



## Preparing for your arrival in the Falkland Islands: Key facts



A guide to what you need  
to consider when coming to  
the Falkland Islands and  
upon arrival



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## Introduction

FIG understands that when moving to any new country to take up a job there are a number of basic issues to consider and plan for. This guide is aimed at making this process as simple as possible in order to take as much worry out of any move as we can. You will of course be supported throughout this process by both your departmental contacts and the HR department so if there are any elements that are not covered in this guide then these can be addressed as they arise.

## Things to be aware of before coming to the Falkland Islands

### Medical Care Charges

Overseas staff will have access to the Falkland Islands Health Services. Most services including prescriptions are currently free to residents of the Falkland Islands. However charges are made for some items and the Service reserves the right to alter the charges for medical services. At present charges are made for spectacles, dentures and cosmetic dentistry such as crowns and bridges. The charges are variable based on the cost of the materials including freight.

### Retirement Pension Scheme

There is a contributory old age pension scheme that provides pensions for individuals upon reaching the age of 64. All employees and employers are required to make weekly contributions if earnings are above the current threshold. Employees are required to pay weekly contributions which are currently set at £15.75 per week. Contribution rates may alter during the period of the contract. Contributions are compulsory and will be deducted from salary each month.

Under the terms of Falkland Islands law there is no facility for refunds of contributions to be made, under any circumstances, however a partial pension can be paid at retirement age provided an individual makes 250 weekly contributions to the scheme. If your period of residence in the Falklands is less than 5 years you can, if you so wish, make voluntary payments to the scheme from anywhere in the world in order to achieve 250 contributions. This is a state operated pension scheme; it is not recognised in the UK and likewise UK National Insurance is not recognised in the Falklands. Further information can be obtained from the Senior Accounting Assistant, The Treasury, Stanley. Telephone No: (+500) 28416 Fax No: (+500) 27144 E-mail: [Pensionsclerk@sec.gov.fk](mailto:Pensionsclerk@sec.gov.fk)

### Accommodation when in the Falkland Islands

With the rapid economic growth in the Falkland Islands over the last few years there has been considerable pressure on the availability of local housing stock. As a result we may not always be able to offer a wide range of properties to you. We will however make every effort to allocate a property that is suitable for your personal circumstances. The accommodation on offer varies in terms of rent from about £300 for a small fully furnished bed-sit, up to £950 per calendar month for a 4 bed fully furnished property. Exact prices will be provided upon allocation. The rents for such properties are reviewed annually. Rent will normally include a service charge of £35.50 per month which covers items such as water, waste collection and general municipal services such as street lighting etc.



In order to try to find a property best suited to your individual circumstances you should provide the HR department with details of your accommodation preference, noting such things as the number of bedrooms you think you may need, whether you would prefer a flat or a house, a garden and/ or garage etc. A form for this purpose will be sent to you in due course. Whatever is most important to you, let us know. We cannot promise exact matches, but the information you provide should hopefully enable us to allocate something that is as close as we can get to your aspirations.

You can however seek to make your own private rental arrangements, but you should note that accommodation in the private sector can be equally as limited and rents can be significantly higher than the properties the Government can make available. If you elect to take up private accommodation, you will be responsible for making the rental arrangements and for all accompanying costs.

In Government properties 'White goods' (fridge freezer and washing machine) will be included in the property's inventory, (unless you ask for these to be removed). There is a charge for such goods which is currently £24 per month. This will be deducted automatically from your salary each month along with the rent for the property. Cookers are installed as standard.

It should be noted that televisions/DVD players/recorders/Ipod docks/computers and radios etc, are not provided as part of the Housing Starter kit. You can either ship these items down or purchase them locally when you arrive. You may find that the property does not have a television aerial installed, but this can be purchased in the Islands if necessary. There is also an option for a satellite television package (though FIG does not pay for such a service or for its installation).

Please also note that the electricity provision, almost without exception in both the public and private accommodation, is based on an electrical current of 220/240 volts, 50 Hz and that most sockets are built to accommodate standard British appliance plugs.

The majority of Government houses have heating and hot water systems fuelled by kerosene. Cookers tend to be fuelled by gas or electricity. The costs for such utilities are covered in the relevant section in the guide.

In the (unlikely) event that you are required to spend a few nights in a hotel or guesthouse upon arrival in the Falkland Islands because your house or flat is not yet ready for occupation, you will be advised of this fact in advance of your arrival and bed and breakfast charges will be met by the Falkland Islands Government. (Upon completion of your contract it is also normal to move out of your property into bed and breakfast accommodation two nights before you fly out to allow any final property checks to be completed before you depart. Again, bed and breakfast charges will be met by the Falkland Islands Government).

### **Pets**

You are advised to think carefully before deciding to bring pets with you. Dogs, for example are not permitted in some Government houses or flats without prior permission being obtained. It will also be your responsibility to ensure there is pet proof fencing around the property where applicable. (NB. You will be responsible for the cost of providing any such fencing required and not FIG).



It is possible to fly pets to the Islands, but this is extremely expensive (quotes received in 2017 are £6,300/small breed dog and £4,500/cat). One organisation that has experience of handling pet exports from the UK to the Islands is 'Jets for Pets' ([www.jets4pets.com](http://www.jets4pets.com)). Pets fly via Santiago which takes only a few days. You may however like to shop around as there will normally be alternative providers within your country of recruitment.

Pets can also be transported from the United Kingdom via ship for much less, (prices for 2017 are quoted at £400 per dog and £300 per cat. The voyage takes approximately three weeks, but will need to be booked well in advance of travel as there is often a long waiting list for kennel spaces. Animals travel well by sea, each of the transporting vessels have purpose built kennels on board and pets are extremely well cared for by the ship's crew.

