



FALKLAND ISLANDS  
GOVERNMENT

# NEW TO THE FALKLAND ISLANDS?



## WELCOME GUIDES

WHAT TO EXPECT, AND HOW TO  
PREPARE FOR YOUR ARRIVAL IN THE  
FALKLAND ISLANDS

FIG Induction Resources  
Human Resources Department  
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# FAQ's

ABOUT RELOCATING TO THE FALKLAND ISLANDS TO WORK FOR FALKLAND ISLANDS GOVERNMENT (FIG)

## Do I need to book my own flights?

Once the necessary pre-employment screening checks have been completed and a Work Permit obtained, a start date will be mutually agreed. After this has been finalised, FIG will make all flight booking arrangements on your behalf. [See 'Travelling to the Falklands' section](#) for more information about flights.

## What happens if my Airbridge flight is delayed?

If a delay is known about in advance, and you are not able to return home to wait for the rescheduled flight date, contact the HR department for further details or any queries around accommodation options.

## Where will I be living?

FIG can provide accommodation. Once you are made an offer of employment you will be sent a Housing form to complete, where you should provide details of your accommodation preferences (number of bedrooms, house or flat, garden, etc). Whilst FIG cannot promise exact matches, the information you provide should hopefully enable us to allocate something that is as close as we can get to your preferences. [See 'FIG Accommodation' section](#) for more information.

## Will I need a vehicle?

Being able to drive is an advantage, as it enables you to get around easily and explore outside of Stanley (known as 'Camp'). [See 'Getting Around' section to find out more about purchasing vehicles and other transport options.](#)

## Can I bring my pets?

You can bring cats or dogs to the Islands, though currently they can only be imported/exported from certain countries to the Falkland Islands on the LATAM and transit via Santiago Airport (Chile), which can be extremely expensive. [See 'Bringing Pets' section](#) for more information.

## Can I buy food that meets my dietary requirements?

Whilst it is possible to purchase food to suit most dietary requirements, choices could be limited so it is worth exploring options to order and ship down certain dried or tinned goods. [See 'Buying Food & Groceries' and 'Shipping & Ordering' sections](#) for advice.

## What do I need to bring with me, or to ship down?

This is subjective to your needs and preferences, though the ['Shipping and Ordering' section](#) makes a number of suggestions provided by officers who have experienced moving to the Falkland Islands. Bear in mind that it can take time for items shipped or posted to arrive, so anything you want immediately on your arrival must be brought in your luggage, or shipped in advance to get here in good time.

## How do I enrol my children in school or nursery?

When HR send out your Pre-Employment Documents, this includes an Educational Questionnaire to complete and return to the appropriate school, and to the Customs & Immigration department. They will assess the application and inform you of the outcome. For more information about childminding facilities, please see the ['Education and Early Years' section.](#)

## Are there job opportunities for anyone accompanying me?

There may be opportunities for an accompanying dependent over the age of 16 to find employment in the Islands, though please be aware that these opportunities may not necessarily always align with their existing qualifications and expertise but this can be a chance to try new things and learn new skills. It is also important to note that under the terms of the Falkland Islands Constitution suitably qualified local residents are given preference when recruiting for vacancies. However there are a number of skills and labour shortages in the Falkland Islands, so it is possible for these gaps to be filled by those who are not permanent residents.

**Please contact your HR adviser for more extensive guidance on this.** The Customs & Immigration department will also be able to advise about applying for dependent work permits. See their website: <https://customs.fig.gov.fk/permits/overview>

# FAQ's

ABOUT RELOCATING TO THE FALKLAND ISLANDS TO WORK FOR FALKLAND ISLANDS GOVERNMENT (FIG)

## Will my mobile phone work in the Falklands?

See '[Keeping in Contact](#)' section for links to check if your network provider has roaming capabilities in the Falklands, and what the costs of this may be. Alternatively, you can purchase a local mobile SIM card.

## What Internet options are available?

Sure (South Atlantic) Ltd is the exclusive communications provider in the Falkland Islands for internet and telephone 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. However, there are a range of broadband and data packages available to choose from, and free internet during off-peak times.

See the '[Keeping in Contact](#)' section for more information, and advice on setting up an Internet connection.

## How do I find out about Falkland Island tax and pension requirements?

Current information on Falkland Islands Taxation can be found on the Taxation Office web page: [www.falklands.gov.fk/taxation](http://www.falklands.gov.fk/taxation) and Pensions information on the Pension Office web page: <https://www.falklands.gov.fk/pensions/retirement-pension-scheme>

It is also recommended that you also speak to the tax authority in your own country for further guidance.

## Can I make the Falkland Islands my long-term home?

Work permits are issued for a maximum of 4 years, though can be renewed subject to continuing to meet the relevant requirements.

Granting of Permanent Residence Permits (PRP) and Falkland Islands Status confers indefinite right to remain in the islands, and other benefits (such as family allowance and travel scheme credits).

### Permanent Residence Permit (PRP)

If you have been resident in the Falkland Islands for a minimum of 3 years, you can apply for PRP. This permit allows permanent residence in the Islands, free from immigration restrictions.

Information on the application process and essential criteria can be found on the Customs & Immigration web page: <https://customs.fig.gov.fk/permits/prp>

### Falkland Islands Status

Anybody who is a British citizen, a British Overseas Territories citizen, or a British Overseas citizen, who has been ordinarily resident in the Falkland Islands for at least seven years at the time of application and holds PRP, may also be granted Falkland Islands status. See the Customs website for more guidance: <https://customs.fig.gov.fk/permits/falkland-islands-status>

### Family Allowance

Family allowance for dependents under the age of 16 is only available for officers on overseas terms who have been ordinarily resident in the Islands for at least three years, and/or hold a Permanent Resident Permit (PRP). More information is provided on the Finance Department web page:

<https://www.falklands.gov.fk/finance/financial-assistance/family-allowance>

### Travel Credit Scheme

An initiative for Falkland Islands Status Holders, the aim of the Travel Credit Scheme is to offset some of the costs associated with travel, by allowing eligible individuals to accumulate travel credits which can be redeemed against specific domestic and international travel costs, and the costs of tourism accommodation within the Falklands Islands. More information can be found on the Finance Department web page: <https://www.falklands.gov.fk/finance/financial-assistance/travel-credit-scheme>

**Please contact your HR Adviser if you still have any questions around the recruitment and relocation process.**

## STILL HAVE QUESTIONS?

You may find it useful to ask any question you still have about moving to, and life in the Falkland Islands on the Facebook community boards. You will usually receive helpful tips or advice from locals and other individuals recruited from overseas.

[The Falkland Islands Community Board](#)

[Falkland Islands Community Board](#)

# TOP 10 THINGS TO:

BE AWARE OF WHEN MOVING TO THE FAKLAND ISLANDS

## 1. The Internet

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. **See ['Keeping in Contact' section](#) for more information about costs/setting up your internet.**

## 2. Costs and logistics for bringing pets

Currently pets can only be imported/exported from certain countries to the Falkland Islands on the LATAM and transit via Santiago Airport (Chile), which can be extremely expensive. **See ['Bringing Pets' section](#) for more information.**

## 3. Availability and variety (groceries, etc)

Different brands and options for food, toiletries and household items are available, but choices are more limited than in larger cities/countries. **See ['Buying Food and Groceries' section](#) for more guidance, and ['Shipping and Ordering' section](#) for advice about shipping down items from the UK.**

## 4. Weather

Weather can be changeable so bringing thin layers of clothing (that can be added to or taken off) is advised, as well as investing in a good-quality windproof coat, sensible outdoor shoes or boots, and waterproof trousers. Wearing hats and sun cream when outdoors for long periods of time is also a must, as there is a hole in the ozone layer right above the Falklands.

## 5. Accommodation

See ['FIG Accommodation' section](#) to find out more about housing options in the Falkland Islands for Government employees.

## 6. Retirement Pension Scheme

There is a contributory pension scheme that provides in effect a 'State' pension for individuals upon reaching the 'normal' retirement age, (for the purposes of the current legislation this is considered to be 65). All employees and employers are required by law to make contributions if earnings are above the recognised threshold and any contributions due by you and FIG will be deducted automatically from your salary each month. **See the [FIG Pensions webpage](#) for more information:**

## 7. Medical Care Charges

Most services including prescriptions are currently free to residents of the Falkland Islands. However, variable charges are made for some items, including spectacles, dentures, and cosmetic dentistry such as crowns and bridges.

## 8. Biosecurity

Some items that you may wish to bring (fruit, vegetables, plants, seeds, etc) to the Falklands could cause harm to the Falklands environment, economy or inhabitants. **See the ['Biosecurity' section](#) for more information and guidance on import/export.**

## 9. Vehicles

Being able to drive is an advantage, and enables you to get around and explore outside of Stanley (known as 'Camp'). **See ['Getting Around' section](#) to find out more about purchasing vehicles and other transport options.**

## 10. Shipping personal effects

You may want to ship down personal effects and household items prior to arriving in the Islands. **See ['Shipping and Ordering' Section](#) for more information.**



## USEFUL ITEMS TO PACK: SUGGESTIONS FROM OTHER NEW ARRIVALS IN THE ISLANDS

- Sun cream and sun glasses
- Warm and waterproof clothing, including a good pair of walking boots
- Hats and gloves
- Hard drive- with films & TV series pre-loaded
- Vitamins & supplements
- Laptop/ tablet/ iPad/ Kindle
- Chargers and adaptors for computers, phones, etc
- Specific toiletries and make-up if you have preferences
- Sports clothing (for gym/specific sports/swimming)
- Spare glasses/contacts
- Specific batteries (if not AA/AAA size) or rechargeable versions with a charger
- Sewing kit
- Clothing that can be layered- particularly for children
- Spare footwear
- A smart outfit/dress/suit- for special occasions

# BANKING AND CURRENCY

## SETTING UP AN ACCOUNT, DEPOSITS, WITHDRAWALS

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.

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 (not FIG's).

### SETTING UP A BANK ACCOUNT

Usually as part of the induction process, a colleague will take you to Standard Chartered Bank to set up your Falkland bank account.

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.

