

An interns introduction booklet to Nimbkar Agricultural Research Institute

(written by Sebastian Steinfeld a British Intern)

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PART A (About NARI)

About this booklet

This booklet is aimed at giving you all the information you might need before commencing your journey to the rural town of Phaltan. It contains information about preparations for travel, travel and life at the institute including all the information available on our website for such purposes. Much of the information may still be useful for your few weeks.

Welcome to NARI

First of all thank you for volunteering to work with us under an internship. Congratulations to anybody who has received this. Your application for an internship has been accepted and we welcome you on board our organization.

We depend on the contributions of our staff and volunteer interns to continue our good work and we very much hope you will be able to make a strong contribution to our team and with it, improve the lives of India's rural communities.

We look forward to your arrival and hope that you will enjoy working with us.

About NARI

We are a not-for-profit and non-governmental organization aiming to improve the lives of the rural poor in India. We hope to solve many of their problems by developing modern technological solutions and advocating a lifestyle change in the individual to make the collective more sustainable. Please visit our website <http://nariphaltan.virtualave.net> or www.nariphaltan.org for details.

To do this, we conduct large amounts of scientific research. Some of our most noticeable achievements include the development of sweet sorghum (a crop where the seeds and stems form useful products leaving no wastage), the development of alternative fuel sources, the exploitation of renewable energy sources and an electric rickshaw for the disabled (a bike like device). We also advocate socio-economic policies that aid sustainable development and help India's poorest rural communities. Some of our advocated policies have been accepted and adopted by the government of India.

What will YOU be doing?

We are primarily a scientific research institution. As such, interns with any scientific experience may find themselves working in a laboratory trying to overcome technological hurdles. Such experience may include: a degree in any of the three main areas of sciences, engineering or agriculture; and / or any real practical experience of laboratories as a researcher or lab assistant.

However, we are also an NGO with ambitious projects. As such, we may also require some people with communication, marketing, fundraising and management skills.

We will endeavor to ensure that you are working on a project that matches our needs with your skills and preferences.

How long is an internship?

We do not have any fixed term for an internship. To take full advantage of this opportunity, we recommend a time of 3 – 12 months. Although we do take interns for about 1 month, it is hard to truly sink ones teeth into any particular project in this time. Nevertheless, a positive and enthusiastic attitude can be difference between such internships being successful and unsuccessful.

Working at NARI

We are a flexible organization with a friendly and informal atmosphere. All our staff is very approachable and we try to help you where we can for work and life outside work.

It is our hope that our interns each make a strong contribution to our organization. We have noticed that the people who make such a contribution to our organizations usually have some or all of the following traits:

- A positive and enthusiastic attitude is probably the most important factor;
- A willingness to show and use initiative;
- A willingness to learn.

These traits are relatively easy to adopt and we hope that this list may help you achieve what you came here to achieve be it a good grade for your University / School, scientific work experience, a good job reference, a spiritual revolution or, most importantly of all, that warm and fuzzy feeling that you get when you know you have made the world a better place.

Our interns must also be able to meet the demands of living in a rural Indian community. We are located deep in the heart of India and the culture, food and facilities available in our town are very different to what one might expect from a typical western metropolis. For more on this, see PART C.

Payment

Although we do have paid job opportunities, our internships are unpaid volunteers. But you might find yourself getting increased scientific knowledge and improved work skills and experience which cannot do any harm for your career prospects.

We will also try to reduce your living costs wherever we can. For more, see PART C.

Work Time Table

Our work days are from 8:30am to 5:30 pm. Although this is not vigorously enforced (at least for the volunteer interns) it is still recommended that you stick to it as a basic minimum. We can accommodate those willing and kind enough to work overtime. In fact legend speaks of one intern who was given the keys to lock the institute as he regularly left well after everybody else had gone!!

Lunch hour usually starts at about 12:30pm and lasts as long as you need for comfortable digestion.

The week is different to most Western and other countries. There are no weekends. Instead, Saturday is a half day (leave at 12:30pm) and Tuesday a day off. All other days in the week are work days and the only other days off are holidays. However this may have more to do with local power supply issues than any national cultural differences.