Appropriate quarantine and inoculation measures etc, must be properly adhered to, to ensure that the Islands' Biosecurity requirements are met. An Import Licence from the Veterinary Department must be applied for in respect of all animals imported into the Falkland Islands and be obtained before any arrangements are made to transport your pet. The Veterinary Department will provide you with all the necessary information regarding vaccinations, blood tests and treatments required to import your pet. Contact Tel: (+500) 27366 or e-mail Sarah Bowles, Veterinary Department Practice Manager on [sbowles@doa.gov.fk](mailto:sbowles@doa.gov.fk)).

There is a 48 hour house quarantine period imposed on arrival.

Owing to the presence of hydatidosis disease in the Falkland Islands, it is compulsory for all dogs in the Islands to be dosed with antiparasitic treatment in tablet form at regular intervals; this treatment is issued to owners by the Veterinary Department, the cost of which is covered by an annual dog licence fee (currently £32.20/year). There are strict rules regarding the control of dogs, and owners of dogs found wandering unaccompanied may be liable to a fine.

Pet owners in UK should contact Pet Exports (APHA) on email [PetExports@apha.gsi.gov.uk](mailto:PetExports@apha.gsi.gov.uk) and request information regarding the export of pets from the UK to the Falkland Islands. They will provide you with the relevant application forms for export certification.

Dogs and cats are also allowed into the Falklands from Australia and New Zealand and must meet similar entry conditions to those required for animals coming from the UK. Information on what is required in this scenario can be obtained from the veterinary department in Stanley via Sarah Bowles (contact above). For further information on these conditions please refer to the AQIS website in Australia and the MPI website in New Zealand.

Please remember that your cat or dog may have to undergo a period of quarantine in your country of origin if you decide to take it back with you at the end of your contract.

Cats are popular pets in the Islands and are easily obtained, free of charge, locally. Hamsters and guinea pigs are occasionally available. Veterinary Surgeons are employed by the Department of Natural Resources and provide a service to Government, the farming community and the public. At present, a routine veterinary consultation fee is £11.10. Any further treatment or medication is charged in addition to this. There are no pet insurance schemes in operation locally.



## Biosecurity

The Falkland Islands are a remote archipelago at the gateway to the Antarctic. They are home to globally significant seabird populations, and species of plants and animals that are unique to the islands and found nowhere else on earth.

The Falkland's remote location has in the past protected them from the introduction of pests, diseases and alien species that are common in most other parts of the world. Today more and more people are visiting the Islands for work or pleasure and it is therefore vital that each and every one of us protect this pristine environment from harm. Biosecurity affects everybody.

Some items that you may wish to bring to the Falklands could cause harm to the Falklands environment, economy or inhabitants. Fruit, vegetables, seeds and plant material could harbour pests or diseases, or even become invasive in the Falklands. Food of animal origin such as meat, dairy products and eggs may harbour pathogens which could harm our own livestock and wildlife. Muddy walking boots, used outdoor clothing, camera bags, walking poles, used fishing, camping, gardening or agricultural equipment could all pose risks to the Falkland's unique plants and animals.

Be mindful of biosecurity when shipping your goods to the Falklands. Ensure that they are free from soil, organic material, seeds, insects or spiders. Check with the Department of Agriculture to make sure there are no specific restrictions in place on the items you wish to ship. If you have pets take particular care to ensure that there is no animal hair, fleas or flea eggs among the goods you ship. There are no cat or dog fleas in the Falklands, but one careless import of an old dog blanket, or a dirty car could change that. Please be biosecurity aware.

## Benefits and Tax regime

There are currently no unemployment or child benefits available for contract officers or their spouses/partners or accompanying dependents.

Appendix A outlines the key taxation information you might require to understand the Islands' taxation system. If you have any particular queries on any taxation matter these can be raised with the Tax office by emailing [TaxReception@tax.gov.fk](mailto:TaxReception@tax.gov.fk) or by calling them on +500 28470.

There is no Value Added Tax (VAT) or sales tax in the Falkland Islands. If travelling from the UK, VAT on some goods purchased in the UK prior to departure for the Islands can be reclaimed. You should request a VAT refund form from the place of purchase or collect a form if available from your departure airport. Completed forms should be left in a mailbox provided at Brize Norton for this purpose. They will be collected and stamped by a Customs Official and returned to the VAT handling agency for processing.

## Employment Opportunities for Spouses/Partners

The Falkland Islands has what is termed 'full employment' ie residents in the main are all in some form of employment. As the local economy is not as diverse and complex as other countries are, this can mean that employment opportunities for spouses/partners can be somewhat limited, (particularly as under the terms of the Falkland Islands Constitution suitably qualified local residents are given preference when recruiting for vacancies).





Immigration rules dictate that in the case of the spouse/partner of a person employed on a contract from overseas, the period of their possible employment will be made concurrent with the end date of their spouse/partner's contract. After that, the job has to be re-advertised. The job-holder may be re-appointed if it can be demonstrated there are no suitably qualified or experienced permanent residents available for the role.

Partners/spouses should not be discouraged from applying for vacancies as they occur however. Due to the 'full employment' situation there are skills and labour shortages in the Falkland Islands and it is possible for these gaps to be filled by non-residents.

You should however think carefully about this before deciding to relocate – your partner/spouse may not be able to obtain work in their specific field immediately, or they may not find opportunities which are similar in nature to that which they currently might hold. If your partner/spouse is open to being flexible however there may be some very interesting opportunities for them, (though they may not all be full time or long term). Any member of the HR team will be happy to discuss what roles might be available and how to apply for them.