It usually takes up to 10 working days to open an account, but this can take longer, so it may be worth bringing some cash with you to use on arrival if needed, or as a contingency in case you have any issues spending with an overseas bank card.

Once the account is opened, you can deposit or withdraw cash in branch, and conduct other transactions.

### GETTING A BANK CARD

A Standard Chartered Visa Debit card can be applied for immediately after opening your Falkland account, with at least a 3 month wait after the first wage goes into the account to receive it.

Currently the Falkland Islands branch of Standard Chartered does not have online banking facilities, but you can get your statements emailed on a daily/weekly/monthly basis on request.

### PAYING BY: TRANSFERS, CHEQUES AND CHIP 'N PIN

#### Cheque book:

Once your Falklands bank account is opened, you can request a cheque book which can be used to pay for local purchases. There is an application form to complete and a small fee for a cheque book (the same fee is charged for replacement cheque books).

#### Chip 'n Pin:

Most international visa and credit cards are now accepted when making payments in local shops, pubs and restaurants, though charges may apply depending on your banking provider.

*Do make sure to inform your bank that you are moving to the Falkland Islands and that you may be spending using your bank card, or you run the risk of your card being frozen due to "suspicious activity".*

#### Transfer Slips:

Transfer slips can also be used to pay for most local purchases in the absence of cash, cheque or chip 'n pin. These are deposited at the bank for processing. You can pick up slip forms in branch, or download them from the website: <https://av.sc.com/fk/content/docs/fk-multi-transfer-slip.pdf>

#### Electronic Transfers:

You can download the International Transfers form (OTTs) from the Standard Chartered (Falkland Islands) website: <https://av.sc.com/fk/content/docs/ott-form.pdf>

Or request a hard-copy in branch, to transfer money to an overseas account. A £30 transaction fee will be charged regardless of amount. Passport details are not a requirement to send an OTT, but are helpful.

There is also a charge for processing UK cheques.

## USEFUL TIPS

### ATM AND CASH WITHDRAWALS

Cash can be withdrawn from Standard Chartered Bank accounts during bank opening hours, (Mon-Fri: 9am-2pm) but there is also a cash machine in the Stanley Services fuel station shop (opening hours are Mon- Fri: 8am-6pm, Sat: 9am-6pm, Sun: 9am-5pm). The ATM facility is free to use, but some banks may apply charges.

### BANK OPENING HOURS

Remember that the bank closes at 2pm every weekday and is closed on weekends. Make sure to have visited in plenty of time if you are needing cash withdrawals. Completed transfer slips can be deposited in the slot in the wall outside of the bank, which is checked daily.

### WESTERN UNION

There is also a Western Union facility for person to person transactions provided by Fortuna Ltd. The Western Union office is located at:  10 Boxer Bridge, Stanley

### WISE CARD

It is possible to use a Wise debit card in the Falklands, which can be used to transfer money between your Falkland bank account and international accounts using a mobile app; for a small fee. See their website for more information and terms and conditions: <https://wise.com/gb/card/>

# BIOSECURITY

## RULES AND REQUIREMENTS

### WHY IS BIOSECURITY IMPORTANT?

The Falkland Islands 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. We have a limited range of existing pests, weeds and diseases, so are at risk from new introductions that can negatively impact agricultural production, fisheries, human and animal health, the natural environment, tourism and sustainable development.

As an island our natural geographic barriers, limited ports of entry and remote location has in the past protected the islands 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.

### THINGS TO CONSIDER...

- 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 any goods you ship, or send with your pet via LATAM. 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

- Guidance on what can be imported or exported from the Islands, and other biosecurity advice can be found on the Department of Agriculture, Biosecurity & Veterinary Services webpage: <https://www.falklands.gov.fk/agriculture/biosecurity/importing-exporting>.
- Guidance around the current risks from Avian Influenza (Bird Flu) and what you can do to prevent the spread of the virus, can also be found on the webpage: <https://falklands.gov.fk/agriculture/avian-influenza>

## PERSONAL IMPORTS- FRUIT AND MEAT, DAIRY, EGGS AND ANIMAL PRODUCTS

Under Personal Imports you may import any of the below listed **fruits** from the UNITED KINGDOM or CHILE, without an import permit and phytosanitary certificate:

- **APPLE**
- **AVOCADO**
- **BANANA**
- **COCONUT**
- **PINEAPPLE**
- **STONE FRUIT**
- **CITRUS FRUIT**

- **FIG**
  - **GRAPE**
  - **GUAVA**
  - **KIWI**
- (plum, apricot, nectarine, peach, cherry)  
(orange, grapefruit, lemon, lime, tangerine, satsuma, clementine, mandarin, bergamota)

- **LYCCHEE**
- **MANGO**
- **PAPAYA**
- **PEAR**



Under Personal Imports you may import **meat, dairy, eggs & animal products** from the UNITED KINGDOM or CHILE, without an import permit and zoosanitary certificate:

#### Meat, meat products and cheese must:

- Bear the EU or UK origin symbol. Products from CHILE must be from an EU approved establishment
- Be in original sealed packaging
- Maximum of 5kg total per person



#### Milk & milk products (except cheese) must be:

- UHT
- Be in original sealed packaging
- Have proof of purchase (receipt) showing:

*Name of supplier  
Item & quantity of units  
Date of purchase*

However, the following criteria for fruits must be met:

- Declared to Customs on arrival
- Carried in your personal baggage
- Maximum of 5 kilos total (not per type of fruit) per person
- Purchased from UNITED KINGDOM or CHILE
- Be commercially packaged or have commercial stickers
- Be free of soil, insects and other organic matter
- Have proof of purchase (receipt) showing: *Name of supplier  
Item & quantity of units  
Date of purchase*



The importation of your fruit is subject to inspection on arrival.



# BRINGING PETS

## TO THE FALKLANDS- REQUIREMENTS AND CONSIDERATIONS

### CAN I BRING PETS TO THE FALKLANDS?

It is possible to import/export cats or dogs from certain countries to the Falkland Islands via the weekly LATAM flight, and transit via Santiago Airport, **but this can be extremely expensive.**

One organisation that has experience of handling pet exports from the UK to the Islands is 'Jets for Pets' (email below). 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.

If the flight to the Falkland Islands is delayed for any reason, you also would be required to pay accommodation costs for your pets until they are able to fly; this can also be quite expensive depending on the length of the delay.

It is also advisable to check with the FIG Housing Department or your landlord whether pets are permitted in your accommodation. If permitted, you may also be responsible for ensuring pet proof fencing is in place, or for having the accommodation professionally cleaned at the end of the tenancy, for example.

Cats are popular pets in the Islands and are easily obtained, free of charge, locally. Though before getting any pet whilst living here, please carefully consider the implications of either exporting a pet or rehoming it locally, if you decide not to stay in the Falklands.

### QUARANTINE AND MEDICAL REQUIRMENTS

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 import your pet.

The Veterinary Department will provide you with all the necessary information regarding vaccinations, blood tests and treatments required (see contact details below).

Pet owners in UK should contact Pet Exports (APHA), (email below) 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 below). For further information on these conditions please refer to the AQIS website in Australia and the MPI website in New Zealand.

If your current country of residence is not UK/Australia/ New Zealand, contact the Veterinary Services directly to enquire about the possibility of a direct import.

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

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. There are strict rules regarding the control of dogs, and owners of dogs found wandering unaccompanied may be liable to a fine.

On arrival your pets should be registered with the Veterinary department, who provide services to Government, the farming community and the public. Please note that whilst the GP Veterinary Service is available, access to specialists and referrals are not possible.

### PET INSURANCE

There are no pet insurance schemes in operation locally, though veterinary fees are reasonable in comparison to other countries.

## USEFUL CONTACTS

#### MUCKY PAWS

Mucky Paws at Fitzroy Settlement provide a dog and cat boarding service for owners who may be going on holiday, or to temporarily house pets prior to export from the Islands. They also provide a pet grooming service, and sell a range of high-quality pet foods and animal care products. They can also offer useful advice around importing your pets to the Islands.

 54339

 [muckypaws@horizon.co.fk](mailto:muckypaws@horizon.co.fk)

#### RUFF RUNNERS


Ruff Runners are the only professional dog walking service in the Falkland Islands, operating in Stanley. They also sell a range of healthy dog treats made from locally sourced meat.

 65500

 [ruffrunnersflk@gmail.com](mailto:ruffrunnersflk@gmail.com)

#### VETERINARY DEPARTMENT (FALKLAND ISLANDS)

 (+500) 27366

 Sarah Bowles, Veterinary Department Practice  
Manager: [sbowles@naturalresources.gov.fk](mailto:sbowles@naturalresources.gov.fk)

#### PET EXPORTS (APHA)

 [PetExports@apha.gsi.gov.uk](mailto:PetExports@apha.gsi.gov.uk)

#### JETS FOR PETS

 [www.jets4pets.com](http://www.jets4pets.com)

# BUYING FOOD AND GROCERIES

FOOD AND ESSENTIAL SUPPLIES IN STANLEY

## SUPERMARKETS AND GROCERY STORES

### Kelper Stores (K1)

K1 is one of the three Kelper convenience stores located in Stanley, it is situated next-door to the Stanley Arms pub at the west end of Stanley.

**Opening Times:**

Mon-Fri 7:30am-9pm  
Sat 8am- 9pm  
Sun 9am-9pm

☎ 22258

📱 @Kelper Stores

✉ [orders@kelperstores.co.fk](mailto:orders@kelperstores.co.fk)



### Kelper Stores (K3)

K3 is the larger of the three Kelper Stores, located in the Lookout Industrial Estate (accessible from Davis Street).

**Opening Times:**

Mon-Fri 7:30am- 9pm  
Sat 8am- 9pm  
Sun 9am-9pm

☎ 22234

### Kelper Stores (K4)

K4 is one of the three Kelper convenience stores located in Stanley, it is situated next-door to the Narrows Bar and Restaurant on Ross Road East.

**Opening Times:**

Mon-Sun 9am- 9pm

☎ 22273



### Seafish Chandlery

Clearly signposted from the Airport road, the main Chandlery Supermarket sells a range of groceries and household items.

Grocery delivery or in-store collection can be arranged via email.

