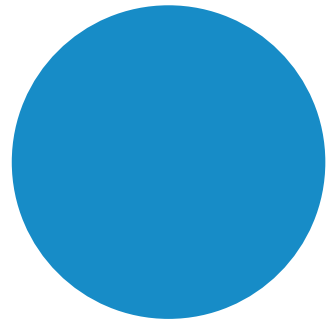


A photograph of a traditional mud-brick building in Tunisia, characterized by its thick, rounded walls and irregular, arched openings. The building is set against a clear blue sky and a sandy ground. The text "VISITORS HANDBOOK" is overlaid on a blue rectangular background, and "TUNISIA" is overlaid on a white rectangular background.

**VISITORS
HANDBOOK
TUNISIA**

www.islamic-relief.org



VISITORSHANDBOOK **TUNISIA**





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Islamic Relief Worldwide works to relieve the suffering of the world's poorest people by providing emergency relief and by supporting sustainable development. Driven by our Islamic values and people-centred focus, we aim to support communities to enjoy self sufficiency and peaceful coexistence where the rights of all are protected. We work with all members of the community regardless of religion race or gender.

Islamic Relief has been operating in Tunisia since 2011 primarily as a response to the influx of refugees during the Libya Crisis. Since registering an office in Tunisia in 2012, Islamic Relief has set up and managed camps on the Tunisian border and provided humanitarian services to over 15,000. As well as supporting refugees Islamic Relief has implemented projects in health, water and sanitation, food security and education sectors as well as supporting capacity building of local associations.

COUNTRY PROFILE

CURRENCY

NAME : TUNISIAN DINAR

CODE: TND

TIME ZONES

GMT

COUNTRY DIALLING CODE

00216

FLAG



POPULATION

10886500 Million

(2013 estimate)

CAPITAL

Tunis

LANGUAGES

Official: Arabic

MAJOR REGIONAL LANGUAGES

French, English, Italian

المكتب الرئيسي
COUNTRY OFFICE



GENERAL GUIDELINES FOR INTERNATIONAL VISITORS.

ELECTRICAL

Plugs 220/240V 50HZ

LANGUAGES

Arabic is the official language Widely spoken across the country. French is the second language used in the urban centres for official communication with foreigners.

CLIMATE

Tunis has a hot-summer Mediterranean climate (Köppen climate classification characterized by a hot and dry season and a cool and rainy season. The local climate is also affected somewhat by the latitude of the city, the moderating influence of the Mediterranean sea and the terrain of the hills. Winter is the wettest season of the year, when more than a third of the annual rainfall falls during this period, raining on average every two or three days. In summer, rain is completely absent and the sunlight is at a maximum. The average temperatures in the summer months of June, July, August, and September are very high.

Sea breezes may mitigate the heat, but sometimes the sirocco winds reverse the trend. In autumn, it begins to rain, often with short thunderstorms, which can sometimes cause flash floods or even flood some parts of the city. (Extract from wikipedia)

WORKING HOURS

from 8am to 16 hrs pm local time with 1 hour break between 1-2 pm

SECURITY SITUATION IN THE COUNTRY

General situation:

Tunisia is generally safe, welcoming and secure country despite the ongoing unrest in Libya and it's consequences, the recent Bardo museum attack and the Tunisia military action against insurgents in Gafsa, neutralizing the main terrorist group operating in the country. The crime rate is extremely low, cars are parked outside homes without major security patrols and there are no restrictions of travel

within the country. Following these incidents relayed by media, tourists were concerned about possible attacks by members of armed groups that could be indiscriminate, including places frequented by foreigners and government officials. So, avoid staying in places where military, police personnel and government officials are known to stay since they attract all kinds of attention. Always be aware and be updated of the current security situation with the security focal point in the country office. Before and at your arrival and during your staying, you will receive security briefing and advices. In general there is no major security concerns currently, and please enjoy your staying in Tunisia.

MINIMUM OPERATING PROCEDURES

1. Personal safety- dress modestly, respect local customs, carry your Identity Card at all times, respect security advices, report your whereabouts to Country Director or the human Resource Officer while in Tu-

nis or in the field at all times. Online training on stay safe training is advised before your arrival to Tunisia.

2 Travel and movement- ensure that the vehicle has no mechanical defaults, has sufficient fuel for trip, tyres are in good condition and you have spare tyre, a jack, spade, a tow. Fasten your seatbelt. DO NOT give ride to unauthorized personnel. IF stopped by unknown armed men, obey their instructions, do not resist to handover the car and properties;

3. Visibility- Ensure that IR logo is correctly placed in a visible manner. Carry leaflets about IR Work

4. Communication- Carry your cell phone, Ensure that these devices have power and credit sufficient for the trip. Carry list of key contacts with you.