Your spouse/partner will however have to obtain a Work Permit before taking up employment. A Work Permit will be arranged for you prior to your arrival in the Falkland Islands, but partners/ spouses will have to apply to the Immigration Officer, (tel. +500 27340) following their arrival in the Falkland Islands for a Work Permit, if he/ she wishes to take up employment.

Spouses/partners cannot apply for a Work Permit to work for an employer until a firm job offer has been made, but if they want to set up on a self-employed basis, they can apply for this in advance. Please ask the Immigration team about what is involved in this process.

## Relocation Grant

Once a Work Permit has been issued and all other pre-screening checks have been completed to the satisfaction of FIG, half of this grant will be issued to you prior to departing the country of recruitment.

The following sums represent the amount awarded for those relocating from Europe to the Islands.

- Unaccompanied Person: £2,000
- Accompanied Person: £2,500
- Plus £100 per dependent child accompanying you to post (max 5 children)

For those travelling from outside of Europe the sums are as follows:

- Unaccompanied Person: £3,000
- Accompanied Person: £3,500
- Plus £200 per dependent child accompanying you to post (max 5 children)



It should be noted that these are one off sums and will only be paid for relocation **to** the Falkland Islands upon appointment. There is no similar payment made when an officer completes their contract and returns to their country of recruitment.

We will require bank account details to facilitate the relocation payment. You will be provided with such a form by the HR department, which you should complete and return by emailing [recruitment@sec.gov.fk](mailto:recruitment@sec.gov.fk).

When you arrive in the Islands the remaining 50% of the grant will be paid to you, usually in cash. We do however recommend that you take sufficient sterling with you to the Islands to cover your living costs for up to at least two weeks to ensure that any immediate expenses can be covered as it can take up to 5 working days to open a local bank account.

## General living costs

On average, imported food costs substantially more than the price you would expect to pay in a British supermarket. Local lamb, mutton, pork, beef and fish can however, be purchased in the shops, as can imported meat such as frozen chickens, turkeys, ducks, pork chops and sausages etc.

Mutton and beef is generally cheaper in the Falklands than in the UK and poultry more expensive. Ultra Heat Treated (UHT) milk is available in most shops as are eggs and other imported dairy products.

Fresh vegetables, salad crops and a limited selection of fruit are available, but are normally more expensive than in the United Kingdom and the quality can be variable. Some are grown locally, but others are imported therefore the fresher produce can normally be found on days immediately following the arrival of the weekly flight from Chile (Saturdays).

There are no Chemists/Pharmacy outlets in the Islands, (prescription medicines are supplied by the hospital) although over the counter medicines can be purchased in the local supermarkets. Prices vary with some goods being cheaper and others being more expensive.

An example of the charges for some of the more basic utilities are highlighted below. These may be subject to change at any time.

### Utilities

The current cost of the key utilities for your accommodation and for running a vehicle can be found on the local provider's website <http://www.stanley-services.co.fk/services/fuel>. If there are any other particular charges you are interested in knowing the cost of, the HR department will be happy to provide these upon request. ([recruitment@sec.gov.fk](mailto:recruitment@sec.gov.fk)).

### Internet and phone connections

'Sure South Atlantic Ltd' provide telecommunication services in the Falkland Islands. This includes telephone and internet services. Being on a remote set of Islands means reliance on satellite facilities. This in turn means that internet speeds are slower in comparison to UK and elsewhere and are therefore more expensive. If you need assistance and advice on their installation process and costs then please visit [www.sure.co.fk](http://www.sure.co.fk)





## **Childminding and Nursery facilities**

These are available for children between the ages of 3 months and 10-11 years. There are currently four nurseries in operation; Stepping Stones Ltd, MiniMi's and Stanley Kids Zone. Rates vary between £3 to £4 per hour, per child and opening hours are generally Monday to Friday between 07.30 – 17.30hrs (including lunch hours where most nurseries will collect and drop off children to school).

There are no official 'out of hours' childcare facilities available, so this should be considered if you are likely to be working unsocial hours. It is however possible to use these companies as a collect and drop off service for your children during school lunch breaks which might help, since there are no facilities at the school for children to stay there at lunch time. Further details on this matter can be obtained from the HR department on [recruitment@sec.gov.fk](mailto:recruitment@sec.gov.fk).

Childminders using private homes are also available, though there is no official registration system. Further information on living and working here can be found on: [www.falklandislands.com](http://www.falklandislands.com) (Tourism Website) [www.fig.gov.fk](http://www.fig.gov.fk) (Government Website).

## **What to pack**

Workplace clothing requirements vary across departments depending on the nature of the role. The general rule will be smart/casual for general work wear. If there are any specific requirements your departmental contact should make this clear before you fly.

We would recommend that you also bring adequate footwear for any occasions you deem worthy. It is worth ensuring that whatever you bring in terms of footwear it is of a 'sturdy' make as there are no shoe repair facilities on the Islands.

With regards to normal day to day wear, layers are beneficial as, where the climate is relatively mild it can be temperate, we can experience all seasons in one day and so better to be able to take off and add layers than have too many thick jumpers or thin shirts etc.

The two main supermarkets sell a, (limited) range of clothes for both adults and children, as do some other outlets, however it is always better to come prepared than rely on what is in stock in the stores. Simple items such as socks/tights etc, can be difficult to obtain in the right size/colour/price range so it can help to bring a stock of these down with you.

## **Children's Wear**

Most children wear casual clothes to school though a school sweatshirt and tracksuit bottoms for the Infant/Junior School can be ordered locally. These are optional. The range of children's clothes for sale locally is limited although improving all the time, and many people (adults and children) buy online as noted above.

## **Shipping personal effects**

Consignments of heavy baggage can be sent to the Falkland Islands by sea; however it can be up to three months between dispatch from a UK address to the date of arrival in the Islands (Appendix B).