**Opening Times:**

Mon-Fri 8am- 7pm  
Sat 8:30am- 6pm  
Sun 9am-5pm

📍 Airport Road, Stanley

☎ 22755

🌐 [www.chandlery.co.fk](http://www.chandlery.co.fk)

📱 @Chandlery Supermarket

✉ [info@chandlery.co.fk](mailto:info@chandlery.co.fk)



### Seafish Chandlery Express

The Chandlery Express provides grocery shopping services on the West side of Stanley, located on Diamond Jubilee Road on the Sapper's Hill Estate.

**Opening Times:**

Mon-Sun 8am- 9pm



### Newen Breadshop

Sells a range of freshly baked goods, including bread, breakfast goods, sandwiches, pastries and Chilean products.

📍 K&C Fast Food, Philomel Street, Stanley

📱 @Newen Breadshop



# BUYING FOOD AND GROCERIES

FOOD AND ESSENTIAL SUPPLIES IN STANLEY



## Stanley Growers (The Market Garden)

The Market Garden sells a range of fresh fruit and vegetables (grown locally, on-site, or sourced from South America) as well as plants, flowers and gardening supplies.

### Opening Times:

Mondays & Thursdays- CLOSED  
Tues, Weds, Fri & Sun- 2pm- 4:30pm  
Sat- 10am- 4pm

☎ 21499  
📍 Airport Road, Stanley  
📘 @Stanley Growers Ltd- Nurseries  
✉ office-stanleygrowers@horizon.co.fk

## Southern Imports

Located centrally in Stanley, Southern Imports sells a variety of groceries, household items and DIY products and materials.

### Opening Times:

Monday- Friday 9am-5pm  
Saturday 1pm-4pm  
Sunday- CLOSED

☎ 22154  
📍 John Street, Stanley  
📘 @Southern Imports



## Stanley Services Fuel Station

The Stanley Services shop has a small selection of groceries, household items and vehicle care products available.

### Opening Times:

Monday-Friday 8am-6pm  
Saturday- 9am- 6pm  
Sunday 9am- 5pm

☎ 22622  
📍 Airport Road, Stanley  
📘 @Stanley Services Ltd  
✉ office@stanley-services.co.fk

## The West Store (FIC)

The West Store supermarket is located in the centre of Stanley and sells a range of grocery items. Other FIC outlets include FIC Electrical, Home Living & Crozier Café (these are highlighted in the 'Shops & Service's' section of these guides).

### Opening Times:

Mon-Fri 8:30am- 7pm  
Sat 9am- 6pm  
Sun 9am-5pm

📍 Dean Street, Stanley  
☎ 27661  
🌐 www.the-falkland-islands-co.com  
📘 @WestStoreStanley  
✉ foodhall.manager@fic.co.fk



## LOCAL PRODUCE:

### EGGS



Locally sourced and free-range eggs can be purchased in the Supermarkets and stores.

Individuals who own chickens and ducks both in Stanley and Camp often will sell free-range eggs via Facebook or by word of mouth.

### MEAT



Local meat (lamb, mutton, beef and pork) can be bought in the Supermarkets, or ordered in larger quantities directly from FIMCO, (Falkland Islands Meat Company) and is often cheaper than some of the imported options such as chicken, turkey and duck.

Halal preparation can also be requested from FIMCO, and Halal products are available in supermarkets.

### MILK



Ultra Heat Treated (UHT) milk, lactose-free, and non-dairy options such as oat, almond and soya milk can be bought in the supermarkets. Several local farms can supply fresh cow's milk on a weekly basis by direct arrangement with the farm.

### FISH AND SEAFOOD:



Fish caught in Falkland waters is largely exported overseas, but it is still possible to purchase locally or to eat in local restaurants. Toothfish, Mullet and Trout are the most common types of fish available. Loligo and Ilex are the main two types of squid caught; with squid rings on the menu in most pubs and restaurants.

### FRUIT AND VEGETABLES:

Whilst most fruit and vegetables are imported from South America, some is grown locally (though this tends to be seasonal) such as potatoes, carrots, kale, raspberries. Some local farms and businesses also sell their produce to the shops and via Facebook, but the majority of fresh produce is available from Stanley Growers (Market Garden). Prices of fruit and vegetables are comparatively higher than other items, largely due to import costs.



# BUYING FOOD AND GROCERIES

FOOD AND ESSENTIAL SUPPLIES IN STANLEY

## PRICING EXAMPLES

*A rough price average (GBP: £) across brand options*



**Apples**  
**£3.16**  
4 pk



**Bread**  
**£2.75**  
per loaf



**Eggs**  
**£2.55**  
per half dozen



**Chocolate biscuits**  
**£2.50**



**Flour**  
**£2.50**



**Pasta**  
**£2.50**



**Butter**  
**£3**



**Instant Coffee**  
**£10**  
200g



**Laundry Gel**  
**£9**  
840ml



**Nappies**  
**£9**  
25pk



**Chicken Breast**  
**£5**  
for two



**Orange Juice**  
**£2**

**Toilet Roll**



**£3**  
4pk



**Wine**  
**£7**  
average-priced bottle



**Rice**  
**£3**  
1kg



**Beef Mince**  
**£1.90**  
500g tray



**Cat Food**  
**£6**  
box of sachets



**Frozen Vegetables**  
**£4**  
per pack



**Cereal**  
**£5**



**UHT Milk**  
**£1.40**  
per carton



## AVAILABILITY AND CHOICE

There can be a limited amount of choice on certain brands and types of products compared to larger cities/ countries, **so bear in mind that you may need to bring particular favourite items (e.g. hair and skin care products, supplements, etc) with you, or order them in bulk to be shipped down after your arrival.** [The 'Shipping and Ordering' section](#) of the guide provides more detail and advice on how to go about doing this.

'[Falkland Islands Buy & Sell](#)', and '[Falkland Islands Bring & Buy](#)' Facebook pages are worth joining. Here you can sell or buy second-hand items locally, such as clothing, gardening supplies, furniture and household ware and appliances.

The Charity Shop, '[Bargains Galore](#)' is also a good place to find a wide range of items, and Flea Markets are held on a regular basis (dates are advertised in the Penguin News, radio and social media).

# EDUCATION AND EARLY YEARS

SCHOOLS, NURSERIES AND CHILDMINDERS

## EARLY YEARS FACILITIES

Early Years nurseries and childminders provide childcare for children between the ages of 3 months and the start of school (4 years). They also provide wrap around services such as breakfast clubs, lunch, after school and holiday activities for school-age children up to 12. There are currently three nurseries and three childminders in Stanley.

When you arrive on the islands you will be welcome to visit to help you decide if you would like to use one of these providers.

Nurseries and childminders are free to set their own hours. Most are open from 7:30am to 5:15pm, Monday to Friday.

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 most of the above noted facilities 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.

Childminding and Nurseries services are all registered with the Falkland Islands Education Department. They are annually inspected against the 'Falkland Islands National Minimum Standards' and are awarded Bronze, Silver or Gold status.

If you require any further information about childcare in the Falkland Islands, please contact the Childcare Advisory Team via email: [jcena@primary.ac.fk](mailto:jcena@primary.ac.fk) or [rbrowning@primary.ac.fk](mailto:rbrowning@primary.ac.fk)

## JELLY TOTS PLAYGROUP



Jelly Tots is a playgroup for parents/carers and their children providing toys, crafts and healthy snacks for children, and gives parents a place to meet other parents. Ages 5 and under (siblings also welcome). £2 per family session, held in the Parish Hall 9:30am-11:30am every Thursday (and occasional Saturdays).

## INFANT AND JUNIOR SCHOOL AND CAMP EDUCATION (IJS & CE)

Primary education is for 3 to 11 year olds. IJS is for all children who live in and within 30 minutes of Stanley. Camp Education teaches all 3 to 9 year olds who live in the rural areas (Camp) of the Falklands. At 9 years old Camp children move into Stanley and board at Stanley House to continue their education.

Primary education is based on the National Curriculum for England and includes local history, geography and science. Assessments follow the English system and are taken at the end of Key Stage 1 and 2 (7 years and 11 years).

More information at:

[www.primary.ac.fk](http://www.primary.ac.fk)

+500 27294

[secretary@primary.ac.fk](mailto:secretary@primary.ac.fk)



## FALKLAND ISLANDS COMMUNITY SCHOOL (FICS)



Secondary education is for 11 to 16 year olds and follows the National Curriculum for England, with local content. The school is well equipped and resourced. The school shares facilities with the leisure centre, including a 25 metre heated swimming pool, sports hall and playing fields.

British GCSEs (which are public examinations) are taken in Year 11 at 16. These exams enable children to continue their education at higher levels in the UK or to start an apprenticeship or to start work.

More information at:

[www.secondary.ac.fk](http://www.secondary.ac.fk)

+500 27147

[secretary@secondary.ac.fk](mailto:secretary@secondary.ac.fk)

## FALKLAND COLLEGE

Falkland College runs Apprenticeships and NVQs. It enables young people to retake critical GCSEs such as English and Maths.

It supports students of any age to study distance learning online courses with study help, computer and printing facilities, and acting as an exam centre. The College also runs short courses and evening classes, which are advertised locally in advance.



## LUNCH HOURS AND SCHOOL HOLIDAYS

As school lunch facilities are not available, children must go home, or attend wrap-around services during the hour lunch break (12noon- 1pm). The longer summer holidays occur over the Falklands' summer rather than corresponding with the UK's, so children have their long holiday from mid-December to the end of January, and a shorter holiday in August.

# FAITH, RELIGION AND SPIRITUALITY

CHURCHES, FAITH GROUPS AND RELIGIOUS ORGANISATIONS IN THE FALKLANDS

Whilst Christianity is the predominant religion practiced, there are a number of other faiths and religious communities who worship in the Islands.