PART B (Travel details)

This section is written by a British Intern on behalf of NARI.

Pre departure Checklist

Don't leave home without:

- | | |
|---|--------------------------|
| A visa | <input type="checkbox"/> |
| A valid passport | <input type="checkbox"/> |
| Plane tickets | <input type="checkbox"/> |
| Travelers' cheques, Indian currency, a valid bank card and or a credit card | <input type="checkbox"/> |
| Mosquito repellent | <input type="checkbox"/> |
| Anti malaria tablets | <input type="checkbox"/> |
| All the relevant vaccinations (typhoid, polio, tetanus, etc.) | <input type="checkbox"/> |
| Enough suitable clothes | <input type="checkbox"/> |
| A copy of your acceptance letter. | <input type="checkbox"/> |

Visas

Some people might find themselves without a visa having arrived at Mumbai airport and talking to a nice lenient immigration officer who lets them though as long as they buy a visa then and there. Those people may also have observed a flock of fat pink pigs with wings overtaking their airplane on the way.

The visa restrictions are extremely strongly enforced. People competing in sports events that actually help India's economy have been turned back. It's like they are looking for an excuse to deny people entry mainly because of tit for tat revenge for their own citizens having to go through equally rigorous checks when travelling to the Western world.

If you are in a rush, it is possible to get a visa in 1 day but that would involve some heavy duty overnight queuing. The time to aim for is absolutely no later than 6:00am. If you are reading this with a flight booked for tomorrow afternoon and it is late at night, what are you waiting for? Go now and get that visa. You can sleep on the plane.

If, unlike me, you have more time to spare before that plane flight, there are other less stressful ways. Go to the website of your local Indian consulate or high commissioner etc. to find out the details of obtaining a visa in your area. There may even be a 24 hour help line giving all the information you need.

What type of visa is required?

Nobody knows for sure. My best guess is a 'charity visa' but I have never seen any substantial information on that. Nevertheless, for less than six months other interns and I were able to get away with a tourist visa through tactful answers at immigration and the consulates. But it is still best to get the correct one and you may need your acceptance letter to do so. You may not be able to obtain a tourist visa for stays greater than six months.

Medication and vaccinations

The first and most obvious medical issue is malaria.

If you are here for a long time, you might wish to use Larium. You need only take it once a week and it is marginally cheaper than the other alternatives offered on the day of writing of this document. However, it requires a 3 week test period (thanks to high risk of side effects) before you can be prescribed it.

If you do not have 3 weeks to spare, then you must take one of the daily tablets some of which are not that much more expensive than larium and may be obtainable on short notice.

However, there are not too many mosquitoes and the type that carries the malaria parasite is usually found in the monsoon season.

You should take the following vaccinations:

- measles, mumps and rubella;
- adult diphtheria and tetanus;
- hepatitis A;
- hepatitis B;
- polio;
- typhoid;
- varicella (for those who have not had chickenpox).

You may also wish to consider:

- Japanese B Encephalitis;
- meningitis;
- rabies;
- tuberculosis.

Again, these can be available on short notice though you may have already taken many of these.

If you have been to a country in the yellow fever zone within 6 days of entering India, you may require proof of vaccination.

IF YOU HAVE NOT BEEN FULLY VACINATED DO NOT DRINK ANY WATER AT ALL UNLESS YOU ARE ABSOLUTELY SURE IT IS PROPERLY SEALED BOTTLED MINERAL WATER. See 'food and drink' for more.

Also, if you are going to be staying during the transition from the hot to the monsoon period, be aware. The transition is very quick (~10 days) and many diseases spread during this time. It is advised to take extra precautions.

Money

If you have a cyrus or mystro debit card, you can probably get away with having no money at all until Mumbai (formally known as Bombay) airport as they have a cash machine at the airport. But that is not recommended. Not only is the cash machine located outside the airport (see travel), the cash machine may not be working properly that day. So if you are relying on using your debit card, it's still best to have some backup currency in the form of traveler's cheques or hard currency.