As there are no packers in the Falkland Islands, packing and unpacking are left to the individual and it is therefore probably advisable not to bring expensive glassware, crockery and the like, (particularly given your home starter pack will include such items as plates, glasses etc). What we would recommend is that you ship only the items that for you make your house a 'home' ie your favourite pictures, ornaments and any gadgets you can't live without etc.

Appendix B outlines the key shipping information. You are advised to contact these companies directly to obtain details on shipping dates and costs involved if you decide to freight any items to the Falkland Islands. You might however first want to check with the HR department whether any item you are intending to ship is already provided in your home or whether it may be available in the Islands, as this may reduce your costs significantly.

If sending personal or household items by sea a Customs Declaration form has to be completed on arrival in the Islands and sent to the Customs and Immigration Department.

These forms are available from the Customs and Immigration Department in Stanley upon request. Contacts Tel: (+500) 27340; fax: (+500) 27342; e-mail: [admin@customs.gov.fk](mailto:admin@customs.gov.fk).

## Getting to the Falkland Islands

Once the necessary pre-employment screening checks have been completed and a Work Permit obtained, then discussions will be held to establish a mutually agreeable start date. Once this has been finalised **FIG will make all flight booking arrangements for your trip to the Islands.**

### Flight bookings

If you are based in the UK, the normal route to fly by is on what is commonly known as the 'Airbridge' flight.

This flight departs from Brize Norton just outside of Oxford and arrives at Mount Pleasant Airport approximately 18 hours after departure. These flights typically depart UK on Sundays and Wednesdays and so any travel plans will be organised around these flight days.

Please advise the HR department if you, (or if applicable, anyone travelling with you), have any special dietary or other requirements that we may need to include with your flight booking notes. Children under 2 years of age travel free of charge but are not entitled to a seat. Sky Cots are available on request up to 6 months of age.

You will normally receive full flight details 10 days prior to your due flight, (we can only provide such details within this timeline as this is not a commercial airline, but a bespoke chartered passenger aircraft flight service provided for the Falkland Islands).

Luggage is usually limited to 54 kilos total weight per passenger over the age of 2 years, (this will however be confirmed for sure on your flight confirmation). Due to Health & Safety restrictions, the maximum weight for any one item of luggage is 32 kg, but there is no restriction on the number of bags or cases you may have. If you have items other than cases and bags, (boxes of items, strangely



shaped packages such as musical equipment, push bikes and so on), you must advise the HR department of this so we can notify the MOD and avoid any issues when you check-in.

Please note that if you have a baby or very young child you should bring an appropriate car seat with you as part of your luggage so that it can be fitted to the vehicle being used to collect you and your family from the airport. This is also useful for your child to use on the airplane. You should also take milk or appropriate food for your child whilst on the flight if they are unlikely to eat the meals provided.

It is advisable to pack your toiletry bag, a small towel and a change of clothing, in your hand luggage, (cabin baggage) in case of a delay. Hand luggage is limited to 1 piece per passenger. The dimensions of this should not exceed 56cm x 45cm x 25cm and the weight must not exceed 9 kilos. Security restrictions apply to liquids, aerosols, gels and dangerous articles permitted on-board the aircraft. Any liquids, aerosols or gels must be in containers of 100ml volume or less and must fit in one re-sealable transparent plastic bag of 1 litre volume (approx' 20cm by 20cm). Non-essential liquids should be packed in your checked-in baggage. Hand luggage is usually counted as part of your overall luggage allowance on this flight, but not always. You are however allowed to take a laptop as well as a hand luggage bag.

As from 1st October 2017 new access and security regulations will apply to all people visiting or transiting through RAF Brize Norton.

All passengers will be required to report to the main gate three and a half hours before the flight departure (that would be at 2130hrs GMT as the flight departs at 0110hrs the following day).

Passengers will be issued with a temporary access pass, on production of their passport, and asked to wait in the Visitor Reception facility, which is located on the left of the gate house. The waiting area has three toilets (ladies, gentleman, and disabled/baby changing), a hot drinks vending machine and a snack and cold drinks vending machine, and seating.

Three hours (currently 2200hrs GMT) before the flight departure, passengers and their luggage will be transported by coach, up to the Air Terminal for check in and pass straight through security to the departure lounge. **Please note:** passengers arriving after that time may not be allowed to travel.

The only exception to this arrangement is if passengers are in possession of a ZUB pass. These passes are issued by the RAF Police at Mount Pleasant and Islanders, residents, and frequent visitors to the Islands are urged to make arrangements to obtain a ZUB pass from Mount Pleasant whilst in the Islands; the relevant forms can be obtained from the Police Station in Stanley.

Passengers in possession of a ZUB pass will be allowed to proceed straight to the Air Terminal, providing that their driver is also in possession of a valid pass to enter the base. Drivers not in possession of a valid pass will be issued with a yellow "Terminal Only" pass for the purpose of dropping off/picking up (but only if the passenger is in possession of a ZUB/valid pass).



## **RAF BRIZE NORTON PASSENGER INFORMATION – 01993 895861**

All passengers are strongly advised to contact RAF Brize Norton to check the latest information relating to their flight using the above phone number before departing for the airport. This line can be very busy so you may need to keep trying. Please have your PNR number to hand as you may require this depending on the nature of your enquiry.

### **BAGGAGE REGULATIONS**

For the purpose of travel on MOD aircraft, 'baggage' is defined as suitcases and bags holding a passenger's personal belongings. Baggage cannot include such items as tools and tool boxes (unless authorised by the MOD) vehicle spares, engineering equipment or large electrical items. If presented, these items will be rejected at check-in.

