

### **Instructions for arrival in Quito:**

When you have picked up your luggage and gone through customs you exit through sliding doors. There will be someone waiting for you holding up a sign with your name on it. They will take you to your accommodation and bill us. Do **not** pay the driver, and it is not necessary to tip.

If you have any problems please call one of the numbers below. There are phone cabins on the left in the arrival hall. You make the call and pay the attendant afterwards. Ask them for help if you have problems.

### **Contact Details for Yanapuma:**

Fundacion Yanapuma E8-125 Veintimilla y 6 de Diciembre	Tel: 254 6709 (9.00am to 6.00pm Monday to Friday, sometimes outside these hours and weekends) <b>Andy mobile: 091 633 823</b> <b>Vinicio mobile: 091 633 814</b> <b>Maria mobile: 091 633 824</b>
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### **Accommodation Addresses:**

<b>Homestay:</b>		
Familia Campaña México N16-40 entre Rio de Janeiro y Buenos Aires Tel: 2527 144	Familia Sosa Barrio El Dorado N.P. Llona N15-58 y Yaguachi Tel: 2528 334	Familia Rivera Salazar 327 y Mallorca, 3er piso Tel: 2569 961
Familia Villacís Echeverría Terranova OE510 y Paraguay (Las Casas) Tel: 2224871	Familia Franco Eloy Alfaro 1138 y Republica Edificio Parque de Carolina Tel:2905 466	Familia Coronel Av. Machala N56-66 y Carlos V Ssan Pedro Claver Tel: 2297 431
Familia Endara Porras Edificio Torres de Almagro, Torre A Dept 1-B Colón y Diego de Almagro Tel: 2554 981	Familia Cobo Veintimilla E 718 y Reina Victoria Tel: 2502 513	Familia Aguirre Toledo y Julio Zaldumbide 2564 La Floresta Tel: 2236 237
Familia Cabezas Francisco Salazar E1417 y Zaldumbide Tel: 2235 659		
<b>Hostales y Hoteles:</b>		
Casa Helbling, Veintimilla 531 y 6 de Diciembre, Tel: 222 6013	Otavalo Huasi I Juan León Mera 1227 y Lizardo García Tel: 252 8769	Otavalo Huasi II Wilson 188 y Tamayo Tel: 2502 435
Hotel San Francisco Sucre OE3-17 y Guayaquil Tel: 2951 241	Hotel Rincón Escandinavo Leonidas Plaza N24-306 Y Baquerizo Moreno Tel: 2540 794	
<b>Casa/Apartamento</b>		
Yanapuma Apartment Edificio Grecia II, #201 Veintimilla 656 y Reina Victoria 256-6593	Sosa Apartment Barrio El Dorado N.P. Llona N15-58 y Yaguachi Tel: 2528 334	Volunteer House Lizardo García 655 y Juan León Mera 290-8362
Aguirre Apartment Toledo y Julio Zaldumbide 2564. La Floresta Tel: 2236-237		

Map of locations in Quito: <http://www.yanapumaspanish.org/quitomap.html>

List of things to bring: <http://yanapuma.org/volinfo.htm>

**DIRECCION: Veintimilla E8-125 y Av. 6 de Diciembre • Tel. (593) 2 2546709 • Email: [staff@yanapuma.org](mailto:staff@yanapuma.org)  
QUITO, ECUADOR**

**[www.yanapuma.org](http://www.yanapuma.org) • [www.yanapumaspanish.org](http://www.yanapumaspanish.org)**

# Yanapuma Foundation and Spanish School

## Student and Volunteer Information

### Welcome

Welcome to Yanapuma Foundation and Spanish School.

We aim to make your study with us and your stay in Quito and in Ecuador as pleasant and fulfilling as possible. This guide contains useful information about the school and foundation, and important things to know about Quito and Ecuador. **We strongly recommend reading this entire document before you arrive in Quito.**

Yanapuma Foundation is a cooperatively-run, non-government organization whose aims are to facilitate sustainable practices in urban and rural communities throughout Ecuador, and to encourage intercultural exchange that fosters mutual benefit and learning in our globalizing world. Our Spanish school is an important source of revenue, contributing 100% of its profits to the work of the foundation. So studying with Yanapuma not only offers top quality, professional Spanish instruction, but makes a valuable contribution to the future of the communities and neighborhoods where we work.