In Phaltan itself, there are 2 ATMs (located in the Bank of India) that can take international cards and they usually work but not always. Some more ATMs are being installed so getting money in Phaltan should not be a problem. In time of extreme crisis Dr. Rajvanshi will help you out. I lost my wallet and he gave me money in lieu of traveler's checks.

Travel Details

If you are travelling from Western Europe, the basic plan is to go to Mumbai, then to Pune then to Phaltan. It is best to get a plane to Mumbai airport arriving in the morning or early afternoon. Any later, and you may have to stay in a hotel in Mumbai or Pune which will effectively lose a day.

Mumbai – Pune.

From Mumbai airport you must get to Pune. You can take the plane for about US\$60-70 or you can take a bus or a train.

If taking the plane, you do not want to leave the airport if you can help it because the vigilant security guards with big guns will not let you back in without a boarding card. If you have a boarding card, that's great. If you just have an 'e ticket' then you may have to slog your way back in. But it's best not to leave the airport terminal at all. However, if there is no cash point inside the terminal and you are in need of Indian cash, then may have to venture outside where there is a working cash point. Also, the domestic flight restrictions are even more severe than those in the EU. No liquids at all can be taken.

If you are not taking the plane, do not leave the terminal until you have done everything necessary in the terminal. The toilets in the terminal are free and much nicer than the ones outside (which charge a small fee in Indian currency).

Buses take about four hours and leave regularly. For a non-AC deluxe bus, it might cost Rs 400 (US\$8). Private operators are faster, more comfortable and simpler to book than state buses. Private buses leave from near Mumbai Central train station. State run buses cost Rs 120 (US\$2.50). Although it will be more comfortable to avoid them, you will have to use them eventually when you reach Pune. If you do use a state run bus, you might want to consider purchasing 2 or maybe even 3 tickets to give you space for you and your luggage.

The train to Pune is run by Central Railways and leaves from CST (Chhatrapati Shivaji Terminus) formerly Victoria Terminus and lasts 3 ½ hours. 2nd class AC seats cost about RS 270 (US\$5). Currently, trains leave at 6.45am and 5.10pm but this may change. If you take the latter train, you will probably have to spend a night in Pune and catch an early bus to Phaltan. If you wish to travel in a day and cannot make the 6.45am train, you might wish to take the bus or the plane.

If you choose to take the train or bus, an 'auto' can bring you to the correct platform from the airport for a cost of about Rs.150 (see 'transportation' and 'general economics').

Pune - Phaltan

To get to Phaltan, you must take a bus. They leave every 30 minutes between 5:30am and 7:00pm from both the Pune train station and Swargate bus stand. Pune train station stand is closer to the airport and (obviously) the train station. The buses are local state buses so expect to be the only Westerner on the bus. They are often packed so you might wish to purchase two or three tickets if you want space for your luggage. One can make do with just one but be prepared for some clever maneuvering about the aisles. But the locals are all friendly (albeit a touch bemused by your Western appearance) and will help make sure you get out at the right stop (the hard bit). The journey is about 2 ½ - 3 hours. Once at Phaltan's bus station, it will probably be too late to go to the institute.

I recommend asking an auto (see 'transportation') to take you to the Array man hotel. By western standards, the Arrayaman hotel may look a touch run down and lacking in basic facilities (such as a hot shower) but, believe it or not, it really is the best hotel in town. I very much enjoyed the restaurant at the Arrayaman. It was entirely vegetarian (as are most places) but the Kaju (nut) curry was fantastic after a long hard travel. It was hot and spicy though (and therefore by definition yummy). Once you have had a nice sleep in the Arrayaman, we will see you bright and early at 8:30am next morning. Take an auto from just outside the Arrayaman hotel.

Remember to bring your acceptance letter. It will avoid a lot of bemused stares and scratching of heads from both you and our staff. If you did not bring the letter, don't worry. Just ask for Professor Anil Rajvanshi and hope that he has not had some fall or other incident that causes memory loss. Everything will be okay.

PART C LIFE AT PHALTAN

General economics

Most travelers are well aware that as soon as you step off the bus with your western complexion, suitcase, baseball cap and tour guide, you will get swarmed by a bunch of aggressive locals trying to push you into buying overpriced trash as your chances of getting a fair priced taxi fall to almost zero.