GUIDELINES FOR FIRST TIME VISITING THE COUNTRY VISA AND TRAVEL PERMITS WITHIN TUNISIA

- add Travel back: 30 TND to pay as solidarity fees at the airport for foreigners

VISITING TUNIS

AT THE AIRPORT

Located about 6 km from the city centre, (maximum 5 mn hour from IR Tunisia Office, depending on traffic) the Tunis Carthage International Airport underwent some renovations following recent concerns about security. Additional security scanner have been added. Once you have disembarked from the plane and enter the airport arrival hall, you will be handed a small immigration form to be filled in. Here the address to be filled:

**ISLAMIC RELIEF, TUNISIA
ZONE URBAINE NORD RESI-
DENCE L'ÉTOILE DU
NORD APP B5 TUNIS 1002
TEL/FAX : +216 71 947 342**

After filling the form, head to the passport control office. There is usually someone to direct passengers towards the next available cabin with a police officer who will stamp your passport. Hand over your passport and the completed immigration form. Normally they will stamp both and hand

they will stamp both and hand you back the passport.

Luggage collection is in the reception hall. there is usually someone to inform passengers towards the place of luggage arrival. You may have to mention your provenance to be guided to the right place to collect you bag(s). Make sure you hold your valuables (money, phones, passport, credit cards, etc) and that your luggage is securely locked.

Some people may approach to offer help with your bags (always in return for a tip). It's up to you if you want to avail of their services, but unless you have a lot of luggage, you may choose to refuse politely (as you most likely will not have local currency (TND coins) to give them and use yourself the baggage trolleys which are generally provided free of charge. If you are firm with them, they will leave you alone. If you decide to use their services, do not leave them out of sight.

After baggage reclaim, head towards the exit where there

are customs officials who may inspect your bags. Smile and say “Rien à déclarer” (which means “Nothing to declare” in English). You may also get through without having your bags searched. If not, then just cheerfully help them opening and closing zips etc. If they ask what did you bring them? Then, answer with any number of possibilities such as the greetings of all my family, a smile or the best wishes of everybody in my country. Your imagination is the only limit. There is never any obligation to give anyone money.

OUTSIDE THE AIRPORT

The designated Islamic Relief Tunisia driver will meet you in the international arrival gate. He will be holding a Islamic Relief sign board or your name. Make sure you receive from the admin team the name and phone number of the driver responsible for picking you up from the airport.

If you do not see him, call him on his cellular phone or call the **LOGISTIC SENIOR OFFICER (MOHAMED HANTECH)**, in

charge of Fleet management) at **+216 29 109 120** or **THE SECURITY FOCAL POINT (AMI-RA MAY)** at **+216 29 109 117**. Then wait at the main airport entrance until they find you. Don't allow anybody else to help you. Make sure you check the driver's identification before getting into the car. All Islamic Relief Tunisia drivers must wear their identification badges.



Phone numbers to use in case you need to call Country Office staff members:

ABDELMAJI NACIRI	COUNTRY DIRECTOR	216-29 075 710
	Abdelmajid.Naciri@islamic-relief.org	
IBRAHIMA CHALARÉ	PROGRAMME MANAGER	216-29 109 118
	ibrahima.chalare@islamic-relief.org	
MOHAMED HANTECH	LOGISTIC SENIOR OFFICER	216-29 109 120
	mohamed.hantech@islamic-relief.org	
AMIRA MAY	ADMIN & HR OFFICER	216-29 109 117
	amira.may@islamic-relief.org	
MOADH AMARI	FINANCE COORDINATOR	216-29 109 115
	moadh.amari@islamic-relief.org	
HASSEN JAAFAR	M.COMMUNICATION MANGER	216-29 109 154
	hassen.jaafar@islamic-relief.org	

If you are travelling independently and are not expecting anyone (or for some reason no one shows up) the best thing is to cross the road immediately in front of the entrance (still inside the airport area) and enter the airport taxi rank where you can see all the possible drivers and their cars and deal directly with them. The official color of taxi cars in Tunisia is yellow.. Once you are outside, many people will offer you taxi services. Check first that it is an official taxi (number plate on white background).

GOOD TAXI:
NAME : MARWEN
TEL: 26 318 180

III-) HOTELS IN TUNIS, MEDENINE AND ZARIS

Once you meet with the Islamic Relief driver, give the name of the hotel you are staying at. Do not hesitate to call the hotel before arriving there to make sure that they have a room available for you, and always confirm the price.



