

CONTACTING WORLD VISION CAMBODIA STAFF

For each visit to World Vision Cambodia (WVC), a WVC staff member will be designated to be responsible for arranging the WVC project visit and logistics. The staff member designated depends on the type of visit. Please read the following list of types of visits. The appropriate contact staffs are listed. Make sure to contact the corresponding staff and copy all e-mails to the copy staff listed.

A copy of the agreed itinerary will be sent to the visitor for his/her confirmation.

VISIT TYPE AND CONTACT STAFF

Child-sponsor Visits (Specific guidelines for Sponsor Visits are available from Customer Relations Services).

Contact: Sarat Khiev, Sponsorship Program Manager
Copy: Warren Climenhaga, Operations Director

Donor & Supporter Tours: include a single donor or a group of supporters. Supporter tour groups are limited to **ten persons** for Phnom Penh programs and **eight persons** for other program areas.

Contact: Warren Climenhaga, Operations Director
Sophalla Cheng, Hospitality Services Manager
Copy: Borin Run, Executive Assistant
Haidy Ear-Dupuy, Advocacy and Communications Director

Executive Visits include WV Chief or Senior Executive Officers, WV Board Members and International Government Representatives.

Contact: Esther Halim, Country Director
Copy: Haidy Ear-Dupuy, Advocacy and Communications Director
Sophalla Cheng, Hospitality Services Manager

WV Partnership Program Visits include project planning/reviews, proposal development, monitoring and evaluations and workshops.

Contact: Warren Climenhaga, Operations Director
Copy: Esther Halim, Country Director
Sophalla Cheng, Hospitality Services Manager

Combined Visits include Child-sponsor and/or Media and/or Program.

Contact: Sarat Khiev, Sponsorship Program Manager
Haidy Ear-Dupuy, Advocacy and Communications Director
Sophalla Cheng, Hospitality Services Manager
Copy: Esther Halim, Country Director
Warren Climenhaga, Operations Director

Media Visits include journalists, photographers, and film-crews. (Specific guidelines for Media Visits are available from Advocacy and Communication Department)

Contact: Haidy Ear-Dupuy, Advocacy and Communications Director
Copy: Sophalla Cheng, Hospitality Services Manager

WORLD VISION CAMBODIA KEY STAFF

Esther Halim

Country Director
Tel: 855 12 222 737 (mobile)

Sophalla Cheng
Hospitality Services Manager
Tel: 855 16 61 88 66(mobile)

Sarat Khiev

Sponsorship Program Manager
Tel: 855 12 840 568 (mobile)

Haidy Ear-Dupuy

Advocacy and Communications Director
Tel: 855 12 333 113 (mobile)

In case of medical emergency or security information, contact: Sophalla Cheng and Haidy Ear-Dupuy.

World Vision Cambodia
Address: No. 20, Street 71, Sangkat Tounle Bassac, Khan Chamkarmon
(Corner of Mao Tse Tung and Monivong Boulevards, behind Caltex Station)
Tel: 855 23 216 052 / 217 923 / 216 220
Fax: 855 23 216 220

FLYING TO AND FROM PHNOM PENH

Entry visa information: All visitors to Cambodia can obtain a one-month tourist visa on arrival at Pochentong Airport. The cost is US\$20.00 and requires one passport photo. Please bring the passport photo with you. Ensure your passport is valid for six months beyond the end date of your trip.

However, there are some ASEAN nationalities are eligible to enter in Cambodia without visa requirement:

- Laos : eligible for maximum **01 month** stay with all kind of passport.
- Malaysia: eligible for maximum **01 month** stay with all kind of passport.
- Singapore: eligible for maximum **01 month** stay with all kind of passport.
- Philippine : eligible for maximum **21 days** stay with all kind of passport.

But there some countries are eligible to enter with **Diplomatic or Official passport** only:

- Vietnam: eligible for maximum **03 months** stay.
- Thailand: eligible for maximum **03 months** stay.
- Myanmar: eligible for maximum **03 months** stay.