Most travelers have never gone to a place like Phaltan. It might be because tourism has not hit Phaltan. It might be because they are almost all vegetarian. It might even be some microscopic ameba in the water supply that doesn't exist anywhere else that swims into the brain and affects people's personalities. Whatever it is, you won't be treated like a bag of cash whose sole purpose of existence is to give them your money. Instead, you will be treated, well, decently.

Although there are many shops that do not contain prices, even my best haggling has never managed to shave anything significant off his bill. By and large, they give you a fair price. Sure, one can get a few pennies off, but that's the case even in marked shops in the West. And remember, that what may be a few pennies that you would happily give away simply to get rid of that annoying clanging sound in your pocket can be enough for a local to feed their family for a day.

One of our interns lost a bag with his passport and large amounts of money by leaving it in a shop. When he worked out where he left it a few days later, the bag was there unopened and was promptly returned. Phaltan's people are probably one of the most trustworthy communities in the world.

But be warned. It is not like this in Pune or the other big cities. You must use your entire travelling prowess to navigate through them without losing three times as much money as a local. If you only lose double, you're doing well.

How far does your money go?

Things in Phaltan are CHEAP CHEAP CHEAP. I have often walked into a shop and asked for their best stuff only to be confronted with a bill that makes McDonalds look like 5* quality restaurant. But don't expect that 'best stuff' to be that great. Usually it will be something that is about equal to okay by Western standards.

One can easily get by on less than \$2 a day + accommodation. If you wish to splash out and live the high life, (two slap up meals, a breakfast, and a new piece of furniture every day), things could spiral out of control to as much as US\$15 - 20 a day! But that isn't in the spirit of sustainable development now is it! Tut tut tut.

Food and drink

Rule number 1: do not drink the tap water. It may be free at most restaurants but it may also contain Typhoid, cholera and numerous other horrible bacteria to which the locals are immune but you are not.

If you have had your vaccinations, then you stand a better chance of surviving drinking the water without becoming horrendously ill and / or dying. If the typhoid vaccine worked (which it does 70% of the time), you might just become horribly ill. Bottled water is the way to go. Make sure it is sealed and has an 'ISI' quality control mark on the bottle. Boiled water may also be sufficient as long as you have personally boiled it or have obtained it from a source you trust.

There is no rule number 2, but if there was, it would probably be to stick ONLY to Indian food. The locals are very good at making that food healthily, but when one moves to more Western style of foods, disease levels rise rapidly. But who needs Western food when the local cuisine is so good?

Almost everybody in Phaltan is vegetarian. There are not many meat restaurants, but there are a few. You will be eating plenty of green gooey stuff otherwise known as 'vegetables' during your stay with us.

You can organize a vegetarian lunch and dinner cooked by local ladies (Mess) for about RS 15-25 (US\$ 0.30-0.50) a meal. Please ask our staff about this option and we will happily put you in contact with one of these ladies.

Or you can eat in a restaurant. A good Indian meal can cost Rs 175-225 (US\$4-5). Hotel Minar has a recommended restaurant [veg + nonveg], as does the Aaryamaan hotel [veg]. The Hotel Pink Hill [veg + nonveg] (across street from NARI) has also been recommended..

Self Catering is also an option. You might be able to borrow a gas range and rent an LPG cylinder from the gas company. The costs are Rs900 (US\$17) deposit on the cylinder and Rs 600 (US\$11) for the gas. This should be sufficient for at least 3 months. Ask our staff for more details.

Fruits and vegetables are plentiful and cheap. Fresh chicken (selected while it is still squawking) cost a massive RS 80 per bird (US\$1.50). Eggs, bread, flour, spices, water and other basic commodities are easily available all over the town. Each meal can cost between Rs20-60 (US\$0.35-1.10).

Wine is not drunk very much but that which there is I really liked. Half bottles come at the overindulgent price of RS 170 (US\$3.90) but tracking down a wine opener in Phaltan is a nightmare. Bring your own.

Culture

Phaltan is a quiet traditional rural town. Most people are Hindu. It is a completely different culture so be prepared not to understand some of their traditions.

