



TP House (Fiji)
Guest Handbook
Conduct, Policies and Guidance

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1. Participant Code of Conduct

Our code of conduct sets out the standard of behaviour that we expect from all Think Pacific participants on any project, which must be maintained while in the Think Pacific House Premises. It has been created to enable you to achieve the most out of your time in Fiji in a safe manner. It also ensures that the communities we work with are treated with respect and consideration. By undertaking our programme you will be representing not only Think Pacific, but also your country of origin throughout the entire time you are in Fiji. Any breach of this code of conduct may result in your programme being terminated without compensation.

You must:

- Listen to and follow the advice and requests of the Think Pacific team, including your mentors, house matrons and caretakers. Persistent misdemeanours shall be deemed misconduct.
- Demonstrate a commitment and interest in the project aims and development initiatives being undertaken. A repeated failure to attend a project may be deemed misconduct.
- Understand that Think Pacific has a zero tolerance policy towards the possession and use of illegal substances. If you are found in the possession of, or under the influence of such substances you will have your programme terminated immediately and removed from the programme and house setting.
- You are not permitted to enter into perceived inappropriate acts of affection or to enter sexual relations with any person within a Think Pacific project setting. When receiving guidance from the leader/mentors on inappropriate acts of affection, you must cease any such activities, otherwise this may be deemed gross misconduct and you may be removed from the programme.
- Never allow any person to enter or spend the night at the accommodation.
- Understand that Think Pacific has a zero tolerance towards stealing and any persons found to be thieving will face serious disciplinary procedures.
- Treat all people with dignity and respect. Specifically, you will never make comments of a derisory, sexist or racist nature to anyone during your time in Fiji.
- Respect local attitudes, cultures and beliefs at all times.
- Never engage in political demonstrations or illegal activities.
- Never take time out of your project in order to undertake personal in-country travel unless you have obtained the express permission from your leader/mentor team.

Disciplinary Procedure...

Think Pacific's disciplinary procedure is as follows..

1. Upon the first incident of unacceptable behaviour or a breach of the Code of Conduct, the leader/mentor shall warn you **verbally** that your behaviour is unacceptable and shall explain to you the reasons for this unacceptability.
2. If such behaviour or breach continues, the leader/mentor shall provide you with a **written warning** stating that any recurrence may result in you being required to leave the project and if appropriate, leave Fiji, without reimbursement of your programme fee.
3. Upon a subsequent repeat of the unacceptable behaviour or upon a serious breach, the leader/mentor may, at their sole discretion, require that you **leave the programme** and if appropriate, Fiji, without reimbursement of your programme fee.

In the event that the Disciplinary Procedure is invoked and you are required to leave your programme then you agree to do so without causing fuss, disturbance or aggravation and at the time specified by the leader/mentor.

If at any stage you feel that this procedure is being applied unfairly or without cause, you should raise this directly with the leader/mentor and, if you feel the matter has not been resolved to your satisfaction, you may raise a complaint in accordance with our complaints procedure.

2. In-House Conduct

1. Smoking

Smoking is only permitted in two allocated zones on the property, including vaping. We kindly ask that guests smoke either:

- In the car park area on top of the property
- The grass area directly at the front of the property, adjacent to the security booth.

2. Personal Food

Storage

Personal food can be stored in the house during a guest's stay. Please make sure to communicate with other guests what food you wish to keep private and make sure that there is enough space for other guests' food. The fridge and freezer can be used (with the larger freezer available if necessary). The pantry can be used for all other packaged food.

Cutlery and Crockery

All guests can help themselves to using crockery and cutlery available in the house as part of the stay, we kindly ask that if these are used for personal use outside of formal mealtimes in the house that they are washed up effectively after use by the user.

3. Pool

The pool is for use for guests but we do ask, as standard with pools, that people take care of themselves when it is in use. There will be no lifeguard on duty.

Please ensure that there is:

- No running near the pool
- No jumping from anything but ground level
- No diving in the step end of the pool.

4. Leaving and Entering the Property

There will be a 24hr caretaker and security service at the property during any stay of any guests. For any leaving and entering of the property, please advise the caretaker of your movements and when to expect your return.

When leaving the property, the gate must be shut immediately.

Key members of college / university staff for any group visits may also have access to a set of keys, this will be highlighted at the beginning of the stay.

5. Guest Curfews

We kindly ask that all guests are in the property at 10:00pm at the latest each day, unless this is communicated otherwise at the beginning of the programme.

3. Suva - Recommended Food/Restaurants

If eating out for lunch, or if you are heading out on a weekend, please see the below list for some of our recommendations:

Ashyana

Food: Curry House

Price: \$\$\$

Location: Central Suva, on the same road as Holiday Inn and Grand Pacific. Very easy to get a taxi to and from the restaurant.

