsApp, but will not give you the ability to make local calls.

Almost all cell phone communication is via WhatsApp here so we highly recommend that you download WhatsApp, a free messaging app.

Free Time, Excursions & Weekends

Volunteers often enjoy going out in town on the weekends. Bocas has a great nightlife and lots of backpackers so it's a great way to meet people from around the world and have some fun! If staying out past 10pm, we ask volunteers to stay in Bocas instead of returning to the Volunteer House. There's also great options for weekend trips to Puerto Viejo, Costa Rica; Boquete, Panama, or other islands in the Bocas archipelago.

Where to stay in Bocas town?

\$15-35/night range (depending on time of year and private vs dorm): Bambuda (Bocas Town or on Solarte), Selina, Twin Fin, Cliff's hostel, Skullys (on the outskirts of town)

\$50-100/night range: Lula's B&B, AirBnBs

\$100+/night range: Hotel Bocas del Toro, Palma Royale, Tropical Suites, Bocas Dive Paradise

Other island recommendations:

- Bambuda Hostel on Solarte: Right next to Blue Coconut with an in-ground pool overlooking the ocean, huge water slide, and great home cooked, family-style dinners!
- Palmar Tent Lodge: Glamping on Red Frog Beach on Bastimentos! Great food & vibe, and beautiful views.
- La Loma Chocolate Farm & Lodge: Located in Bahía Honda, this beautiful property has amazing food all grown on the property and is a great quiet getaway
- Bluff Beach: The Hummingbird B&B, Oasis B&B, Island Plantation

What do people do on the weekends?

Bocas Town and the surrounding islands have plenty to offer to keep you entertained on the weekends and in your free time. People enjoy the nightlife, restaurants, access to tours &

excursions and beaches. Your weekends are free to explore the islands and all that Bocas has to offer! If interested in a particular tour or activity, Give and Surf staff can assist in arranging this for you.

HIKING

There are many different hikes and trails on Bastimentos with varying degrees of difficulty. Ask your volunteer coordinator before exploring a new area as some of the trails may be too muddy when we've had a lot of rain! Also always hike with at least one other person and let someone know where you're going and when you'll be back.

FISHING & SPEARFISHING

Many different types of fishing are available to you here in Bocas. Try hand-line fishing with Edy the Ngobe way or charter a deep sea fishing boat, or you can even try your luck spearfishing and lobster diving. Costs for these trips will vary with deep sea fishing charters being the most expensive.

SURFING

At Give and *Surf*, we love to surf! On a normal day it is common for us to venture out to one of the breaks before or after our volunteer work. If the Give and Surf boat is busy and is not able to take you out to surf, you can have a staff person call you a water taxi or walking to Wizard Beach is a good option.

TOURS TO DO AND PLACES TO GO

HOSPITAL POINT (Solarte)

• This point on Solarte just across from Old Bank is a favorite for snorkelers and divers, but it also makes for a good afternoon beach day! There are several short trails to be explored here as well but the main attraction is the 40 foot coral wall just a few meters from the beach.

BIKE RENTALS (Bocas)/\$10-15 per day

- Renting bikes and adventuring around Bocas Isla is one of our favorite afternoon activities. Follow the coast for amazing views and end up at Skully's Beach Bar or Paki Point, a restaurant/ bar with a prime piece of real-estate looking over Tiger Tails surf break. Watch the surfers and sip a smoothie on one of their outdoor beds.
- More adventurous volunteers can continue on to Bluff Beach, about an hour outside of Bocas Town.
- ALSO TRY AN E-BIKE RENTAL!

ZAPATILLA ISLAND TOUR \$30+ depending on number of people (Bastimentos) GIVE & SURF TOP PICK!

• Spend the day venturing out to the world famous Zapatilla Islands, where 17 countries have filmed the TV Show, "Survivor." These idyllic islas are within the Bastimentos Marine National Park, protecting them from large scale fishing, making the surrounding waters some of the most vibrant in Bocas. Pack a lunch and bring a book as these days are meant to be spent relaxing!

BIRD ISLAND TOUR \$25-50 based on number of people (Bocas)

 Leave early and slowly make your way around Bocas Isla. When the waves are small to none, this tour offers many different destinations all in one day including La Piscina, Nurse Shark Cave, Bird Island, and Starfish Beach. Bring a snorkel and pack a lunch, or wait to eat once you arrive at Starfish Beach, where the coast is covered with beach bars and restaurants.