Use the details below to find out more information:

## Christ Church Cathedral (Anglican Parish of the Falkland Islands)

- 📍 Ross Road, Stanley
- 📱 @Christ Church Cathedral - Falkland Islands

## Falkland Islands Baha'i Community

- 🌐 More information and contact details: [www.bahai.fk](http://www.bahai.fk)
- 📱 @Falkland Island Baha'i Community

## Falkland Islands Seventh-Day Adventist Church

- 📍 1 Kent Road, Stanley
- 📱 @Seventh-Day Adventist Church- Falkland Islands

## Interdenominational Christian Fellowship

- 📍 Town Hall, Ross Road
- 📱 @Interdenominational Christian Fellowship Falkland Islands

## Jehovah's Witnesses

- 📍 Kingdom Hall of Jehovah's Witnesses, Dean Street
- 🌐 More information and contact details: [www.jw.org](http://www.jw.org)

## Lighthouse Seafarer's Mission

- 📍 FIPASS Road, Stanley
- 📱 @Lighthouse Seafarers Mission

## St Mary's Roman Catholic Church

- 📍 12 Ross Road, Stanley
- 🌐 More information and contact details: [www.prefecturemission.org](http://www.prefecturemission.org)

## The Tabernacle Free Church

- 📍 Barrack Street, Stanley
- 📱 @The Tabernacle Free Church

Any joint worship services, community events or fundraisers will usually be advertised by the Penguin News, Falklands Radio and on social media.



## GROUPS FOR CHILDREN/YOUNG PEOPLE:

### ADVENTURER AND PATHFINDER CLUBS

(FI SEVENTH- DAY ADVENTISTS EDUCATIONAL)

The Adventurer Club is a ministry, in which the church, home and school join together. Ages 5 to 9 years old.

The Pathfinder Club is a church-centered spiritual-recreational-activity program designed for young people 10 to 15 years of age.

- 📍 53 Fitzroy Road, every Sunday at 3pm
- 📱 @SDAF Falkland Islands

### MESSY CHURCH

Non-denominational bible-based fun for the whole family. Free to attend, and provides crafts and activity resources.

- 📍 Parish Hall (behind Cathedral). Sessions as advertised
- 📱 @Mussy Church Stanley

# FALKLAND CULTURE

## ACTIVITIES, EVENTS AND GENERAL INFORMATION



Though Falklands history has included British, French, Spanish and South American influences, (as can be seen through place names in particular) it is British culture which predominantly prevails in the Islands.

In 2013 a referendum was held to determine whether the Falklands supported the continuation of their status as a British Overseas Territory. Of a turn-out of 92%, 99.8% voted to remain a British.

Most of the population is concentrated in the city of Stanley, (awarded city status in 2022) with smaller farm-based settlements spread out across the Islands.

Anywhere outside of Stanley is known as 'Camp' (deriving from the Spanish word for countryside; *campo*) which includes East Falkland, West Falkland, and the outer islands.

Whilst most revenue comes from the fishing industry (through fishing licence fees) and from tourism, sheep farming is still an integral part of the Falklands' way of life; with meat, hides and wool making up a significant portion of the goods exported from the Islands. Fish and squid make up the remainder of the exports.

**Visit the Historic Dockyard Museum to find out more detail about the Falkland Islands' history and heritage.**

There are also a number of books available in the Museum shop and other local retailers, which provide informative accounts of life of the early settlers, and experiences of living through the 1982 Conflict.



## ANNUAL EVENTS

These are just some of the annual events in the Falklands' social calendar:

### HORSE RACING AND SPORTS WEEK

Horse racing has been a big feature of Falkland life for over a century, taking place at the Stanley Racecourse on 26 and 27 December (with opportunities to place bets). Sports Week is usually held in late-February, which was traditionally held to celebrate the end of the sheep shearing season. It is held both on East and West Falklands, alternating between different locations (Horse-racing is normally only held at the East Sports Week event).

### CONSERVATION BALL

The largest annual fundraiser for Falklands Conservation, this ticketed event is a chance to dress up in your finest and attend a three-course meal, followed by an art auction and dance.

### FARMER'S WEEK

Traditionally held in the first week of July, it was the time when farmers from across the Islands could get together in town to meet and socialise. Some social events tend to coincide with Farmer's Week.

### HORTICULTURAL SHOW

A yearly competition and display of locally grown produce (open to all to enter) with a chance to win prizes and to buy plants, produce and baked goods.

### POPPY BALL

A fundraiser for the Royal British Legion, the Poppy Ball is another ticketed event where you can dress up and enjoy a three-course meal, usually accompanied by entertainment and dancing.

### SPEED SHEAR

Usually held a couple of days before Christmas, the Speed Shear competition is an opportunity to witness sheep shearing up close. It is held outside of the Rose Bar. There is also usually an indoor Shearing competition held at the FIDF hall between Christmas and New Year.

### ART AND CRAFT EXHIBITION

Annual opportunity to show case arts & crafts using a variety of media, you can enter your art work for the chance of winning a prize.

### MAY BALL AND WINTER BALL

A chance for the younger members of the Community to dress up and dance in the chances of winning a prize title, these dances are also an opportunity to have a go at a range of traditional and Scottish dances. Lessons are held throughout the year.

### MID-WINTER SWIM

The mid-winter swim event (either held at Surf Bay or Yorke Bay) provides an opportunity to dash into the freezing mid-winter sea, and be awarded a 'certificate of lunacy' for participating!

### RAFT RACE

Held on New Year's Day, you can sign up your team and hand-made raft and compete in an open sea race. Most recently it has also been held at Yorke Bay.

### PEAT CUTTING MONDAY

Traditionally a Public Holiday held to commence the peat cutting season, as this was people's primary source of household fuel. Whilst very few now cut peat for practical use, you can still get the opportunity to see peat being cut, or to have a go yourself!

# FALKLAND CULTURE

## ACTIVITIES, EVENTS AND GENERAL INFORMATION

### CAMP LIFE

Farm-life has greatly influenced the social calendar and celebration of traditional activities such as horse racing, dancing, baking, crafts and peat cutting take place throughout the year.

Whilst electronic communication, the ferry and road networks have made it easier for locations in Camp to stay connected, people in some more remote areas are still reliant on supplies and post brought in by the inter-islands shipping service and the government air service (FIGAS).

Visitors are often given a friendly reception, and you may find yourself invited in for 'smoko' (tea/coffee and home-baked treats).

In the Summer months you may also get the opportunity to observe a number of farming practices, including milking cows, peat cutting, sheep shearing and gathering.



### FALKLAND TERMS OR PHRASES:

- **Kelper**- local term Islanders call themselves
- **Ché/Che/Chey**- mate or friend
- **Wriggly tin**- corrugated iron used as roofing material for houses.
- **Smoko**- morning or afternoon tea and coffee break



## MULTICULTURAL FALKLANDS

The last Falkland Islands census (2021) highlighted that 68 separate countries of origin could be attributed to those questioned; which for a relatively small population of 3,662, demonstrates an amazing level of diversity.

'Multicultural Falklands' is a local charity which works to celebrate the collective cultural identity of the Falklands by holding multicultural events and fundraisers throughout the year.

These have included food festivals, a parade with themed floats and a 'Festival of Lights'; representing each different country and their traditional costumes, music and dance customs.

See [@Multicultural Falklands](#) for more information about past and future events, or you can purchase the 'Multicultural Falklands' book from the FIC Capstan Gift Shop.



*Some countries which have been represented at events:*

**AUSTRALIA, BRAZIL, BULGARIA, CANADA, CHILE, ENGLAND, FALKLAND ISLANDS, GERMANY, GREECE, GUYANA, INDIA, IRELAND, JAMAICA, JAPAN, NEPAL, THE NETHERLANDS, NEW ZEALAND, PAKISTAN, PERU, THE PHILIPPINES, SCOTLAND, SOMALIA, SOUTH AFRICA, SPAIN, ST HELENA, SWITZERLAND, TAIWAN, THAILAND, TURKEY, URUGUAY, VENEZUELA, WALES AND ZIMBABWE...**



# FIG ACCOMMODATION

## HOUSING INFORMATION, UTILITIES AND REPAIR

### ACCOMMODATION PREFERENCES

Due to 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.

In order to try to find a property best suited to your individual circumstances, when you are made an offer of employment you will be sent a Housing form for completion and return to Human Resources.

On that form you should **provide 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. 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 preferences.

You can 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.

### ELECTRONICS

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.

Falkland Islands residents do have free access to the British Forces Broadcasting Service (BFBS) MiPlayer service, which enables online streaming or catch-up options for a number of UK TV channels such as BBC, Channel 4 and ITV.

*\*There are a small number of televisions available for loan, however priority is given to families with children. These are collected by Housing within 3 months of arrival. If in doubt, check with Housing whether you will require a television.*

### RENT, FURNITURE AND WHITE GOODS

The accommodation on offer varies in terms of rent from about £380 for a small fully furnished bed-sit, up to £900 per calendar month for a 4 bed fully furnished property. Exact prices will be provided upon allocation.

In addition to rent there will also normally be a small domestic service charge which covers items such as water, waste collection and general municipal services such as street lighting etc.

Government properties come fully-furnished and the items provided should be listed in the property's inventory. 'White goods' (fridge freezer and washing machine) will also be included in the inventory. There is a charge for such goods, which will also be deducted automatically from your salary each month along with the rent for the property.\*

Cookers are installed as standard.

The Housing department also provide a 'Loan Kit' of household items (such as cutlery, hoovers, bedding) which are supplied on a loan basis, and can be returned at any time (if you are shipping your own items down) or at the end of your contract. A loan kit inventory will be issued prior to arrival (sometimes this is included in the furniture inventory).

*\*You can request for furniture and white goods removed to reduce additions to your rent, however this may not be possible in certain properties. Contact Housing prior to your arrival to discuss options.*

*If you do opt not to rent the Government furniture/ white goods, you may want to ship down your own. Please see the ['Shipping & Ordering' section](#) for more information.*

*Please also note that the Housing department only supply single or double beds, so if you prefer a larger bed, you may wish to ship one down beforehand or purchase locally.*

### HOUSING STARTER KIT

The Housing department will get in contact prior to your arrival, with information about the property you have been allocated, (including exterior and interior photos of the type of accommodation to expect) a copy of your tenancy agreement to read and confirm, (a final copy will be provided to sign once you arrive) and a copy of your accommodation inventory/loan kit.

They will ask you to confirm dietary requirements for the welcome pack of groceries which is provided and include some information about finding local shops and setting up internet and phone connections (if you have not already arranged this through your department contact).