Westerners in Phaltan are rare. Be prepared for numerous confused looks followed by the question 'why are you here?' which is in turn inevitably followed up with 'are you a researcher at NARI?' Nevertheless, they are all very friendly.

There are also a few "customs" that, how can I put it, "take a bit of getting used to". Our customs though are just as unknown to the locals as theirs are to us so it's mutual. I don't want to spoil the "surprise" by going into the details so, like most typically annoying scientific books, I'll stop well short and leave it "as an exercise to the reader" to discover these key "customs". But unless you have had previous experience, you might find the toilet rituals and eating techniques quite "startling".

There will be an inevitable culture shock at first but that should not last beyond a few days before it seems like a second home.

There is no real night scene at all in Phaltan town but Pune, the nearest big city, does have a good night scene.

Weather / clothes

Everything is very cheap here. Some interns have arrived with nothing but the clothes on their back and bought everything they needed for almost nothing. Just bear in mind that it is not always possible to buy high quality stuff even with an overflowing wallet. If you do intend to buy much of your wardrobe, you might want to just bring the nice stuff that you would still wish to wear. I recommend bringing a good towel.

Heavy footwear is not necessary unless you have a burning desire to quite literally do field work.

A sweat shirt may be useful incase you get ill. It can also get slightly chilly in the mornings and evenings.

The hot season is during March and May and it can reach over 40 degrees C. Short trousers / shorts and T-shirts are usually sufficient. Feel free to dress down as much as you feel comfortable. Unfortunately there is little air conditioning available so this is not the most comfortable season. Nevertheless, as with everything, one does adjust.

The cold season is between November and February. Temperatures are a much more reasonable 12 - 30°C. This is probably the most pleasant of seasons and one should bring similar stuff to what one would bring during the hot season.

The monsoon season is not as bad as it sounds. It lasts from June – September. Temperatures vary between 25 and 30 °C. It is mostly overcast but there is some rain. There will not be much torrential downpours but we advise preparing for the rain none the less.

Women Travelers

Women travelers need to volunteer to complete this section as soon as they arrive. I am a man and am thus unable to answer any of your questions. Other than pointing out that the women's toilets in NARI's grounds are SOO much nicer than the men's mainly because they actually have toilet seats.

P.S, any blokes reading this with ambitions for nicer toilets and you are 'caught with your pants down', a great excuse is to say you were "just checking the generator". But you didn't hear THAT from me.

Accommodation

The first night will probably be spent in the Array man hotel. For an air conditioned room with a working (but cold) shower, you will probably pay about Rs 450 (about US\$9). We will try to find you an apartment with another of our scientists / interns as soon as possible. However, if you are staying a long time, you might be much choosier about your apartment. Once in your apartment, expect to pay RS 2000 a month rent (about US\$40), or RS1000 if you are sharing.

Once in your apartment, you will probably still not find a hot shower. Alas, the next hot shower you take will probably be either when you return, or when you go to Pune for a night (if you go to Pune for a night).

The accommodation will not be 5* at the Ritz, but again, if you have come for luxuries, perhaps you have gone to the wrong place. You should not find any bugs though, (at least not big horrible ones that bite).

It really is quite comfortable once you have adjusted to rural life.

The electricity supply also fluctuates. Also, each village only has certain time periods of electrical supply but again, one does become accustomed to the cuts after a while.

Laundry

There are many laundry services around for about Rs 10 (US\$0.20) per piece no matter how big the piece. Locals may also wash for cheaper. Washing soaps are also readily available (and I mean, quite literally, a bar of soap; I think a combination of this and smashing the wet clothes against the floor at full strength to break the surface tension of the water does equal what one might get from a typical western washing machine).

Transportation

At first, you will probably be taking autos. Autos are three wheeler half buggy half taxi type things. Just like with everything else in Phaltan (and only Phaltan), being overcharged is rare. I have once agreed to pay more than I should mainly because they mistook how far I wanted to go. Despite this agreement, the driver still dropped his fare like a shot when he realized that it was closer. The only problem with Autos can be communicating on which street to stop. That's something of an art as the drivers do not have a thorough knowledge of their side streets and cannot speak English. Directing them to something in the correct direction that they will know (such as NARI) and then telling them when to turn worked for me. They usually reduced their fair accordingly.