If passengers are carrying tool boxes etc that are not authorised by the MOD, even if they are within their allowance, the check-in staff are well within their rights to reject the item. When booking agencies are aware that a passenger is carrying unusual baggage, they are to check with the MOD flight booking centre and appropriate notes will be added to their booking, or advice will be given to freight the item.

Passengers should also be reminded that no items may be carried in their baggage that are deemed as Dangerous Goods, in accordance with International Aviation Regulations, if there are any queries about a particular item, contact RAF Brize Norton Passenger Information: 019 9389 6050.

## **Getting to Brize Norton**

### **Train**

There is a regular train service from London Paddington Station to Swindon or Oxford stations. The journey takes approximately 1 hour. Passengers would then have to make their way to RAF Brize Norton by taxi.

### **Taxi**

Should you wish to travel by taxi from Swindon or Oxford, it usually costs between £30 and £50. There are local taxis at Swindon and Oxford Stations, but only a few taxi companies in that area have drivers who have authorised access to RAF Brize Norton. The following are contact details for a few of these companies:

- DJC Private Hire Tel: 02380 465 790
- Club Class Cars Ltd Tel: 01323 442222
- Charles Taxi Tel: 01993 845253
- Excel Cars Tel: 01993 775198
- Carterton Taxis Tel: 01993 841771
- Andrea's Cars, Tel - 07525 984600 (Private hire or taxi service) Website- <http://www.andreascars.com> Email - [abradshaw650@aol.com](mailto:abradshaw650@aol.com)

If using any of these companies it is advisable to book in advance.



## **Road/Car**

Passengers travelling by car to Brize Norton should make their way to Oxford. Follow the A40 ring road around Oxford towards Cheltenham to the Witney bypass, a dual carriageway, also part of the A40. About fifteen miles along the dual carriageway there is a signpost to the left for RAF Brize Norton. The route to the entrance of the base is clearly signposted. If you have applied for car-parking at Brize Norton, register your car at the gate (allowing at least half an hour extra before check-in time), and drive to the Movements Terminal to check-in. Please see below for details on how to apply for car parking.

## **Car parking facilities**

Charlie's Taxis, (01993 845253) rent out car parking spaces to people who book taxis with them. Their car park is next to RAF Brize Norton and the people utilising their service are then driven onto the base by taxi, and picked up in the same manner. The price of leaving your car in their care is dependent on how long you intend to do so for.

Car Parking is also available at RAF Brize Norton itself. For further information on this click on <http://www.raf.mod.uk/rafbrizenorton/flyinginfo/applicationtoparkacarinthemediumtermcarpark.cfm>

## **Car Hire/Rental**

It is possible to hire a vehicle at RAF Brize Norton; however hire cars can only be dropped off at this airport if the hire car company has a desk at the Air Terminal. Two of the hire car companies that do have desks at RAF Brize Norton are Hertz and AVIS. These companies can be contacted both direct at Brize Norton or through their normal websites and telephone numbers. Their numbers at RAF Brize Norton are; Hertz 01993 846 190, Avis 01993 896 797. To find out which other hire car companies operate out of RAF Brize Norton please call 01993 896 050. Please be aware that these companies operate independently of the RAF.

If you have been recruited from, and plan to fly out of, a country outside of the UK, it may be more appropriate for you to fly via a commercial airline route through Santiago in Chile, to Punta Arenas and then onward to the Falkland Islands, rather than fly to the UK first and then onwards to the Islands.

In such cases, please let the HR department know your closest airport, along with your preferred travel dates and we shall advise of the most appropriate travel option. You should check with your local authorities regarding any necessity for visas to travel through Chile.

As with flights from the UK, if you, (or any accompanying dependents) have any special dietary or other requirements that we may need to include with your flight booking notes then please advise the HR department of these. FIG's decision on flight options will be final, but your preferences will be taken into consideration.

It is recommended that you check your baggage entitlements with the airline or ticketing agency if flying by this route, but it is usually around 23 kilos per passenger plus around 8 kilos hand luggage (exact amounts will be advised at the time of booking).

The HR department will make arrangements for any such flight bookings and the costs of the flights will be charged to the relevant department. The HR department will also be in touch with you about the final flight arrangements and provide you with any guidance you may need on the matter.



Arrangements will be made for you to be transported from the Mount Pleasant Airport to your new home in Stanley when you arrive. Please therefore look for someone with a card with your name on it when you leave baggage reclaim area. This person should also have the keys to your new home.

Before you fly make sure you have the originals of the following documents with you:

- Passport (original and copy).
- Work permit (original and copy).
- Flight tickets (actual paper or electronic ticket) (original and copy).

## After arriving in the Falkland Islands

As noted above, arrangements will be made by your department to collect you from the Mount Pleasant airport, (which is about 35 miles from Stanley). You will then be taken to your accommodation to settle in to your new home.

When you arrive at your new home you will find a tenancy booklet outlining all you need to know about your property. If you have any questions related to your property on arrival you can contact the Housing Officer by emailing [housing@pwd.gov.fk](mailto:housing@pwd.gov.fk) or by calling the contact number in your tenancy handbook.

You will also find a basic food pack to get you started. This contains such items as tea, coffee, milk, eggs, bread, juice and toilet paper and so on. You should let your departmental contact know if you would like to do a quick shop (arrival time allowing) when you get to Stanley and they should be able to make arrangements to facilitate this.

Alternatively you might like to make use of the local eateries. Stanley has two good quality restaurants serving a range of local food. Falkland menus will normally feature locally grown produce such as lamb, beef and vegetables, as well as seafood caught both inshore and offshore. A meal can be booked in advance at either the Malvina House Hotel or the Waterfront Cafe. Prices for a main course would be between around £18 and £25. Shorty's Diner is on the outskirts of town and Tasty Treats in the centre of town, both serve a very good variety of dishes to eat in or take away. Many of the pubs also serve lunches every day as well as evening snacks/meals.