# FIG ACCOMMODATION

## HOUSING INFORMATION, UTILITIES AND REPAIR

### ELECTRICITY

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 most sockets are built to accommodate standard British (three-pronged) appliance plugs.

Electricity usage in Government properties is measured by a meter, which is either read and charged to you quarterly, or requires an electricity card to keep the electricity supply topped up. The price of electricity is 35p per unit for all consumers. Electricity cards can be purchased from all of the supermarkets.

If a card is faulty, please contact the Exchequer Office (Treasury) on 28411 or by email [fassistant@sec.gov.fk](mailto:fassistant@sec.gov.fk) to arrange for it to be exchanged.

### GARDENING

Most Government houses and bed-sits come with a fenced garden attached. You would be expected to ensure that the grass is cut on a regular basis. However, many residents who own sheep, horses or miniature ponies are happy to lend them out in exchange for a couple of days free grazing!

Tenants can grow fruits and vegetables in their gardens, however you will be expected to return the garden to its original condition at the end of the tenancy. Plants, seeds and other gardening supplies can be purchased locally.

### HEATING AND FUEL

Most Government properties have heating and hot water systems fuelled by Kerosene (stored in outdoor fuel tanks) and cookers tend to be powered by electricity or gas (supplied in large cylinders). There should be a minimum amount of fuel provided when you move into your accommodation, as detailed in your tenancy agreement.

Kerosene top-ups and replacement gas cylinders will need to be ordered from Stanley Services fuel station by calling 22622 or emailing: [office@stanley-services.co.fk](mailto:office@stanley-services.co.fk) during office hours.

You will be asked the amount required, the name of your account and address to deliver to.

*Out of hours deliveries can be made, though this will incur an additional delivery charge.*

It is advisable to top up your fuel tank on a regular basis to avoid the risk of it emptying and extensive repair work being required.

### PETS

Generally, the Housing department will allow pets, but you must check with them before beforehand. 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. (Please note that you would be responsible for the cost of providing any such fencing required and not FIG).

### WASTE AND RECYCLING

Each property is assigned a black general waste bin, which is emptied weekly (usually every Saturday) and a green bin for cans (collected on the last Sunday of every month).

Recycling options for paper, plastics or cardboard are currently not available on the Islands, but glass bottles or jars can be taken to various recycling points around Stanley, and there are receptacles for recycling small household batteries in the supermarkets and grocery stores.

Contact the Building Maintenance Manager on 27178 if you have any queries around general waste and tin and can collection.

### WATER

Water charges are included in the Domestic Service Charge. Tap water is processed at the filtration plant and is safe to drink.

The Public Works Department Water Section maintains services, and Falkland Islands Government press releases are issued to alert the public if there are any issues which may affect water supply within Stanley, or if any repair and maintenance work is scheduled that may impact certain areas.

## EMERGENCY REPAIRS

If your government property requires any repairs, contact the Housing Department during office hours for assistance on: 27190 or email: [senior.housing@pwd.gov.fk](mailto:senior.housing@pwd.gov.fk)

For urgent out of hours call outs, telephone: 53600

# GETTING AROUND

## PURCHASING A VEHICLE, SPARES AND REPAIRS

### PURCHASING A VEHICLE

Due to the distance between many locations both in and outside of Stanley, it is advisable to purchase a vehicle whilst you are living in the Falkland Islands; especially if you are keen to venture out and explore Camp.

Most vehicles driven in the Falklands are 4x4's due to the number of unsurfaced roads and the frequent need to drive off-road in many locations outside of Stanley.

There are also now a number of electric cars in the Falklands, though charging points are only available in certain locations.

Whilst it is possible to ship down vehicles or to buy brand-new on Island from companies such as eLink, FIC and Stanley Services, you can also buy second-hand vehicles in the Islands.

The '[Falkland Islands Car Sales](#)' Facebook page is a good starting place to look for second-hand options. Alternatively, you could ask your colleagues for recommendations, or approach one of the local garages to see if they know of any suitable vehicles for sale.

### GARAGES AND MAINTENANCE

There are several garages or independent mechanics in the Falkland Islands where you can get your vehicle repaired or serviced. Waiting lists can be long depending on volume of work and the time of year, as many vehicles used for the tourist industry require MOT's and repair work prior to the tourist season commencing (October- March).

#### Falklands Garage

- 📍 Lookout Industrial Estate  
(Access from the Airport Road)
- ☎ 52222/ 55556
- ✉ [falklandgarage@gmail.com](mailto:falklandgarage@gmail.com)

#### Stanley Services

- 📍 Airport Road
- ☎ 52821
- ✉ [garage@stanley-services.co.fk](mailto:garage@stanley-services.co.fk)

#### Falklands 4X4 (FIC Garage)

- 📍 Road Road East
- ☎ 27656/ 27669
- ✉ [bookings.falklands4x4@fic.co.fk](mailto:bookings.falklands4x4@fic.co.fk)

#### T4 (Turbo Tim's)

- 📍 8/10 Kiel Canal Road
- ☎ 22222
- ✉ [T4.Automotive@horizon.co.fk](mailto:T4.Automotive@horizon.co.fk)

### PURCHASING TYRES AND VEHICLE SPARES

Both FIC and Stanley Services have a spares section, or your mechanic/garage could order the necessary parts on your behalf if not in stock (though it can take time to ship the parts down).

Several businesses also offer minor puncture repair services for tyres, and new tyres can be purchased and fitted by Stanley Services or the FIC Garage.

**FIC Spares:** 27680/ [parts.falklands4x4@fic.co.fk](mailto:parts.falklands4x4@fic.co.fk)

**Stanley Services Spares:** 22706/ **Tyres:** 54912



## USEFUL TIPS

### EMERGENCY CALL-OUTS

Stanley Services and FIC 4X4 both have a call out service for emergency repairs or to retrieve vehicles that have broken down, for a fee:

- ☎ Stanley Services: 52821
- ☎ FIC Emergency Mechanic: 54086

Other mechanics may offer similar services, at their own discretion and availability.

### FUEL COSTS

Current fuel costs can be accessed from the [Stanley Services website](#).

Most newer vehicles run on diesel, though there are still a number of petrol vehicles too.

### SPEED LIMIT

Speed limits are measured in miles per hour (mph). In Stanley the speed limit is 25mph, and on the Airport Road/outside of Stanley is 40mph. (Some vehicles have a speed dial which reads kilometres, so it is worth knowing the conversions to mph). It is advisable to slow down in areas where the road is unsurfaced, due to the higher risk of accident.

### DRIVING IN CAMP

It is easy to get stuck or 'bogged' when off-road driving. Make sure to travel with a group of vehicles or inform the farmer or landowner about where you are heading (also ensure you have permission to drive on their land before proceeding). Some farmers charge a small fee for coming out to the rescue.

It is also sensible to travel with a tow rope, spare tyre and a bumper jack to assist if you do get bogged or have a flat tyre.

# GETTING AROUND

## VEHICLE HIRE AND INSURANCE

### VEHICLE HIRE

Several companies offer 4x4 vehicle hire. Use the contact details below to receive up to date quotes and prices:

#### eLink:

☎ 22934  
✉ [info@elink.co.fk](mailto:info@elink.co.fk)

#### Falkland Islands Company (FIC):

☎ 27656  
✉ [automotive.manager@fic.co.fk](mailto:automotive.manager@fic.co.fk)

#### Mercado:

☎ 52946  
✉ [sales@mercado.co.fk](mailto:sales@mercado.co.fk)

#### Moody Enterprises

☎ 51128  
✉ [rkspink@hotmail.com](mailto:rkspink@hotmail.com)

#### Neil McKay Ltd (Kathleen):

☎ 51300  
✉ [mcdobb@horizon.co.fk](mailto:mcdobb@horizon.co.fk)

#### Stanley Services

☎ 51676  
✉ [office@stanley-services.co.fk](mailto:office@stanley-services.co.fk)

### VEHICLE INSURANCE

Insurance cover is available from the Falkland Islands Company (FIC) and is necessary to drive private vehicles. Please contact FIC directly for up to date quotes:

✉ [insurance.manager@fic.co.fk](mailto:insurance.manager@fic.co.fk)

You also will be required to complete a motor declaration form in order to drive an FIG vehicle (this can be accessed on the FIG Intranet on your arrival).

### DRIVING LICENCES, ROAD TAX AND REGISTRATION

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 Licensing Bureau on production of your full national driving licence.

A licence application form can be downloaded from the Royal Falkland Islands Police (RFIP) website: <https://www.police.gov.fk/driving-licences/> or a hard-copy requested from the Licensing Bureau, located in the Post Office.

#### Road Tax:

Valid Vehicle Licence Disc must be displayed in your vehicle at all times; not to do so is a traffic offence. Fees are viewable on the RFIP website: <https://www.police.gov.fk/licensing-2/vehicle-licences/>

#### Vehicle Registration and Change of Ownership:

If you are shipping down, or purchasing a new vehicle, a 'New Vehicle Registration Form' must be completed and submitted to the Licensing Clerk to complete the process. The vehicle owner will be issued a vehicle registration document.

**OR** if you are purchasing a second-hand vehicle:

A 'Change ownership' must be completed when a vehicle is handed over to a new owner (i.e. sold/gifted to a new owner). The change of ownership request is at the bottom part of the vehicle registration document. This must be completed by the current and new owners of the vehicle to be submitted to the Licensing Clerk to complete the process.



## USEFUL TIPS

### PUBLIC TRANSPORT

There is no public transport in the Falklands, though there is a Ferry service which you can book on to cross from East to West Falkland, with or without a vehicle. Coaches and buses are used on Island for the tourist industry, private hire, and to drop off and collect passengers from the Airbridge and LATAM flights.

### TAXIS

Currently there are three taxi companies operating in Stanley. Rates vary depending on the company, time of day, distance, or number of stops, therefore it is sensible to check the price of your journey when booking your taxi.