An auto from the Aaryamaan to NARI (about 6 km) is (at the date of writing this booklet) RS 50 (\$0.90) and from the Aaryamaan (or NARI) to the center of town is about RS 20-25 (US\$0.45).

Once you become established, you might want to rent a bike. Everything is within biking distance once you have got used to the slightly controlled chaos of the roads. This can cost RS 400 per month (US\$9) to rent, Rs500-800 (US\$9-15) to buy second hand or Rs2500 (US\$50) to buy new. It is best to get a reputable brand such as 'Atlas' or 'Hero' to avoid problems.

For travel between cities, the state bus (or ST as it is popularly known) is a cheap option that gets the job done. The three hour journey to Pune, for example, costs only RS 60 (US\$1.10).

The jeep is another option. Private jeeps wait at common departure points until a minimum number of people going the same direction turn up. This costs about the same or a little less than the ST.

Internet and communications

A recent addition to the town of Phaltan was high speed internet. However only one shop called 'softnet' had it at the time this booklet was written. Although 'softnet' was not super fast, it is fit for most purposes. It was on a side street just off the main road with the bank of India; with the bank on your right, walk up the street and take the second road to your left. Other than that, one must go to Pune for high speed internet. Untimely blackouts could ruin your e-experience.

The computers are also mostly basic running only Windows 98. Any fancy UBS gadgets are useless unless you bring the drives yourself. But Gandhi Color Lab can print digital photos (for Rs 5 per photo; US\$0.10) and copy them to a CD.

If you bring your own computer, you must use a surge suppressor. One laptop has been fried for not using one. They are available for Rs1000 (\$US 18). Alternatively, you can rent a more substantial electrical conditioning equipment such as a CVT for reasonable rents.

Mobile phones work in Phaltan. If you are here for a while, you might wish to get a local pay as you go mobile. Although they can be cheaper, if you want to be on a reliable network, you will probably have to pay between RS 1500 – 2000 (US\$30-40). This option can be significantly cheaper. You can bring your own, unlock it, and get a local operator like Airtel.

Or you can use the readily available public phone booths. Calling the US for 5-10 minutes can cost about Rs 100 (US\$2).

Sights and activities

There are some nice places which you can visit like Mahabeleshwar, Panchgani, Goa, etc. You can also visit the market in Phaltan town where the fruits available are very tasty. Among my favorites are bananas, figs and seedless grapes. Also keep an eye out for 'butter milk'.

In Phaltan itself, you can see: the Shingnapur temple; the Jejuri temple; Mahabaleshwar (a hill station); Sajanghar (Shivaji fort near Satara); Varugar (another Shivaji fort); and a nice waterfall with a lagoon one can swim in not far from Varugar (during monsoon season).

There is also: a gym; swimming pool (Rs25 per hour; US\$0.45); a tennis club (arrive at dawn to play with adults); basketball courts; and football pitch. However decent sports gear (particularly tennis gear) is all but impossible to find. You can purchase these in Pune, but the costs can approach Western prices. I got a reasonably good tennis racket for about RS 2500 (US\$50) and some sports shoes for a similar price. If I could go back in time, I would have brought my own stuff from home.

Hindi or Marathi Lessons are available for about Rs25-50 per hour (US\$0.45-0.90).

There are also regular festivals and functions.

The dog

We have one white dog on our site. It is pretty much racist. If you are white, expect to be barked at constantly. Although it will always keep a distance, it will never shut up sometimes running the entire length of the grounds just to relentlessly bark at you. If that happens, don't ask yourself what you have done wrong or whether it means you are a bad person. Racism has no logic.

Don't expect any better treatment if you are completely black either. It will only tolerate native Indian skin, and even then, if it doesn't like your face or something, it still might bark and bark and bark and bark and bark and bark and bark and bark and

Thus far, the following attempts have been made to tame the dog.

Feeding Chapatti: Dog continues barking. You walk away, dog follows. When dog reaches Chapatti, it stops barking to eat the chapatti. Then, when it has finished, it continues barking. Long term effects of this have not yet been explored.