### Contact Information

Fundación Yanapuma  
E8-125 Veintimilla y 6 de Diciembre, Quito, Ecuador (There is no zip or postal code).  
Telephone: 254 6709 in Quito, 593 2 254 6709 from outside Quito

Emergency contacts outside office hours:

091 633 823 (Andy)  
091 633 824 (María)  
091 633 814 (Vinicio)

Websites: [www.yanapumaspanish.org](http://www.yanapumaspanish.org), [www.yanapuma.org](http://www.yanapuma.org)

Email: [spanish@yanapuma.org](mailto:spanish@yanapuma.org), [volunteer@yanapuma.org](mailto:volunteer@yanapuma.org)

## Studying at Yanapuma Spanish School

At Yanapuma Spanish School we strive to offer the best quality instruction and to provide an optimum learning environment with appropriate materials. We also offer many other services explained in this document.

This document addresses:

- School administration and policies
- Use of Yanapuma computers
- Accommodation
- Excursions
- Galapagos, Amazon and other trips available through the school
- Volunteering options
- Safety in Quito

Please ask about any of the above if you have any questions.

## Administration

### Payment Policies:

Payment for classes is due at the start of classes. You can pay for your entire program at once, or you can pay weekly if you prefer. We prefer payment in cash, but also use Uni-Pay, or we can accept payment through PayPal (additional fees apply for the latter).

### Refunds

We will issue refunds for classes or accommodation not taken, minus any transfer fees or other bank charges. This can be done here in cash, or via Paypal. If you have paid through an agency then please contact the agency to make any changes to your invoice.

### Complaints

If for some reason you are not satisfied with your classes or anything in the school, please give us the opportunity to rectify the situation by letting us know as soon as possible. Do not leave a small problem until it becomes a large problem. We are always open to making changes, and realize that sometimes there may be a difference in temperaments or ideas between student and teacher. Talk to **Maria Cabrera**, **Vinicio Quinchiguango** or **Andy Kirby** as soon as you can if you need to.

### Scheduling and changes

Classes are arranged on a regular schedule, but this can often be varied to accommodate your travel, weekend, or other plans by prior arrangement with your teacher. Please ask your teacher as soon as you know which days you need to change. It may not always be possible to schedule a different time with the same teacher, but we will arrange suitable activities with an alternative teacher in coordination with your teacher, taking into account your needs as a student.

If for any reason you wish to change teacher or completely rearrange your schedule, please speak to **Maria Cabrera** or **Edison Rendón**, administrator and coordinator of the Spanish school to make this arrangement. For those students who study for several weeks or more, we will periodically arrange a change of instructor in order to broaden the students experience and to optimize learning.

Five minutes of break time are offered for each hour of class in order to relax and take a break. For a four hour class there will be a 20 minute pause during which students can enjoy complementary tea or coffee and fruit or pastries that are regularly provided, or check their email if there is a computer available.

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### Extra classes

If you wish to continue classes beyond those initially scheduled, please speak with **Maria Cabrera** or **Vinicio Quinchiguango** to arrange new classes.

### Survey and Reviews of our School

At the end of your studies we will ask you to fill in an anonymous survey as part of our ongoing attempts to improve the Spanish school. All comments and suggestions are taken seriously, and are much appreciated.

We would also appreciate your participation in rating our school on line. We are listed on several websites that ask for student reviews, and since we are a new school, any (hopefully positive) comments are very helpful. Writing to various guidebooks, such as Lonely Planet, would also be helpful. Some of the sites where we are listed include:

[http://123teachme.com/language\\_schools/view\\_rating/1265](http://123teachme.com/language_schools/view_rating/1265)  
<http://www.languageschoolsguide.com/listingsp3.cfm/listing/37725>  
<http://movingecuador.com>  
<http://www.theecuatraveler.com>

We also invite you to write comments to be posted on the Testimonials page of our website. Your participation is much appreciated.

### Computers

While studying or volunteering at Yanapuma, you may use our computers to check e-mail or do other work when a machine is available. We ask that you limit your time to 15 minutes if someone is waiting.

To prevent problems with our machines, we require that you follow the following rules:

- You may not download or install any kind of software without authorization.
- Please use only **Firefox** when browsing the Internet.
- Microsoft Messenger is installed on only one of our machines. Do not install this software on any other equipment.
- If you download any files or upload any photos, or save any other personal documents, please be sure they are deleted when you are no longer using the machine.
- Each machine has an account called "user". Please work exclusively in that account.
- If you need to print, we charge \$0.10 per page for black and white and \$0.50 per page for color. If you would like to burn a CD, you may do so if a machine is available for \$1 (excluding disk).