☎ Stanley Cabs: 51001  
☎ Letty Taxis: 56427  
☎ McGill's Taxis: 55232

### BICYCLES AND E-BIKES

Whilst it is possible to order in a bicycle or to purchase second-hand, if you are a keen cyclist it would be advisable to organise shipping a bike down. An all-terrain bike is likely to be the best option due to the nature of the road network. E-bikes can be brought down and ridden (and not require insurance) in the Falklands, **IF** they meet the requirements detailed in section 2 of Road Traffic Ordinance 1948;

*"electrically assisted cycle" means a cycle with 2 or more wheels that is fitted with –*

- (a) pedals by means of which it is capable of being propelled;
- (b) no motor other than an electric motor which –
  - (i) has an output of 750 watts or less; and
  - (ii) cannot propel the vehicle when it is travelling at more than 20 miles per hour; and
- (c) does not include a throttle or any other mechanism by which the power or speed of the engine is regulated other than the cycle's pedals or brakes;

# HOBBIES, GROUPS AND ACTIVITIES

## THINGS TO DO IN THE FALKLAND ISLANDS

Activities, clubs and groups on offer can vary, depending on availability and interest at a given time, however there are options to suit a range of tastes and interests; from sport music, arts and crafts to gaming and amateur dramatics. There are a number of volunteering opportunities that you can sign up for too.

Getting involved is a great way to meet new people, and to make connections within the community. Trying something new is always highly recommended as a way of embracing what life has to offer in the Falkland Islands.

**'The Community Directory'** is a really useful resource, listing a range of activities, groups and charities currently active within the Islands. Most entries provide an email address, so you can make contact before arriving with any questions you may have.

If your hobby or interest is not listed in the directory and you want to know if it is accessible whilst in the Falklands, you can also post on the Falkland Islands Community Boards to seek like-minded individuals, or find out if there is an existing club or group presence out there. People are usually very helpful and will make suggestions or recommendations.

### [The Falkland Islands Community Board](#) [Falkland Islands Community Board](#)

If you are wanting to learn more about the history of the Falkland Islands, visit the Historic Dockyard Museum, or sign up for the annual tour guiding classes (you can opt not to take the tour guiding test, and just attend for the informative sessions).

Below is a list of some of the activities, classes, clubs or groups currently accessible in the Islands, and suggestions for activities which you can easily pursue independently:

- Archery
- Community Choir
- Basketball
- Badminton
- Cricket
- Boules
- Ball, inline & dek hockey
- Skating
- Football
- Running Club & parkrun
- Ukulele Club
- Golf
- Shooting (Gun club)
- Brazilian Jiu Jitsu
- Zumba
- Aqua aerobics
- Table Tennis
- Spinning & weaving
- Bridge Club
- Volleyball
- 'The Inner Nerd' club (Warhammer, etc)
- Bird-watching
- Scottish dancing
- Netball
- Bingo
- Whist Club
- Squash
- Yoga
- Pilates
- Swimming (indoor or open water)
- Kayaking
- Paddle boarding and surfing
- Amateur Dramatics (FIODA)
- Painting and drawing
- Jewellery making
- Crotchet and knitting
- Skipfit
- Dance Hiit and Circuits classes
- Reading- Book Chatter group
- Gardening
- Horticultural Society
- Walking and hiking
- Poker
- Board Games
- Rugby



## ACTIVITIES AND GROUPS FOR CHILDREN AND YOUNG PEOPLE:

The Community Directory provides more information about, and contacts for youth groups and activities available to younger and school-age children. Below is a list of some activities currently offered (though age limits may differ):

- Archery
- Community Choir
- Junior Badminton
- Ball, inline & dek hockey
- Skating
- Football
- Running Club & parkrun
- Kenpo and Kickboxing
- Golf
- Shooting (Gun club)
- Zumba
- Aqua aerobics
- Table Tennis
- Volleyball
- Adventurer & Pathfinder Clubs (FI Seventh-Day Adventist)
- Messy Church
- Swimming
- Netball
- Rainbows, Brownies, Rangers & Guides
- Squirrels, Beavers, Cubs & Scouts
- Past Finders (young historians)
- Jellytots Playgroup
- Watch Group (Falklands Conservation)
- The Shack (youth social club)

There will also be a range of after-school or lunch clubs available to school-age children. Contact the school that your child will be attending for more details.

# KEEPING IN CONTACT

## SETTING UP INTERNET AND PHONE CONNECTIONS

Sure (South Atlantic) Ltd is the exclusive communications provider in the Falkland Islands for internet and telephone 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.

However, there are a range of broadband packages available to choose from, as well as data and broadband package booster options at an additional cost. Internet is also free to use during off-peak hours (12 midnight and 6am).

Use of Starlink on the Islands is currently not permitted without an approved VSAT Licence; which costs £5,400 per annum.

### SETTING UP BROADBAND INTERNET



Before setting up a Broadband account, **you must apply to have a residential telephone line installed** by submitting this form:

<https://www.sure.co.fk/assets/pdf/Application-for-telephone-Service.pdf>

Installation charges will be less if there is an existing telephone connection in the property, and both Line rental charges and Broadband charges are itemised on your monthly Sure bill.

Prior to setting up your Broadband account, it is worth visiting the Sure website for more information on broadband packages and FAQs around setting up an account:

<https://www.sure.co.fk/broadband/broadband-packages/>

<https://www.sure.co.fk/broadband/broadband-faqs/>

**Then fill out this form to apply for broadband:**

<https://www.sure.co.fk/assets/Uploads/Application-for-Broadband-Dec19.pdf>

### WILL I HAVE INTERNET ACCESS WHEN I ARRIVE?

To have Wi-Fi set up ready for your arrival- speak to your FIG department contact/ employer to see if they might be able to assist with the process.

If you have filled out the necessary forms, accompanied by written permission to Sure via email, they may be able to liaise with Sure technicians to get the phone line installed/connection updated, and drop off a router at your accommodation prior to your arrival. **Otherwise, you will not have immediate internet access.**

Instructions to set up your router are available on the Sure website: <https://www.sure.co.fk/broadband/setting-up-your-account/>

### MOBILE PHONES AND PURCHASING A LOCAL SIM CARD



#### CAN I USE MY CURRENT MOBILE SIM WHEN I ARRIVE?

Check on the Sure website whether your current network SIM has roaming capabilities in the Falklands, and to find out what charges may incur: <https://www.sure.co.fk/mobile/roaming/> \*

You may only be able to receive incoming calls or texts from your current network depending on your roaming capabilities, so make sure to check with your current network provider what your options are. If you hope to make phone calls on arrival-and your mobile SIM has full roaming capabilities- make sure to top up your credit before departing for the Falklands, as it may not be possible to top it up again until you have internet access.

Alternatively, friends or family could call your mobile directly when you arrive, though you should warn them that the call charges for doing this are likely to be expensive.

*\*If you are wishing to retain an existing pay as you go SIM, (with or without roaming capabilities) check with your network provider if there are options to top up every 3-6 months to keep the number active in your absence.*



# KEEPING IN CONTACT

## SETTING UP INTERNET AND PHONE CONNECTIONS

### HOW DO I PURCHASE A LOCAL SIM CARD?

**A Falkland Islands SIM card can be purchased from the Sure shop on Ross Road.**

You will fill out a form and be assigned a mobile phone number. Phone numbers in the Falkland Islands are 5 digits long, with mobile numbers starting with a 5 or a 6, for example, 54321.

The international code for the Falkland Islands is +500 (e.g. 00500 54321).

**Make sure to check that your mobile phone is unlocked prior to arriving in the islands, to ensure that it will accept the network provider change.**

Whilst mobile coverage across the Islands has greatly improved in the last few years, there are still areas where signal is limited. If you are heading out into Camp or an area where there may be limited signal, it is wise to tell someone else where you are going, and when you intend to return.

### PAY AS YOU GO AND MONTHLY PLANS

A pay as you go mobile SIM costs £30, (which includes £10 credit) as does the connection fee for a monthly plan SIM.

See link for current pay as you go rates:

<https://www.sure.co.fk/mobile/pay-as-you-go/>

See the link for monthly plan options and further information:

<https://www.sure.co.fk/mobile/mobile-price-plans/>

The Sure website also provides useful numbers for pay as you go packages, to perform functions such as checking your balance or voicemail, to add credit using a top-up card, etc:

<https://www.sure.co.fk/mobile/pay-as-you-go/>

### BROADBAND/WIFI HOTSPOTS, AND ACCESSING MOBILE DATA

Smartphone users can access both 2G and 4G, though signal for both 2G and 4G is not island-wide.

Broadband and WiFi Hotspots can be accessed from a variety of locations in Stanley. For more information, and to see where you can access these hotspots, and purchase WiFi Hotspot cards, see the link below:

<https://www.sure.co.fk/other-services/wifi-hotspots/>

Data allowance depends on the monthly mobile plan you have signed up for but boosters can be purchased.

Data can also be added for pay as you go, but the amount will be taken from your current credit balance (See the price plan link above for more details).

### USEFUL LINKS

**Sure Website:**

<https://www.sure.co.fk/>

**Technology Development Group:**

<https://www.falklands.gov.fk/technology-development-group>

**Telecoms Regulator:**

<https://regulatorfi.org.fk/>



# MEDICAL CARE

## GENERAL INFORMATION, CHARGES AND FACILITIES

### KING EDWARD VII MEMORIAL 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) the Islands' only hospital, offers modern facilities with a full complement of medical, dental and nursing staff.

There are facilities for outpatients including GP appointments, dentistry, accident and emergency, physiotherapy, speech and language therapy, audiology, counselling and community health care.


The KEMH also has a fully equipped imaging department which includes a CT and Mammography unit, plus a laboratory department.


Dental care is provided by three dentists plus hygienist and oral educator.


There is no resident qualified optician, though a UK optician visits at intervals of (normally) about six months.


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.

Patients who cannot be treated in the Islands can be referred to UK hospitals under this agreement. In urgent or emergency situations patients can be referred to Chile or Uruguay for diagnosis and treatment.

 St Mary's Walk, Stanley

 28000

 [www.falklands.gov.fk/health/](http://www.falklands.gov.fk/health/)

 [reception@kemh.gov.fk](mailto:reception@kemh.gov.fk)



### MEDICAL CARE CHARGES AND PRESCRIPTIONS

Staff on overseas terms 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 variable charges are made for spectacles, dentures and cosmetic dentistry such as crowns and bridges.