Arrival in Cambodia – Phnom Penh International Airport:

1) *Independent arrival:*

- a) Upon arrival proceed to the visa counter. Process the visa application yourself. Do not hand your passport to a willing helper. No payment is required at custom clearance, which is separate from the visa counter.
- b) The airport is seven km west of the centre of Phnom Penh. The official airport taxi service costs US\$7.00 to any destination in Phnom Penh.

2) *World Vision assisted arrival:*

- a) Upon arrival proceed to the visa counter. Process the visa application yourself. Do not hand your passport to a willing helper. No payment is required at custom clearance, which is separate from the visa counter.
- b) World Vision Cambodia (WVC) Hospitality staff will welcome you at the arrival hall by the baggage carousel after you pass the immigration counter. They will hold a World Vision sign. WVC staff will assist you with immigration and custom clearance.

Sophalla Cheng, Hospitality Services Manager

Mobile Phone (016) 61 88 66

Airport Tax: The departure tax for international travel is US\$25.00 per person, and departure tax for domestic travel is US\$6.00.

HOTELS IN PHNOM PENH

World Vision Cambodia (WVC) recommends the following hotels for international visitors. WVC knows these hotels to be safe, reliable and convenient.

1) Sunway Hotel (4 Star-hotel) Located at Wat Phnom, 7 kms from WV office.

Room Rates:

Single /Double Standard room US\$ 56.00/ 61.00 net

Single/ Double Deluxe room US\$ 74.00/80.00 net

The above room rates include breakfast, air conditioning and TV satellites.

2) Goldiana Hotel (3 Star-hotel) Located 2 kms from WV office.

Room Rates:

Single deluxe room US\$ 31.00 net

Double deluxe room US\$ 41.00 net

The hotel has air conditioning, TV satellites and a swimming pool. The above room are subject to 2% of resident tax rates are included breakfast and airport pick up.

3) Amanjaya Hotel (4 Star-hotel)In front of the riverside), Located 4kms from WV office

Room Rates:

Delux Single/Double US\$ 75.00/ 85.00 net

Panoramic Single/Double US\$ 105.00/125.00 net

Executive Suite Single/Double US\$ 135.00/155.00 net

The above room rates include breakfast, air conditioning and TV satellites.

3) Imperial Garden Villa and Hotel (4 Star-hotel, in front of the river), Located 4kms from WV office.

Room Rates for Hotel:

Single US\$ 55.00 net

Double US\$ 60.00 net

Room Rate Club House:

Executive Single US\$ 75.00 net

Executive Double US\$ 80.00 net

Executive Suite US\$ 120.00 net

The hotel has air conditioning, TV satellites and a swimming pool. The above room rates include breakfast.

TRAVELLING AROUND CAMBODIA

Many visitors will travel to projects outside of Phnom Penh. The following details provide an overview of travel times and costs to some major project areas.

Transportation: Apart from the taxi companies operating to and from the airport, Phnom Penh city taxis services are not available. Instead, private vehicles can be hired on a daily or monthly basis. Daily rates for private taxi service can cost between US\$20-30. Common means of transportation in Phnom Penh are motorbike-taxis and Cyclos & Tuk-Tuk (motorbike with Trailer). World Vision Cambodia (WVC) highly recommends that you use a helmet when travelling by motorbike. Motorbike fees vary depending on the distance travelled but usually cost between US\$0.25-\$0.50. Agree on a price for the motorbike ride before you get on. Mini-buses can be hired for group tours of 10-12 people. A one day rental of a mini-bus costs \$US 40, Contact Hospitality Services if you are interested in hiring a private taxi or mini-bus. Please have cash with you to pay the vehicle at the end of the day.

If WVC vehicles are used, visitors are required to reimburse the standard rate of US \$0.22 per mile.

TRAVEL TO BATTAMBANG

Distance from Phnom Penh to Battambang is 291 kms. Overland transportation by vehicle takes approximately five hours.

By bus Phnom Penh – Battambang	\$ 5.00
Round way Car Rental for (four seats) Phnom Penh – Battambang	\$100.00
Round ways car Rental for (12 seats) Phnom Penh – Battambang	\$130.00
Accommodation per night	\$10.00 -\$15.00
Meals, approximate per day	\$10.00

WVC Battambang Office
Senior Operations Manager – Mr. Vibol Chap
Tel: 855 12 68 79 10

TRAVEL TO KOMPONG THOM

Distance from Phnom Penh to Kompong Thom is 170 km. Overland transportation by vehicle takes approximately three hours.