HOTELS IN TUNIS

	PHONE	PRICE RANGE	LOCATION
GOLDEN TUILIP MECHTEL	71 913 000	150 ^{TND}	AVENUE OULED HAFOUZ
IBIS	71 830200	140 ^{TND}	RUE DE SYRIE, TUNIS
NOVOTEL	71 830 500	200 ^{TND}	AV. MOHAMED V TUNIS
GOLF ROYAL	71 344 311	90 ^{TND}	RUE DE YOUGOSLAVIE
LES AMBASSADEURS	71 846 000	140 ^{TND}	TUNIS BELVÉDÈRE
ARIHA	71 281 599	65 ^{TND}	110 RUE DE PALESTINE

HOTELS IN MEDENINE

Elkssour (Ibis)	75 643 878	42.5 ^{TND}	Place de liberte Mednine
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HOTELS IN ZARZIS

Eden Star	75 706 333	70 ^{TND}	Zone Touristique 4170 Zarzis-Tunisie
Lella Mariem	75 706 670	68 ^{TND}	Zone Touristique 4170 Zarzis-Tunisie
Odessey	75 705 705	120 ^{TND}	Zone Touristique 4170 Zarzis-Tunisie

IV-) GENERAL AMENITIES

Water and power supply in Tunis can be rarely disrupted due to the low level of production caused by engine failures at the power plant, technical or other problems. Most hotels have a generator and running water, although some might turn their generators off after a specific time. Have a torch or flashlight handy and be prepared to shower from a bucket! When there is electricity air-conditioning and the water taps usually function at the same time. Tap water is drinkable, but we advise that you drink these brands of bottled water (called Safia, Sabrine, Marwa, Forat, Aqualine, etc). The normal price ranges from 600 millime (0.600)^{TND} for 1,5L bottle.

INTERNET CONNECTION

Tunis has private internet services (cyber cafés) are available in Tunis and most of the cities of the country. Connection is in general good with ooredoo and Orange (19 TND ?), and prices are reasonable, being 1 TND for an hour in cybercafé. In addition, Islamic Relief's offices in Tunis, Medenine, Bengarden have a multi-user internet system. Most hotels have WIFI internet access. Ask for the password to the receptionist in hotels or the logistic officer in IR offices.

CURRENCY EXCHANGE

There is a currency (Euros, US dollars, GBP, etc) exchange offices at the Tunis Carthage international airport. If you need local currency to pay for a taxi for example, you can call the Omar Ben Slimane Finance Officer in Tunis at +216 29 719 014. However, it is better to change money downtown in banks (Tijari bank, BIAT, STB, UIB, Zetouna) or in large hotels (see above list). To exchange money in banks, you will need your passport and a temporary address in Tunisia. You can use the office address above. Islamic Relief office in Tunis can also

assist with currency exchange, if needed just call Moadh Amri at +216 109 115 or the Finance Assistant in Tunis as above mentioned..

GETTING AROUND AND FOOD

You can hail any empty taxi by raising your hand and saying "Taxi". The price is fixed by a counter. starting from 400 mil-limes (0.400) .2-5^{TND} is usually the maximum up to 3-5 kms. Below is a list of restaurants near Islamic Relief office in Tunis and recommended places where you can find a variety of food at a reasonable price.



MONEY

The currency in Tunisia is the Tunisian Dinar (TD) which is comprised of 1000 mellimes. Notes are available in denominations of TD30, 20, 10 and 5 while coins are in denominations of TD1, as well as 500, 100, 50, 20, 10 and 5 millimes

CURRENCY EXCHANGE

Cash and travellers cheques can be exchanged at all banks across the country. Additionally, hotels with at least a three-star rating invariably offer bureau de change services while those in need of cash outside of regular counter hours will find currency exchanges at the major airports.

CURRENCY RESTRICTIONS

It's strictly prohibited to import or export local currency in any volume, while the importing of foreign currency is unrestricted. You may export only as much foreign currency as you originally imported.

NORMS & CUSTOMS

TELEPHONE

The country code for Tunisia is +216. There are three GSM

mobile networks in operation in the country and visitors using a mobile service provider that has a roaming agreement with Tunisia will invariably find they are able to make calls using their existing phone and SIM card. Internet access is available in most parts of the country and internet cafés can be found in the main cities and towns.