### REGISTERING AT THE HOSPITAL

Whatever country you arrive from, you will be required to register at the hospital in order to access all health services provided by the KEMH. Registration forms can be obtained from the main reception desk in the hospital foyer. There is no registration charge.

At your request or consent, clinical details can be sent from an nhs.net address to the KEMH, and updated electronic medical records can be sent back to a medical centre at the end of your contract.

## PHYSICAL HEALTH AND MENTAL WELLNESS

### STANLEY LEISURE CENTRE

The Leisure Centre (adjacent to the Falkland Islands Community School) has a swimming pool, sports hall, squash court and gym facilities, which are all accessible to the public.

Memberships for 6 months/one year are relatively cheap, and you can also sign up for classes such as Zumba and Circuits for an additional charge.

### NATIONAL SPORTS COMPLEX

The National Sports Facility is currently still under construction, though the outdoor pitch is accessible by booking. There is also an adjacent cricket pitch and outdoor netball/basketball court.

### YOGA, PILATES AND MEDITATION

There are weekly Yoga and Pilates sessions which are available to book:

 [www.muditafi.com](http://www.muditafi.com)

 [@Falkland Islands Pilates](https://www.facebook.com/FalklandIslandsPilates)

More information about meditation and mindfulness workshops can be found on the Mudita studio website.



# PLACES TO EAT AND DRINK

IN STANLEY

Stanley has a number of cafés, restaurants, pubs, bars and eateries in various locations, that cater to a range of different preferences and tastes. Find out more information about each one below:

## Crozier Place Café (FIC)

Attached to the Home Living store, serving a range of hot meals, (with weekly specials) sandwiches, cakes and drinks. Has a soft play area with a ball-pit for young children.

- 📍 Crozier Place, Stanley
- 📞 27650
- 📌 [Crozier Place Cafe](#)



## Deano's Bar

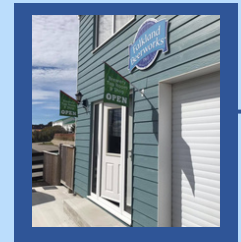
Open all day, (until pub closing at 11:30pm) Deano's regularly host pool and pub darts tournaments and show sports on the TV.

- 📍 John Street, Stanley
- 📞 21292
- 📌 [Deanos Bar Falklands](#)

## Falkland Beerworks

Home of the only locally-brewed beer, Beerworks sells its ales on tap, and has a small bar and an outside seating area.

- 📍 John Street, Stanley
- 📞 52126
- 📌 [Falkland Beerworks](#)



## The Globe Tavern

A pub which serves hot meals and regularly hosts darts tournaments, karaoke nights and disco events with host DJs.

- 📍 Crozier Place, Stanley
- 📌 [Globe Tavern Stanley](#)

## Groovy's

A music/art-themed tapas bar and restaurant in central Stanley. They hold regular karaoke and cocktails nights, and also host a weekly board games night.

- 📍 3 Philomel Street, Stanley
- 📞 23375
- 📌 [Groovy's](#)



## Grubz Up

A food truck located in the Victory Bar car park serving home-made fast food options to pre-order and take away. Usually open Thursday-Saturday nights.

- 📌 [GRUBZ UP](#)



# PLACES TO EAT AND DRINK

IN STANLEY

## K&C Fast Food

In close proximity to several of the local pubs and bars, K&C sells fast food to eat in or take-away until late.

- 📍 Philomel Street, Stanley
- ☎ 22922
- 📌 [K&C Fast Food](#)



## Look Out Lodge (The Lodges)

Budget accommodation and meals, though frequently advertises takeaway nights, themed foods and opportunities to book a table for their Sunday carvery.

- 📍 Kiel Canal Road, Stanley
- ☎ 22834
- 📌 [Lookout Lodge](#)

## Malvina House Hotel (Bar and Restaurant)

The Malvina House Hotel houses a restaurant and bar area, as well as a cinema and function room upstairs.

They often host themed food evenings and lunch buffets, and have a 'bar bites' menu.

- 📍 Ross Road, Stanley
- ☎ 21355
- 📌 [Malvina House Hotel](#)



## Narrows Bar & Restaurant

The Narrows is located at the east end of Stanley, (next to the K4 shop) offering a range of bar food and restaurant specials, and larger on tap.

- 📍 39 Ross Road East, Stanley
- ☎ 22267
- 📌 [The Narrows Bar & Restaurant](#)

## The Rose Bar

The Rose is a bar in central Stanley, serving home-cooked pub meals (also available to take away). Regularly shows football and rugby matches.

- 📍 1 Brisbane Road, Stanley
- ☎ 22066
- 📌 [The Rose Bar](#)



## MUSIC IN STANLEY

### OPEN MIC NIGHTS

On occasion venues such as Groovy's and the Malvina Bar host open mic nights for local musicians to get together and perform. These tend to be advertised through social media/radio/newspaper.

### THE TROUGH

The Trough is a small private venue (behind Pro-Install) that hosts ticketed live rock band performances (usually on a monthly basis). Home of the local 'Fighting Pig Band' but also welcomes other bands and performers. Tickets are usually advertised on the Facebook Community Board.

### THEMED MUSIC NIGHTS

Most of the local pubs advertise regular themed music nights and discos. Country music is particularly popular locally, as well as reggae and latin-american music.

### LIVE BAND PERFORMANCES

Venues such as the town hall will host larger organised fundraisers or performances from time to time, as well as musical evenings if there are visiting musicians or performers, such as military marching bands.

# PLACES TO EAT AND DRINK

## IN STANLEY

### Rose's Coffee Shop

Situated inside the Pro-Install shop, Rose's Coffee Shop serves fresh coffee, pastries, cakes, etc, and a weekly lunch specials menu.

- 📍 2 VPC Road, Stanley
- ☎ 21274
- 📱 [Rose's CoffeeShop](#)



### Shorty's Diner

An American-style diner with eat-in and drive-through takeaway options for fast food. Food can also be ordered online.

- 📍 Davis Street, Stanley
- ☎ 22855
- 📱 [@Shorty's Diner](#)

### Stanley Arms

Local pub in the west end of Stanley (next to K1 shop) with a weekly eat in or takeaway menu (steak, curry & pizzas with South African influences).

- 📍 2 John Biscoe Road, Stanley
- ☎ 22894
- 📱 [Stanley Arms](#)



### Teaberry Café

Located in the Museum courtyard, this coffee shop sells hot drinks, cakes and sandwiches produced by the Waterfront Kitchen Café during the tourist season.

- 📍 Historic Museum Dockyard, Stanley
- ☎ 22462
- 📱 [Teaberry\\_Café](#)



## SOCIAL ACTIVITIES IN STANLEY

Depending on interest and availability, there are a range of activities and past times you can get involved in. See the 'Hobbies, Groups and Activities' section for more details:

### PUB QUIZZES

Both the Victory Bar and Stanley Arms host popular monthly quiz nights. Occasional themed-quizzes are held as fundraisers for charities and local organisations.

### MUSIC CLUBS

Groups such as the Community Choir, Ukulele club and Recorder club get together on a weekly basis to play or practice for performances.

### GAMES NIGHT

Groovy's hold a weekly board/video games night. There are also Dungeons & Dragons and Warhammer groups, and a Bridge club.

### SPORTS CLUBS AND ASSOCIATIONS

There are a large number of sports clubs and groups in the Islands. See the 'Hobbies, Groups and Activities' section for more detail.

# PLACES TO EAT AND DRINK

IN STANLEY

## UnWined

A wine bar (with other options) which serves tapas style food for sharing. Table bookings usually taken in advance.

- 📍 33 Fitzroy Road, Stanley
- ☎ 56463
- 📌 [UnWined](#)



## The Victory Bar

Located in central Stanley, 'The Vic' hosts popular steak and pub quiz nights and darts tournaments. Has a pool table and regularly shows sports.

- 📍 1a Philomel Street, Stanley
- ☎ 21199
- 📌 [Victory Bar](#)

## Waterfront Kitchen Café

A boutique hotel with kitchen café and restaurant located in central Stanley. Has weekly cocktails happy hour and takeaway options.

- 📍 36 Ross Road, Stanley
- ☎ 21464
- 📌 [Waterfront kitchen.cafe](#)



## West Store Café (FIC)

Inside the West Store supermarket, selling a selection of made-to-order sandwiches, (hoagies) cakes and drinks.

- 📍 Ross Road, Stanley
- ☎ 27661
- 📌 [The West Store Café & Deli](#)

## SOCIAL ACTIVITIES IN STANLEY... CONTD.

### LECTURES AND PRESENTATIONS

Talks are often held at the Historic Dockyard Museum and other venues, hosting guest speakers or discussing a range of topics (scientific research, nature, exploration, historical points of interest, etc).

### CINEMA PREMIERES

The Harbour Lights Cinema (located in the Malvina House Hotel) often organises themed nights for new films, with a bespoke menu, dress-ups themes, etc. The cinema website provides more information on viewing schedules and upcoming events: <https://www.harbourlightscinema.co.fk/home/>

### ARTS AND CRAFTS

Falkland College hosts several arts and crafts night classes and groups, such as drawing skills and jewellery making, and the Spinners and Weaver's Guild get together regular to dye, spin and weave items out of Falklands wool.

### CHRISTIE COMMUNITY LIBRARY

Adjacent to Falkland College, the Library offers a monthly 'book chatter' group, as well as game and crafting afternoons, and regular events or activities for young children.

# SHIPPING AND ORDERING

SHIPPING PERSONAL ITEMS TO THE FALKLAND ISLANDS FROM THE UK

## 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 (see information below).

**It is advisable to consider the following when deciding what to ship to the Falklands:**

- The length of your contract/ how long you intend to stay in the Islands for
- Costs of storage vs shipping
- Space available in your allocated accommodation
- What personal items you feel that you could not live without for a long period of time

You also might first want to check with the FIG Housing Department or landlord 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.

The next page also offers some suggestions of items to ship which have been provided by other new or recent arrivals to the Islands.

**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 on request by contacting Customs on: (+500) 27340, or by e-mail: [admin@customs.gov.fk](mailto:admin@customs.gov.fk).