You will usually be collected the following day by a colleague who will take you to your place of work and there you will begin an induction process to integrate you into your new role. There will be a number of basic administrative issues you will need to attend to in your first days such as opening a bank account, sorting out your phone and internet access and registering with the Hospital etc. The main issues are covered in the following sections. Departments will understand that there will be some time needed to undertake this personal administration and will normally allocate a departmental colleague to assist you with all such issues.

## Banking and Currency

The currency of the Falkland Islands is the Falkland Islands Pound (FKP) which has the same value as Sterling when used in the Falkland Islands. British pounds are legal tender throughout the islands and dollars are also accepted in some locations. The Falkland Islands Pound cannot be exchanged outside of the islands but Bank of England notes are accepted.





Standard Chartered bank is the only commercial bank on the Islands and new accounts must be set up to allow salary payments and transfers to and from international banks. Any charges related to the opening of any accounts are your responsibility and not FIG's.

In order to open a bank account in the Islands it is you will be asked for the following requirements:

- Original copy of your passport.
- Original copy of your Work permit.

Telegraphic Transfers are available upon application to the Bank for a charge, (£30 per transaction regardless of amount). Identification such as a passport will be required initially. There is also a charge for processing UK cheques. Credit cards can also be used in a number of outlets. Once you have a bank account opened you will be issued with a cheque book. Cheques are still in common usage across the Islands. Many stores also offer the opportunity to open an account with them where you can purchase goods by using a verbal 'pin' number when you get to the tills. You are then invoiced on a regular basis for the expenditure you make in the shop.

There is also a Western Union facility for person to person transactions provided by Fortuna Ltd. You should note that the bank does not provide loans to a Government employee recruited from overseas until he/she has been in post for several months.

## Getting Around

Driving in the Falklands is a unique experience. The speed limit in the town is 25 miles per hour and outside it is normally 40 mph. Use of seatbelts, where fitted, is compulsory on all roads.

The 35 miles of road which link Stanley to Mount Pleasant is only partly tarmacked and extreme care must be exercised when driving on it, especially when breaking on the gravel sections of the roads.

The central, (older) part of town is made up of a grid system on a steep hill and right of way is given to those travelling up or down this hill. There are a number of zebra crossings about the town, mainly near schools, and it is advisable that you have a drive around on first arrival to acquaint yourself with these, as some of them are not sign posted. During the week between the hours of 8am and 5pm the front road (Ross Road) is a no parking zone between its junctions with Philomel Street and Reservoir Road.

You should be aware that there is no public transport system in the Falkland Islands. Stanley is approximately 4 miles from one end to the other but there is a taxi service available for those without their own transport. The cost of a taxi fare for any destination within Stanley is currently around £4.00 depending upon the time of day. If snow lies in winter, most junctions and some roads in Stanley are cleared or gritted. *N.B. Be sure to familiarise yourself with the 'ice-route' in winter. This is the least steep route through town and is gritted in times of ice and snow. You may find that some of the steeper hills are blocked by traffic cones when considered dangerous to drive on. Please use an alternative route if this is the case.*

In light of the nature of the road network, the majority of the population use 4x4 vehicles to travel due to the road surfaces across the Islands, (the vast majority of the road network is not tarmacked as



noted earlier). Camp driving can be fun, but without experience or local expertise it is easy to find oneself firmly “bogged” - stuck in the peat bogs. Motorcycles are also often used, both in Stanley and for Camp getting around, (though for Camp it would be trail motorbikes and not road motorcycles that would be used).

There is a thriving second-hand market for such vehicles and most people will find themselves a vehicle within the first few weeks of arrival. If you wish to, vehicles can be imported from overseas, however the cost of this can equate to the price of a second-hand vehicle purchased on Islands. Expect to pay anything upwards of £3,000 for a decent 2nd hand 4x4 vehicle. Non 4x4 vehicles can be purchased for less, but you will not be able to use these in the camp. To service both local and imported vehicles there are a number of garages and small businesses that carry out repair and maintenance work.

### **Driving Licences**

Full Driving Licences from the UK, EU and other countries are only valid in the Falkland Islands for 12 months after which, by law, you will be required to obtain a Falkland Islands Driving Licence.

A full Falkland Island Driving Licence currently costs £30 and can be obtained from the Royal Falkland Islands Police on production of your full national driving licence.

### **Driving Charges**

A Vehicle Licence fee will be required for a car or 4x4. There is also a one off vehicle registration fee. For full price information, please either contact the licensing department in the Islands vehicle license bureau by emailing [licensing@police.gov.fk](mailto:licensing@police.gov.fk).

### **Change of ownership**

Should you buy a vehicle in the Islands you will be required to complete a change of ownership registration form. This must be completed within 7 days of the purchase. If you ship down a car then it must be registered within 21 days of arrival and you must insure it before it can be driven on the Islands.

### **Insurance**

Insurance cover is available from the Falkland Islands Company (FIC) Insurance: ([insurance.manager@fic.co.fk](mailto:insurance.manager@fic.co.fk)) and is necessary to drive private vehicles. You will be required to complete a motor declaration form in order to drive an FIG vehicle. Please contact FIC directly for up to date quotes.

If you are a keen cyclist then you should be aware that again, due to the nature of the road network the most suitable cycles would be all terrain bikes.

## **Registration at the Hospital**

The Government's Health and Social Services Department is responsible for all aspects of health and social services in the Falkland Islands. The King Edward VII Memorial Hospital, (KEMH) Stanley's only hospital, offers modern facilities with a full complement of medical, dental and nursing staff. There



are facilities for outpatients, accident and emergency, physiotherapy, speech and language therapy, counselling, community health care and a high standard of medicine is practiced for its size.