### Accommodation

Yanapuma offers homestays with selected families, accommodation in hostals in single and shared rooms, apartment accommodation, and rooms in selected hotels. Students are also free to arrange their own accommodation as appropriate.

If you are staying in accommodation previously arranged by Yanapuma and you experience problems or things are not as you expect, please speak with **Andy Kirby** or **Maria Cabrera** to resolve the problem. We will do whatever we can to ensure that your accommodation meets your approval. If it is necessary to arrange different accommodations we will be happy to do this for you.

If there occurs any kind of incident, security problem, or theft in your accommodation, please report it to us so that we are aware of problems that might affect you or future students.

If you are staying in a homestay you will be charged only \$10 per day for the days that you are **not there**, to account for the fact that you are not taking the meals there. For example, if you set off for the weekend on Saturday morning after breakfast and return on Sunday afternoon for the evening meal, this counts as one day at \$10 rather than \$16.00. If you set off on Friday afternoon and return on Sunday afternoon/night this counts as two days at \$10 per day. Homestays work on the same principle as a hotel; if your things are in the room then you must pay for that night. But we have arranged with our homestays to offer this discount for days that you are not there. If you are in any doubt please ask **Maria Cabrera** for clarification. If you want to leave your homestay for a longer period but return later on, it may be possible to arrange for you not to pay for the days that you are not there if you remove all of your belongings (you may store these in our offices). Please talk to **Maria Cabrera** to make suitable arrangements.

At the end of your homestay you will be expected to leave before 11.00 mid-day. If you wish to store your luggage for the rest of the day you are welcome to leave it at Yanapuma offices.

The homestay includes breakfast and evening meal and your room. Any extra services such as laundry or internet may incur extra costs. Please speak to **Maria Cabrera** if you have any questions about this.

### Excursions

Both during the week and on weekends, Yanapuma offers various excursions in and around Quito and to some of Ecuador's many unique and beautiful places. We do our best to keep costs reasonable on these tours, and to offer each participant a memorable experience.

Some things to keep in mind on all of these excursions:

- Climates vary widely around Ecuador; always ask if you're not sure what kind of clothing to bring.
- All travel in Ecuador can be subject to transit delays, road closures, or other unplanned events. Be prepared for such possibilities.
- We appreciate any suggestions or comments regarding our excursions
- While we do what we can to ensure personal safety for all participants, **Yanapuma and its personnel assume no responsibility for any accidents, injuries or other incidents that may occur on these trips.** We strongly encourage the purchase of personal travel insurance prior to arrival.

### Travel Arrangements

If you are interested in traveling to the Galapagos Islands or the Amazon, climbing Cotopaxi, rafting, or if you are interested in tours to other areas of Ecuador, we can help with arrangements. Please talk to **Vinicio Quinchiguango** who has contacts with several agencies that can offer good prices and service. We can also connect you with communities across Ecuador for a unique, cultural experience living with a family in a small community and exploring the surrounding areas. Ask **Maria Cabrera** or **Andy Kirby** if you would like further information on any of these options.

### Volunteering with Yanapuma

Yanapuma offers long-term and short-term volunteering opportunities in Quito, and in communities throughout Ecuador through its "Volunteer Ecuador" program. We strive to provide each volunteer with all the necessary information and support to successfully carry out their volunteer work, and to ensure that each project is well organized and ready to accept the volunteer. Please refer to the website ([www.yanapuma.org](http://www.yanapuma.org)) for full details or talk to **Fran** or **Shanti** in the Foundation offices.

## Safety in Quito

### Emergencies

24 hour **medical assistance** is available at the Clinica Pichincha on Avenida Veintimilla and 9 de Octubre (just a few blocks from our office). English spoken.

**Emergency dental work:** Family Dentistry, Av. 6 de diciembre N 31 50 entre Whimper y Paul Rivet Telfs: 323-7019 / 602-3512 Emergencias: 098 529816 / 099 243234. English Spoken.

**Tourist Police:** There is a special branch of the police force for tourists. They have an office located on the corner of Vicente Ramon Roca and Reina Victoria (close to our offices), which is the place to go to report theft of personal property to get a police report for insurance purposes.