Car rental to Kompong Thom	\$70.00
Accommodation per night	\$10.00- \$15.00
Meals, approximate per day	\$10.00

WVC Kompong Thom Office
Senior Operations Manager – Dr. Yaren Yim
Tel: 855 12 914 142
Tel/Fax: 855 62 961 257

TRAVELLING TO SIEM REAP

Siem Reap, historical town of Cambodia, is located at 314 km from Phnom Penh. Many visitors take the opportunity to visit the temples of Angkor near the city of Siem Reap. When planning to visit the temples, visitors may either purchase tour packages or arrange each part of the trip separately. If you wish to learn more about package tours, please contact **Mr. Sophalla Cheng**, WVC Hospitality Services Manager.

Overland transportation by vehicle takes approximately Six hours.

By bus Phnom Penh – Siem Reap	\$ 10.00
Meals, approximate per day	\$ 20.00

ACCOMMODATION

All rates below include breakfast

1). **Grand D' Angkor Hotel** (5 Stars, about 7 km. from Angkor Wat)

Room Rates:

Single Bed State Room US\$155.00++

Twin Beds/Large Bed State Room US\$170.00 ++

The hotel has air conditioning, TV satellites and a swimming pool. fitness centre and spa centre The above room rates are included breakfast .

2). - **Angkor Village Hotel** (4 Stars, about 9 km. from Angkor Wat)

Room Rates:

Single Budget Room US\$79.00*

Double Budget Room US\$86.00*

Single Deluxe Room US\$128.00*

Double Deluxe Room US\$128.00*

- **Angkor Village Resort** (4 Stars, about 6 km. from Angkor Wat)

	April- Sept	Oct- March.
Single Cottage	US\$ 115.00*	US\$ 135.00*
Double Cottage	US\$ 130.00*	US\$ 150 .00*

Note: Above rates are net and include accommodation, breakfast, lunch, picnic lunch or dinner, **and one free dance show at the “Apsara Theatre”**.

3)**Angkor Holiday Hotel**(3 stars, about 6 km. from Angkor Wat)

Room Rates:	April- Sept.	Oct – March.
Superior	US\$ 30.00 net	US\$ 35.00 net
Deluxe	US\$ 35.00 net	US\$ 40.00 net

The hotel has air conditioning, TV satellites, swimming pool fitness and centre and spa centres. The above room rates are nett and included breakfast

4). City Angkor Hotel (3 Stars, about 13 km. from Angkor Wat)

Room Rates:

Single Superior Room **US\$45.00**

Single/Twins State Room **US\$45.00**

5). Neak Pean Wooden House (3 Stars, about 8 km. from Angkor Wat, in down town)

Room Rates:

Single/Twin or Double Room **US\$45.00 to \$50.00**

Entrance Fees to Angkor Temples: Visitors are charged US\$20.00 per day to visit the Angkor Temples.

Transportation: Van (8 Seat) can be hired at US \$40.00 per day for Angkor Temples tour. Visitors can also rent pushbikes for in-town sightseeing.

Departure Tax: When departing the Siem Reap airport for domestic destinations, there is a US\$6/person additional charge for departure tax.


English Tour Guides: English tour guides may be hired for US\$25.00 per day.

VISITOR COORDINATION FEE

Thank you for understanding that each visit requires much coordination. To assist us in offsetting the costs involved in arranging each visit, a standard fee is payable to Hospitality Services.

- **Child-sponsor Visits, Donor, Supporter and/or Executive Visits-** USD 30.00 per person per visit, this rate is applied to all individual visit with less than 7 persons. For group request from 7 persons and over, USD 200.00 will be charged per group.
- **WV Partnership Program Visits-** USD 45.00 per person per visit (No group rate applicable)
- **Media Visits-** USD 75.00 per person per visit (No group rate applicable)

Please submit the below Visitor Coordination Fee Form to Mr. Eng Panharith upon arrival in Cambodia

	 <p>World Vision Cambodia</p>
Attention:	Sophalla Cheng Hospitality Services World Vision Cambodia
Name of Visitors	