Dental care is provided by two dentists whose time is divided between Stanley and Camp, (i.e. the rest of the Islands). There is no resident qualified optician, though a UK optician visits at intervals of (normally) about six months; otherwise eye testing is carried out by one of the doctors.

The Falkland Islands has a Reciprocal Agreement with the UK NHS by which Falkland Island residents, (regardless of their national origin) can receive treatment from the UK NHS on the same basis as UK residents. Likewise, UK residents can receive treatment from the Falkland Islands Health Service on the same basis as Falkland Island residents. The special arrangements which exist between the UK NHS and certain European, Commonwealth and former Commonwealth countries **DO NOT** apply to the Falkland Islands or to Falkland Islands residents.

Officers from outside the UK are advised to maintain any health insurance cover that they currently hold in their home country, in case they choose to attend for, or require, treatment there.

Whatever country you arrive from, you will be required to register at the hospital.

## Your First Working Day

As noted earlier in this guide, arrangements will normally have been made to collect you from your accommodation and take you in to your new place of work. When you arrive you will normally be introduced to your new colleagues and shown around the site you will be working at. Departments will then undertake their own bespoke inductions to enable you to get to know more about what the department does, how it typically works and what your role will be within it.

At some point in the first few days after arrival you will also be taken to the Human Resources Department by your Line Manager/departmental 'buddy' to sign your contract, (if you have not already done so) and to make arrangements to get you set up on the monthly payroll. We will need your new bank account details to make this arrangement.

Pay day is usually 3 working days before the end of the month but if you arrive in the 2nd half of a month you should note that you are unlikely to be paid until the end of the following month, (as we will not have your bank account details in time for the main pay run). This is why we would urge people to take down sufficient sterling to ensure they have enough funds to keep them going over their first few weeks.

When meeting the HR team, please take this opportunity to ask any questions you may have about your terms and conditions or any other issue related to your staffing needs. No question is too small and trivial – we'd rather you ask so we can help, than have you struggle with something that might be simple for us to sort for you.

## And then enjoy...

The Falkland Islands have many good things to offer; natural, unspoilt beauty, a pure unpolluted atmosphere, magnificent wildlife and a safe and secure environment in which to raise a family to name but a few. Quality of life is a difficult thing to measure, but most people who live in this closely-knit community would agree that the Islands offers a high standard of work life balance.



## Appendix A - a short guide to the Falkland Islands Taxation regime

Please note that all information is correct at the time of print and is subject to change without notice. This tax information is for guidance only and does not bind the Falkland Islands Government Taxation Office in any way. Details may alter during the period of a contract.

### Income Tax

The Falkland Islands (FI) tax year runs 1 Jan to 31 Dec. All individuals are required to complete a tax return to reflect their earnings over the tax year. (NB Husbands and wives are taxed independently).

The Personal Allowance (PA) is currently £15,000. You may not be entitled to the full PA, so please check the section entitled 'Residency for Income Tax Purposes'.

Individuals are taxed at the following rates, after taking into account allowable deductions:

For 2017:                      The first £12,000 of taxable income is taxed @ 21%  
                                      The remainder is taxed @ 26%

### Employee Taxation

There is a system of withholding sums (POAT - *Payments on Account of Tax*) from employee remuneration by employers. These are set out in detail in the Payments on Account of Tax (Employees Deductions) Regulations, a copy of which is available from the HR team on request.

Resident individuals should have Income Tax deductions made according to the monthly/weekly tax tables which take into account the PA for Income Tax.

There is taxation of benefits-in-kind; these are set out in detail in The Taxes (Benefits in Kind) Rules. There is a separate guide available on Benefits In Kind available from the Tax office on request.

Income Tax is assessed on any benefits in kind received from your employer at the same time your tax return is assessed.

**Please note: any contractual entitlements do not override the taxes legislation e.g. a benefit in kind/allowance provided as per your contract does not make it exempt from tax. It is your responsibility to check the tax treatment with the Taxation Office.**

### Residency for Income Tax Purposes

An individual's entitlement to allowances/deductions and chargeable income depends on their residency position for tax purposes (please note that this differs to residency for immigration purposes).

**Resident** – present in FI for a total of 183 days or more during the relevant tax year.

**Ordinarily resident** – repeatedly resident in FI except for a temporary absence (not exceeding 2 complete tax years)

**Individuals resident and/or ordinarily resident for tax purposes** are assessed on their worldwide income, are entitled to the full PA, relief for Retirement Pension Contributions (RPCs) and may claim a deduction for certain pension/retirement benefit schemes (a copy of the relevant policy documents and proof of premium payments are required in order to consider if the scheme is allowable under FI taxes legislation), allowable subscriptions and charitable donations.

Credit will normally be given for foreign taxes either unilaterally or through the one Double Taxation Agreement, with the UK. Proof of foreign tax paid will be required.

**Individuals who are neither resident nor ordinarily resident** are assessed on income from within FI and/or for duties performed in the FI and are entitled to a proportion of the PA according to the number of days they were present in the FI during the relevant tax year.

The only reliefs allowable are for compulsory RPCs and charitable donations.