STARFISH BEACH/BOCA DEL DRAGO \$5 round-trip bus ride

• Located at the far end of Isla Colon, Starfish Beach is the calmest, most swimmable beach in Bocas. Take the bus from the main park in Bocas Town which leaves every 30-60 minutes. Yaris Nori restaurant is a great stop for fresh fish & lobster!

BLUFF BEACH \$15-40 round trip taxi or shuttle ride (or you can bike it!)

• Located on the coast of Isla Colon past Paunch Beach, Bluff Beach is stunning! Usually not swimmable because of the big waves and strong currents, it's still worth the visit for a long walk and lunch or dinner at The View by Oasis or Bon Bon on the beach.

RED FROG BEACH \$10-15 round trip water taxi & \$5 entry fee (Bastimentos Island)

• This beautiful beach is a great place to hangout on the weekend! Enjoy fish tacos at Nacho Mama's or lunch & a smoothie at Palmar Tent Lodge. Just be careful... the rip currents can be strong here!

ATV RENTAL \$75-\$100 (Bocas)

• Prepare yourself for one of the best experiences of your life! Start at Flying Pirates in Bocas and travel outwards towards Bluff Beach and beyond. Stop at La Piscina to wash off the mud, learn about Bocas history, and compete with the Howler Monkey's to see who is loudest.

CRISTOBAL CACAO FARM TOUR (\$15-20 per person; Cristobal)

• Hike through the organic cacao farms on Cristobal Island led by local indigenous community members, followed by learning how to make your own chocolate truffles!

SCUBA DIVING prices vary (Bastimentos/Bocas)

- Bocas is known for its incredible underwater worlds and the diving here is relatively cheap. We recommend using Panama Dive School on Carenero or Diving Pirates in Bocas Town. Say you are with Give and Surf and receive a discount!
- Open Water Course \$300-400; 2 tank dive \$70-100

YOGA CLASSES

• A variety of yoga classes are available throughout the different islands of Bocas. Ask a staff member which one will be the best fit for you! Classes are usually around \$7-10.

POLO BEACH minimum of \$20 (Bastimentos)

• Take a boat over to Polo Beach, a lesser known stretch of the coast that sees less tourists but holds more beauty. Snorkeling and spearfishing here are incredible, with shallow reefs and deep channels and caves. Have Polo cook up whatever you catch!

Weekend Getaways

Many volunteers like to travel around Panama before or after their volunteer stay or getaway for a long weekend to explore the diverse, beautiful country!

Top Picks:

- Panama City
- Boquete
- San Blas (can sail from Bocas to San Blas and on to Colombia, or travel from Panama City over to the San Blas islands)
- Puerto Viejo, Costa Rica: Only a 3-4 hour ride on Caribe Shuttle (or by public bus), Puerto Viejo is a funky town on the Caribbean side of Costa Rica.

Panama City:

A large, thriving metropolis often called the "New Miami." There's plenty of sightseeing, restaurants, and nightlife including the famous Panama Canal of course.

General Recommended Neighborhoods/Barrios: Casco Viejo, Bella Vista, El Cangrejo, Albrook

Hostels: Selina's, Hostel Mamallena

Hotels: Principe (downtown), Albrook Inn (next to Albrook Airport), Wyndham Tryp, Executive Hotel, Panama House Bed & Breakfast. You can find some great deals on Hotels.com.

What should I do in Panama City?

If visiting Panama City there are a number of amazing sights to see and our short list includes the Panama Canal, Casco Viejo, Miraflores Locks, The Fish Market, Amador Causeway, Portobelo, Gatun Lake, and Old City.

Boquete:

A quiet mountain town known for some of the best coffee in the world! A great getaway for hiking and coffee sampling.

Where to stay: Bambuda Castle Hostel (yes a real castle!) or AirBNB

What should I do in Boquete?

- Hike the Volcan Baru, Panama's highest peak, and the only place in the world where you can see the Atlantic & Pacific Oceans at the same time. (Hire a guide to do this or go with a large group)
- Coffee tours
- Hiking including the Quetzal Trail (again in large groups or with guides)