Grace Kitchen

Food: Korean and Asian Cuisine style restaurant, with western foods. (burgers, pizzas etc)

Price range: from low to high, good for basics and 'comfort' foods

Location: Flagstaff, Damodar City, Tappoo City

Tappoo City

Food: Food court with mainly western food stalls (pizza, chinese, burgers etc)

Price: \$\$

Location: Central Suva

Damodar City:

Food: Food court with numerous food stalls available

Price: \$\$

Location: Grantham Road. (Adjacent to University of South Pacific)

FNPF Center :

Food: The third floor food court has numerous food stalls available

Price: \$\$

Location: Ellery Street

Coffee Noir:

Food: An array of different selection of drinks, baked goods and western-style dishes

Price: \$\$

Location: Victoria Parade (Next to O'Reillys and Top Dog)

Coffee Hub:

Food: High end cafe

Price: \$\$\$

Location: Corner of Joske and Gordon st, Suva. City Center, Suva

Ginger Kitchen:

Food: Excellent place to come to breakfast or lunch. Fijian menu, with local fresh produce.

Price: \$\$

Location: Located at the National Museum, just next to Albert Park.

Rudy's Restaurant:

Food: Authentic and very good Italian Restaurant (not just for Fiji, just very good).

Price: \$\$\$\$

Location: 74 Ragg Ave, Suva. Just next to the 'Fresh Choice' supermarket in Namadi Heights

4. Nearby Supermarkets

You are in a location which is close to a range of nearby supermarkets, please see the list below should you want to conduct any shopping.

Extra Supermarket:

Location: Flagstaff Plaza, Flagstaff, Bau St

New World:

Location:

1. Damodar City
2. FNPF Complex

Fresh Choice Supermarket:

Location: 3 Carpenter Street

5. ATMs

Locations:

1. Flagstaff - BSP and WestPac
2. Damodar- BSP and Westpac
3. FNPF Center- BSP
4. Tappoo City- BSP and Westpac
5. Town - ANZ

In most ATMs you will be charged to withdraw money. The cheapest bank to withdraw from an international source of funds is BSP (green ATM) but there are others you can use such as Westpac.

6. Local Taxi numbers

Taxis are a very common way to get around Suva, they will charge you on a 'metre' system based on how far you travel.

TP House Address for Pickup: Lot 36, Nailuva Road

Black Arrow Taxi

Contact: 330 0139

Duavata Taxi

Contact: 338 4007

Bure Taxi

Contact: 3321574

Tiko Kece

Contact: 9067441

Knightriders Taxis

Contact: 9368738

NB: We always advise using these well known and trusted taxi and tour services at all times when needed transportation without your leader/mentor or a staff member. Best practice is to always use these numbers, and avoid flagging taxi's roadside.

7. Key Contact Numbers

CWM Hospital

Contact: 331 3444

Ambulance and Police

Contact: 917

Think Pacific Staff

- Operations Manager; Laisa: 00679 7449679 (this is a Fijian number, please try and call or message on whatsapp if needed).
- UK Office
 - > Between the hours of 9am - 6pm GMT: 0113 335 9919
 - > Out of hours number: 0113 335 9922

8. House Instructions

1. Water Pressure Pump (house)

The water pressure in the house is controlled by an electric pump. This is connected to the tanks (connected to the mains) and the water filtration system.

If the water pressure drops it may be that the pump has been turned off. To check, find the pump switch above the entry frame to the laundry area by the kitchen. Switch the labelled switch and test the tap in the kitchen sink to check water pressure.



If water in the house ever cuts off, please check that the pump at the top of the property, by the carpark, can sense the water coming through. All that needs to be done is to press the red button down until water leaks out.

2. Wifi Instructions

Wifi is accessible at the house, we utilise dongle setups ('pocket wifi') in the living spaces which can be used and shared by the team across the house.

These dongles are topped up remotely by the Think Pacific Operations team.

It is the responsibility of the guests to keep these charged.

We ask that if the dongles are moved from their primary location that they may be returned immediately after use.

3. Kitchen Appliances

Kitchen appliances may need to be switched on from the mains. Check nearby cupboards for power sockets and make sure they are switched on.

The ignition for the hob upstairs is battery operated. Please inform a member of staff.

The hobs on both floors are gas powered with tanks externally connected outside. If the appliances ever run out of gas, please inform a member of staff.

4. TVs

TVs are for use, they connect to the pocket wifi systems in the house. Please make sure the pocket wifi is charged and switched on before using the TVs. Remote controls will be found near the setup.

Feel free to log into your personal accounts for streaming services, but please make sure to logout upon departure from the property.