VISA AND PASSPORTS

Visitors from some countries require visas to enter Tunisia while others do not. The following offers detailed information: US citizens need only a passport to stay up to four months while Canadian, UK, Irish and New Zealand citizens need only a passport to stay up to three months. Australian citizens need a visa which can be obtained on arrival, provided they have a valid passport. This visa is valid for a three month stay. South African citizens also need to obtain a visa on arrival and also need to have a valid passport. This visa is valid for just 30 days

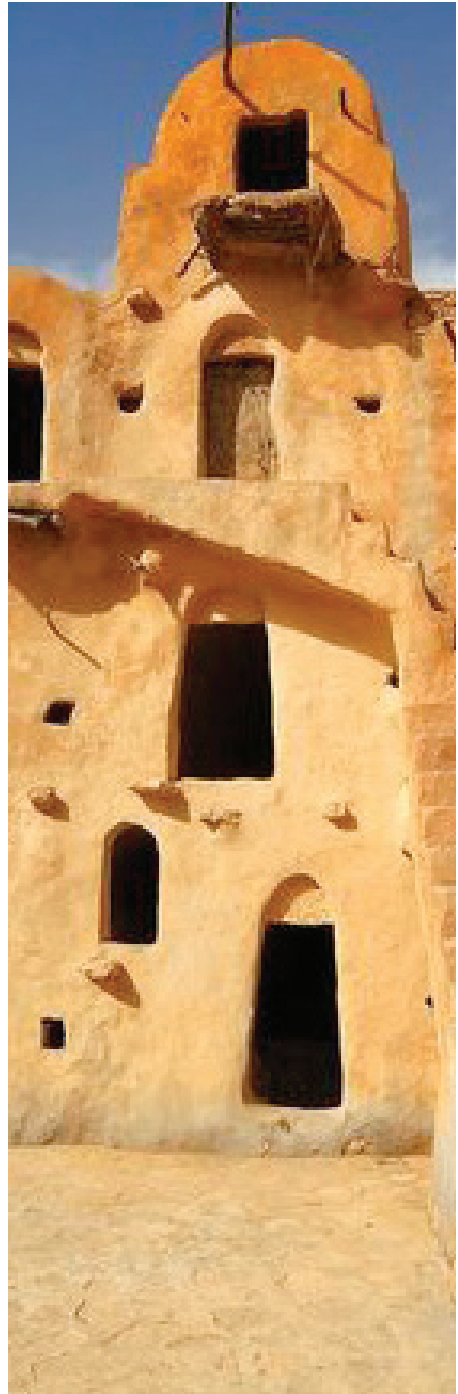
HEALTH & SAFETY

Pack medications in their original, clearly labelled containers. A signed and dated Health.

Visitors are strongly advised to have injections against typhoid prior to travelling to Tunisia. Visitors entering from countries where yellow fever is present are obliged to produce a yellow fever certificate on arrival in the country.

Tap water is drunk by the locals but may be too heavily chlorinated for most visitors so buying bottled water is a safer alternative. Hepatitis A, Hepatitis E, Lassa fever and Rabies are all present in Tunisia. Consult your general practitioner with regards to preventative steps against these diseases.

Make sure to acquire your travel insurance before travelling to Tunisia, and to carry a letter from your doctor listing the names of the medications, and any syringes or needles, you might be travelling with in case you are bringing me-



dication into the country for a pre-existing medical condition. Tunisia's public healthcare system provides excellent care in larger towns in most cases, the thing that doesn't prevent paying for treatment, usually made in cash whether visitors are carrying travel insurance or not. Larger towns also have private hospitals called <poly-clinics> which provide a range of procedures.

The emergency/ambulance phone number in Tunisia is 190. Ambulance arrival times can sometimes be different, the service that might not be available in more rural areas. Note: During your stay, our local office/partner/contact will update you on the latest developments and suggest necessary security measures. In unpredictable and risky security situation, you may be advised to travel with local company. In some cases, to ensure your safety, you may be asked to reschedule, postpone or cancel your visit to a particular area.

IMPORTANT TELEPHONE NUMBERS

Police Emergency	197
Fire Brigade	198
Ambulance	190
National Guard	193

FOREIGNERS REGISTRATION

All foreigners must submit a copy of their passport at the hotel desks.

COUNTRY OFFICE. (TUNIS - TUNISIA)

B5 Residence l'Etoile du Nord,
Zone Urbaine Nord.
1002, Tunis - Tunisie

TelFax: +216 71 947 342

Email : info@islamic-relief.org.tn

MEDENINE FIELD OFFICE.

Contiguë à La Direction Regionale De La Justice De Medenine.

Avenue Mongi Slim - 4100 Medenine - Tunisia

Telfax : +216 75 645 552

CONTACT PERSONS

Abdelmajid Naciri

(Country Director).

Phone: +216 29 109 130

Skype : naciri111

Email : abdelmajid.naciri@irworldwide.org

Mohamed Hantech

(Logistic Officer)

Phone: +216 29 109 120

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Amira May

(HR person)

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