### Avoiding theft

From our experience with students and volunteers, many lose valuables during their stay in Quito due to thieves and pickpockets. You can reduce the likelihood of being robbed by taking a few simple precautions. Our advice is to be aware without becoming paranoid. The overwhelming majority of Ecuadorians are wonderful, warm and friendly people. But, as in any poor country, there are those who live by stealing from those with things worth stealing. And while many Ecuadorians are the victims of thieves too, as a foreigner you are a more obvious target. Following the simple precautions below will greatly reduce your risk, and allow you to relax and enjoy your stay in Ecuador.

1. Do not carry valuable items around with you if you do not need to.
  - a. Leave credit cards, passport, extra cash at home. Don't carry your digital camera around if you are not going to use it (and back up your photos on CD regularly in case you do lose your camera). Work out how much you need for the day and just take that much cash plus a bit extra. Make a copy of your passport and carry it with you instead of your original (copy must include the front page and your entry stamp or visa). IF YOU DON'T ABSOLUTELY NEED IT, LEAVE IT AT HOME.
2. Withdrawing Cash
  - a. When using a cash machine, always choose one that has a security guard nearby. If people (not customers) are hanging around the machine as you approach, or if anyone tries to talk to you or distract you at the machine, do not use that machine to withdraw your cash. Always block everyone's view before putting in your pin number, and make sure you have your card details and emergency phone number somewhere in case it is stolen or if your pin number is compromised.
  - b. Avoid withdrawing large sums of cash, but if you must, do so on your way home so you can keep the extra cash safe. Have someone go with you if possible, and it is always a good idea to take a taxi if you have a lot of money on you.
3. Public Transportation
  - a. The Trole system is notorious for professional pickpockets, especially when it is crowded. They use razor blades to slit open bags and backpacks and take out valuables. Never wear your backpack on the Trole. Keep it on the floor with a strap around your leg such that someone would have to bend down to tamper with it, or wear it in front of you. Keep all of your valuables secure, including anything in your pockets. REMEMBER: THEY ARE PROFESSIONALS. If you can keep one hand on your valuables at all times, so much the better.
  - b. Similar problems exist on all mass transit systems, such as the Ecovia and the Metro, but they are less common.

4. Public Spaces

- a. One common trick is to spill some mayonnaise or ketchup on tourists and make a fuss about wiping it off. This is a distraction while someone else steals your bag or other personal belongings.
  - b. In restaurants and internet cafes NEVER put your bag behind you on the seat, or at your feet where you cannot see it. Small groups of thieves go into these places, and cause a distraction while someone else steals your bag. The best thing is to put your bag down and hook one leg through the strap, or to keep it on your lap. Take everything with you when you go to the bathroom.
  - c. Always be extra careful in crowded places, and never have valuables in your regular pockets or in a backpack worn where you cannot see it.
5. After Dark
- a. The Mariscal area has many bars, restaurants and clubs and is a fun place to spend the evening. It also attracts thieves who take advantage of the distractions of being out at night to steal wallets, bags, jackets, etc. NEVER leave anything valuable in pockets or bags that you leave unattended. If you are in a group in a club try to make sure that there is always one person sitting with the bags etc., while you dance or go to the bar. The best advice is to take only what you need with you, no valuables like cameras, and keep everything on you in a safe place.
  - b. Avoid walking alone or with just one other person late at night. A small group walking together is safer. Using taxis to get home after 9.00 pm is strongly recommended. Short rides only cost \$1.50 to \$2.00; cheap insurance even if it's only for a few blocks.

### Traveling Outside Quito

1. When traveling on buses outside Quito there are several precautions to take to avoid being robbed.
  - a. Never put things in the overhead rack. While you are sleeping or looking out the window someone could take it as they walk past.
  - b. Never put things under the seat where someone behind can tamper with the bag. Even bags on the floor by your feet can be at risk from people or kids opening them from under the seats in front of or behind you.
  - c. Do not allow other people to take or touch your bags. Some thieves will pretend to help you to stow your luggage, either stealing your bag right then or setting you up for a later theft.
  - d. Never leave your things on the bus while you get off to buy something.
  - e. Keep your valuables on your lap in a well closed pack or bag and keep the strap around your arm, especially if you are going to sleep.
  - f. Generally it is safe—perhaps safest—to put packs in the luggage compartments underneath the bus. Just make sure the assistant puts them in and shuts the door.

We hope that you enjoy your studies and/or volunteering with Yanapuma, and that your stay in Ecuador is a pleasant one. Please let us know if you have any questions or comments for us.

Thank you,

All of us at Yanapuma