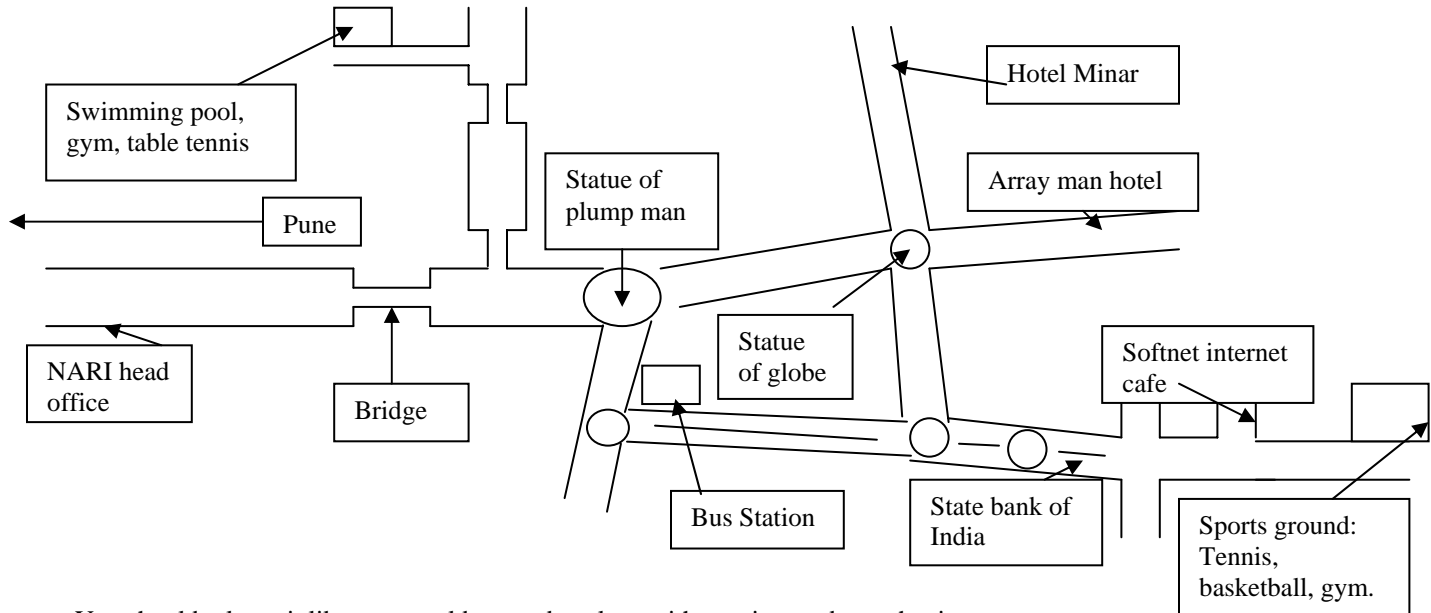
Waiting it out: You can sit outside trying to read a book. Dog will bark continuously for 12 minutes. It will then leave. It will come back every 5 minutes or so to continue barking at you for periods between 2-7 minutes. This experiment did not last longer than 25 minutes so a longer experiment may have more success.

PART D OTHER INFORMATION

Maps

None. Seriously, there are no maps, not that you can buy, not that you can get from Google Earth, nothing.

The best map I have ever seen is below.



You should rely on it like you would a wooden plane with termites under each wing.

Website

For even more information, please check out our website on <http://nariphaltan.virtualave.net>. We are working on putting up some funky pictures online. We hope you enjoy your time with us.

February 2007

LEGAL BLIRB

The information contained within this booklet is to be used only as a general guide and should not be relied on. The contents of this guide are for the recipient's personal use only and are not to be used for commercial purposes. Any representations, promises or duties stated within this document do not and are certainly not intended to carry any legal force between NARI, the recipient and / or any third party. 'Representations, promises or duties' includes but is not limited to any words, phrase or sentence whatsoever that might be construed as conferring any obligations or duties owed by NARI towards the recipient (or third party) that would not, otherwise than from this introduction booklet, have been owed.