5. Air Conditioning

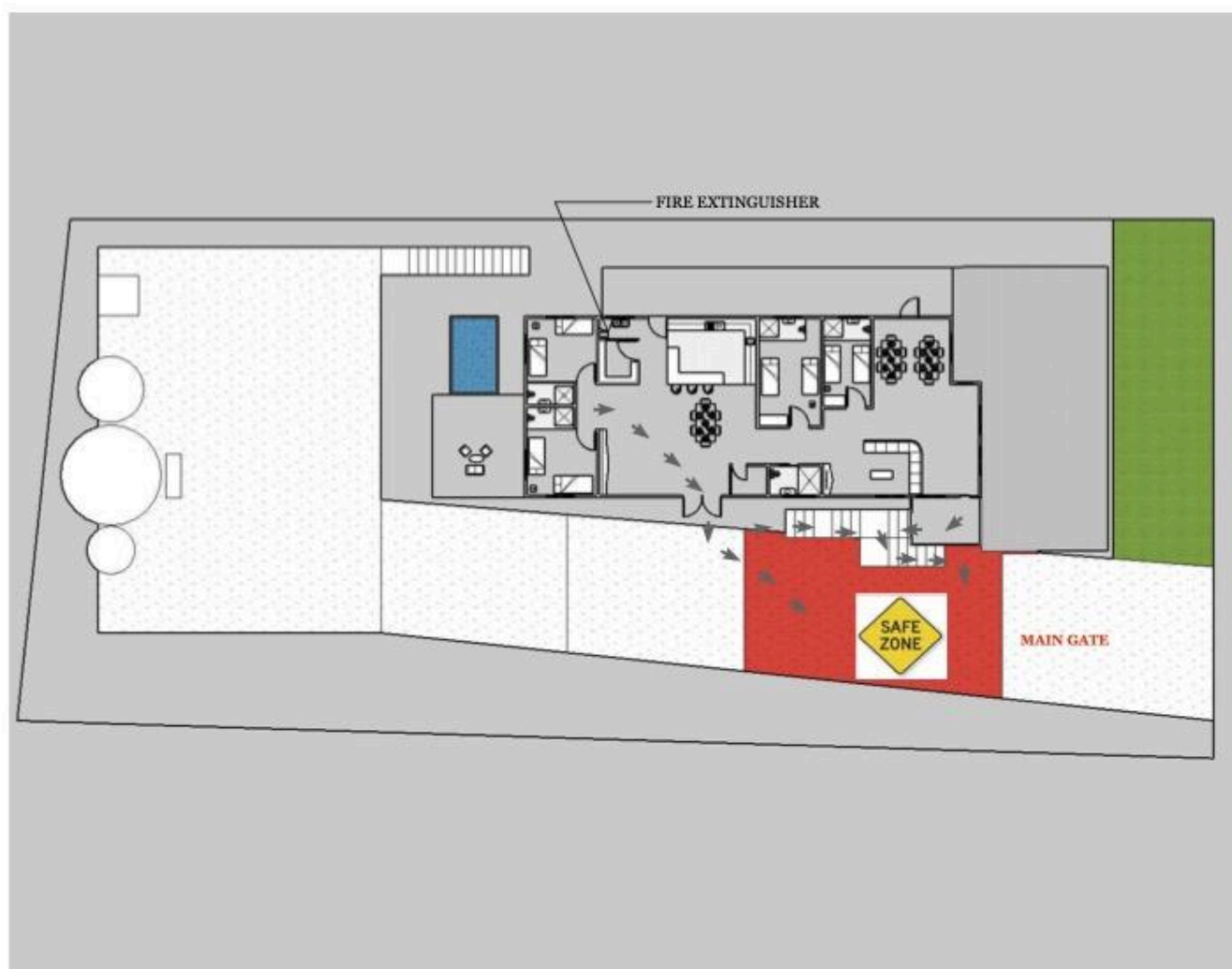
Remote controls for all aircons will be found near the units. Please remember to turn the aircon off when the property is vacant (during day trips, etc.).

Replacement batteries for the remotes can be found in the kitchen draws.

6. Fire Safety and Evacuation

Please see evacuation routes and plans below in any case that a fire alarm may be sounded.

Upon every member of the house reaching the assembly point, inform your relevant contact in our staff team and our processes and procedures will be followed from that point.



think
pacific

Think Pacific
22 Desiree Rd. Knolly
St.
SUVA
P.O. Box 12213
Operations Managers:
(+677) 7449679

 Ambulance
(St John Ambulance,
Suva City Area)

 Fire 911/ (+679)
331 2877

 Hospital (+679)
331 3444

 Police 919/ 917

USP Health and
Wellness Centre
(+679) 323 2362
323 2202

**FIRE EXTINGUISHER
LOCATION.**
1


**FIRE
EXTINGUISHER**

7. Boilers

The upstairs and downstairs apartments have separate water heating systems. If water is running hot through the showers, please inform one of the house caretakers and they can take a look at the boilers.

Think Pacific Office Address

22 Disraeli Street,
Knolly Street,
Suva