### Taxation Example

The amount of tax that would be charged on an individual FI tax resident (present 183 days or more in the tax year) with an annual salary of £45,000, no other taxable income and a full year's RPC payments is as follows:

#### Tax Year 2017

Income Tax Calculation	Worldwide income	£45,000
	Personal Allowance	-£15,000
	<u>RPCs</u>	<u>-£767</u>
	<b>Net chargeable income</b>	<b>£29,233</b>
	£12,000 @ 21%	£2,520
	£17,233 @26%	<u>£4,481</u>
Total Due on £45,000		£7,001

The Taxation Office holds guides available by email, post or collection. If you have any questions on taxation please contact or visit their office: FIG Taxation Office, Secretariat, Stanley, Falkland Islands, FIQQ 1ZZ Telephone No. (+500) 28470 Fax No. (+500) 27287 E-mail: [general@taxation.gov.fk](mailto:general@taxation.gov.fk) **Public opening hours: Monday to Friday, 9 am – 12 noon**



## Appendix B – Shipping Details

**Shipping Company:** Falkland Island Shipping Ltd

**Contact:** Jimmy Forster  
Crozier place  
Stanley  
Falkland Islands  
Telephone : 00 500 27629      Fax: 00 500 27603 [fi.shipping@fic.co.fk](mailto:fi.shipping@fic.co.fk)

**PLEASE CALL THE ABOVE FOR DETAILS AND ALL PAPERWORK RELATING TO NORTHBOUND CARGO**

### ***INSTRUCTIONS FOR SHIPMENT OF FREIGHT VIA FALKLAND ISLAND SHIPPING LTD UK-FALKLAND ISLANDS***

All goods should be suitably packed for conventional shipping and sea voyage. They should also be clearly marked with the consignee's name and destination address.

All Southbound cargo for consolidation must be booked through FIC head office. Contact: Mr Keith Brackenborough Tel: 01279 461630 Fax: 01279 461631 [keith.brackenborough@fihplc.com](mailto:keith.brackenborough@fihplc.com)

The following details must be provided - number of cartons, kilos, cubic measurement and shipping mark. Delivery instructions will then be issued.

If insurance is required, you must inform Falkland Island Shipping Ltd, Stanley Tel: 27629  
Fax: 27603.

You must ensure that a completed Standard Shipping Note, copy of suppliers invoice and appropriate Customs documents accompany the goods.

#### ***Freight should be delivered to:-***

**AMG NORTH WEALD LTD  
NO 3 BUILDING  
NORTH WEALD AIRFIELD  
NORTH WEALD  
EPPING, ESSEX CM16 6AA**

Although AMG will receive cargo continuously, please note the closing dates on the sailing schedule for which goods need to be received by, in order to be shipped on a particular sailing.

For Customs entries please note port of exit as Marchwood.

**Freezer / Chiller Goods:** Please contact FIC UK for special instructions.

**Hazardous Goods:** Please contact FIC UK for special instructions.

Please be warned that unless all instructions are complied with, vehicles may not be permitted to unload cargo and could be turned away.

**FIC UK details:-** Charrington House, The Causeway, Bishops Stortford, Hertfordshire, CM23 2ER  
Telephone: 01279 461 630 Fax: 01279 461 631





## Freight Forwarders

*These Companies regularly send sea or air freight to the Falkland Islands and Ascension Island.  
Please note that if you are sending air freight the requirements of the MOD will always take precedent over civilian freight.*

TYPE	Company	Address	Contact details
Air & Sea Freight	Richard James International Ltd	Worthy Road Chittening Estate Avonmouth Bristol BS11 0YB	Contact: Keith Jones Phone: +44 (0) 117 982 8575 Email: <a href="mailto:Keith@richard-james.co.uk">Keith@richard-james.co.uk</a>
Sea Freight & Consolidated	Falkland Islands Holdings (For Falkland Island Shipping Ltd, Falkland Islands Company – FIC)	Kenburgh Court, 131-137 South Street Bishops Stortford Hertfordshire CM23 3HX	Contact: Keith Brackenborough Phone: +44 (0) 1279 461 630 Email: <a href="mailto:Keith.brackenborough@fihplc.com">Keith.brackenborough@fihplc.com</a>
Consolidated Sea Freight	Geodis Wilson UK Ltd (for Stanley Services)	Unit 6 Waterloo Industrial Est Hedge End, Southampton SO30 2QT	Contact: Debbie Collier Phone: +44 01489 797 711 Direct: Or +44 01489 779 960 Email: <a href="mailto:debbie.collier@uk.geodiswilson.com">debbie.collier@uk.geodiswilson.com</a>
Air Freight	Air-Wave Freight Mgmt Ltd	Units 6-8 Precision Way Alcester, Warwickshire B49 6EP	Contact: David Garrett  Phone: +44(0) 845 680 0688 (option 2) +44(0) 1789 762000 Email: <a href="mailto:david.garrett@air-wave.co.uk">david.garrett@air-wave.co.uk</a>
Air Freight	DHL Global Forwarding  <i>(Also the company that the MOD has hired to pack all of the air freight for their aircrafts).</i>	Danzas House Kestrel Way Dawley Park Hayes Middlesex	Contact: Marie Jenkins Phone: +44 (0) 208 754 5184 +44 (0) 208 754 5250 Email: <a href="mailto:Marie.jenkins@dhl.com">Marie.jenkins@dhl.com</a>
Sea Freight	DHL Global Forwarding (UK) Ltd	Global Forwarding Rm 12 Building 36, Ground floor Sea Mounting Centre (Marchwood Military Port) Marchwood, Hampshire SO40 4ZG	Contact: Heather Suliemani Phone: +44 (0)2380 663 455 +44 (0)2380 666 021 Email: <a href="mailto:heather.suliemani@dhl.com">heather.suliemani@dhl.com</a>
Sea Freight	South Atlantic Trading <i>(delivers to your door)</i>	Ham Barn Farm Farnham Road Liss GU33 6LB	Contact: Roy McGill Phone: 01420 538 080 Email: <a href="mailto:roy@satlan.co.uk">roy@satlan.co.uk</a> Web: <a href="http://satlan.co.uk">satlan.co.uk</a>