## FREIGHT FORWARDERS

The table below outlines the key shipping information for companies who regularly send sea or air freight to the Falkland Islands.\* You are advised to contact these companies directly to obtain details on shipping dates, and the requirements and costs involved if you decide to freight any items to the Falkland Islands.

*\*Please note that if you are sending air freight the requirements of the MOD will always take precedent over civilian freight, so exact arrival dates cannot be guaranteed.*

Company	Freight type	Address	Contact Details
Active Freight Management (used by Stanley Services Ltd)	Sea & Consolidated	Unit 29 Solent Industrial Estate Hedge End SO30 2FY	02380010835 <a href="mailto:falklands@active-freight.com">falklands@active-freight.com</a>  Falkland Contact: Laura Yon <a href="mailto:lyon@stanley-services.co.fk">lyon@stanley-services.co.fk</a>
Air-Wave Freight Management Ltd	Air & Sea	Units 6-8 Precision Way Alcester Warwickshire B49 6EP	01789762000 <a href="mailto:mail@air-wave.co.uk">mail@air-wave.co.uk</a>
Falkland Island Shipping Ltd (Falkland Islands Company- FIC)	Sea & Consolidated	Falkland Island Shipping Ltd Kenburgh Court 131-137 South Street Bishops Stortford Herts CM23 3HX	01279 461630 <a href="mailto:kevin.saych@fihplc.com">kevin.saych@fihplc.com</a> <a href="mailto:tim.hobbs@fihplc.com">tim.hobbs@fihplc.com</a>
Richard James International Ltd	Air & Sea	Worthy Road Chittening Industrial Estate Avonmouth Bristol BS11 0YB	01179828575 <a href="mailto:marie@richard-james.co.uk">marie@richard-james.co.uk</a>
South American Atlantic Service Ltd	Sea	Atlantic House Stanley Falkland Islands FIQQ 1ZZ	0050021833 <a href="mailto:sales@saas.co.fk">sales@saas.co.fk</a>

# SHIPPING AND ORDERING

ORDERING ITEMS FROM THE UK AND SHIPPING TO THE FALKLANDS

## ORDERING GOODS TO THE FALKLANDS

You may find that certain websites will not offer airmail delivery options to the Falklands, or charge high international postage rates. Therefore if you are ordering online, you may have to organise delivery of orders to one of the freight forwarders mentioned on the previous page, for onward shipping or postage to the Falklands.

Alternatively, you can contact several local businesses or companies who specialise in procurement, who will then organise ordering and shipping on your behalf. Use the contact details below to find out more information about their rates and the shipping options available.

There are also independent buyers who routinely advertise on the Facebook Community Boards, who may order in a selection of items for purchasing on arrival in the Falklands, such as 'Lindsey's Gifts', 'Magic Mart' and 'Falklands Clothes and More'.

### DHL Courier Services:

The Falkland Islands Chamber of Commerce act as agents for DHL on the Islands. Go to their website for more information about DHL courier service options: <https://www.commerce.co.fk/dhl/>

## LOCAL PROCUREMENT SERVICES:



### Mercado

☎ 52946  
✉ [sales@mercado.co.fk](mailto:sales@mercado.co.fk)  
🌐 [www.mercado.co.fk](http://www.mercado.co.fk)

### Saddle Direct

☎ 22990  
✉ [orders@saddledirect.co.fk](mailto:orders@saddledirect.co.fk)

### Richard James International Ltd

☎ UK: 01179828575  
FI: 22744  
✉ [marie@richard-james.co.uk](mailto:marie@richard-james.co.uk)

### South Atlantic Trading Ltd

☎ UK: 01420538080  
FI: 21576  
✉ [gmuk@satlan.co.uk](mailto:gmuk@satlan.co.uk)

### Household items/ Home improvement:

#### Lifestyles

☎ 22722  
✉ [andrew@lifestyles.co.fk](mailto:andrew@lifestyles.co.fk) / [sean@lifestyles.co.fk](mailto:sean@lifestyles.co.fk)  
🌐 [www.lifestyles.co.fk](http://www.lifestyles.co.fk)

#### Pro-Install Home Interiors

☎ 21270  
✉ [pro-install.sales@chandlery.co.fk](mailto:pro-install.sales@chandlery.co.fk)  
🌐 [www.proinstall.co.fk](http://www.proinstall.co.fk)

## ORDERING FOOD AND GROCERIES

You can contact the main supermarkets and grocery stores in Stanley to organise food orders and delivery or in-store collection. If you have particular dietary requirements and options are lacking, or want to find if the supermarkets can order in a particular food item, it is worth contacting them to see if it is possible.

### Kelper Stores:

✉ [orders@kelperstores.co.fk](mailto:orders@kelperstores.co.fk)

### Seafish Chandlery:

✉ [order@chandlery.co.fk](mailto:order@chandlery.co.fk)

### FIC Warehouse (West Store):

✉ [warehouse.stock@fic.co.fk](mailto:warehouse.stock@fic.co.fk)

It is also possible to order dried/tinned goods from UK supermarkets (Asda, Morrisons, etc) via the Procurement services listed in the top section, though you may have to wait longer for shipments to arrive, depending on availability, shipping dates, etc. Make sure to contact the businesses in advance to find out what their options are for ordering groceries.

## VALUE ADDED TAX (VAT)

There is no Value Added Tax (VAT) or sales tax in the Falkland Islands except for fuel, and customs tax on alcohol and tobacco.

When ordering items from the UK, some of the procurement services may include VAT in their costs, whilst others instead add a procurement charge to orders if the supplier is not UK VAT registered or if the items purchased are not subject to UK VAT. Check with the company you are using what added charges there may be prior to purchasing.

## ITEMS TO SHIP BEFORE YOU ARRIVE: SUGGESTIONS FROM OTHER NEW ARRIVALS IN THE ISLANDS

*Most of the items below can be purchased on Islands, but may have a premium cost, and there can be less of a selection to choose from when you arrive:*

- A selection of ornaments/pictures/photos to decorate your accommodation
- Children's clothes/shoes in sizes up
- Storage boxes/containers and tupperware
- Sporting accessories/equipment
- Television (with USB connection) /dvd player/docking station
- Electrical household appliances, e.g airfryer, bread maker, microwave
- Children's toys and books
- Baby clothes, high chair, cot, etc
- Extra pillows, bedding, towels
- Craft/art materials
- Spare toiletries- shampoo, toothpaste, hair products, etc
- A polytunnel (if you want to garden)
- If you have any particular dietary requirements, it may be wise to send some dried/tinned options in order to have emergency supplies in case the shops run out of any staples

# TAX REGIME AND PENSIONS

## TAXATION INFORMATION

Tax residency is based on the number of days someone is physically in the Falkland Islands. For those who are non-resident any employment income will have tax deducted at a straight 21%. For those who are tax resident a personal allowance element will be paid tax free and amounts above this taxed at 21% or 26% depending on the level of income.

Individuals who are tax resident in the Falkland Islands are taxable on their worldwide income. Individuals may also wish to refer to the double taxation agreement held with the United Kingdom if applicable.

**Current information on Falkland Islands Taxation can be found on the Taxation Office web page:**

**[www.falklands.gov.fk/taxation](https://www.falklands.gov.fk/taxation)**

**A General Guide to Falkland Islands Taxation for Individuals is also downloadable.**

*Please note that the taxation information provided is intended to give only broad guidance and is not intended as a state of law, except for any actual copies of legislation. If you have any questions or need any information, please contact our office. Alternatively you may wish to seek professional advice.*

**Personal Tax Returns- Issued by the Tax Office annually.**

Individuals who are Tax Resident in the Islands are required to submit completed personal tax returns yearly. These returns are issued in early March each year for the previous year and are required to be submitted by 31st July. For those who are non-resident returns may be issued to them directly for completion, or if not, a non-resident return can be requested. Returns which have been issued and not submitted by the deadline will incur a penalty.

See the Taxation Office website for guidance on completing your personal tax form:

<https://www.falklands.gov.fk/taxation/downloads/category/5-individuals>

If you are unsure of any requirements, make sure to contact the Taxation Office directly on:

[general@taxation.gov.fk](mailto:general@taxation.gov.fk) or +500 28470

## RETIREMENT PENSION SCHEME

There is a contributory pension scheme that provides in effect a 'State' pension for individuals upon reaching the 'normal' retirement age, (for the purposes of the current legislation this is considered to be 65).

All employees and employers are required by law to make contributions if earnings are above the recognised threshold and any contributions due by you and FIG/ you and your employer, will be deducted automatically from your salary each month.

*Please note that contribution rates may alter during the period of your contract.*

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. Contribution rates for those who are non-resident are at a different level, therefore you wish to contact the Pension Office to confirm the cost of voluntary payments.

This is a Falkland Islands operated pension scheme; it is not recognised in the UK and likewise UK National Insurance is not recognised in the Falklands.

**For more information, visit the Pensions Department web page:**

<https://www.falklands.gov.fk/pensions/>

Or, contact Pensions directly on: [Pensionsclerk@sec.gov.fk](mailto:Pensionsclerk@sec.gov.fk) +500 28417



## USEFUL LINKS

- Tax Legislation for the Falkland Islands: <https://www.falklands.gov.fk/taxation/legislation>
- Taxation website- useful downloads: <https://www.falklands.gov.fk/taxation/downloads>
- Retirement Pension Scheme: <https://www.falklands.gov.fk/pensions/retirement-pension-scheme>
- Falkland Islands Pension Scheme: <https://www.falklands.gov.fk/pensions/falkland-islands-pension-scheme>
- Pensions website- useful downloads: <https://www.falklands.gov.fk/pensions/downloads>

# THINGS TO SEE: EAST AND WEST FALKLAND

## PLACES TO VISIT AND SIGHTS TO EXPLORE IN CAMP

The Falkland Islands are made up of 778 islands ranging in size, with the two main islands being East and West Falkland. The capital city Stanley is located on East Falkland. The total land area of the Falklands is 4,700 square miles (approximately half the size of Wales in the United Kingdom).



The only way to visit West Falkland and the outer islands is by air or by sea (ferry and air service details are provided below). It is highly recommended that you explore options to visit Camp, (East, West and outer islands) as there are many unique opportunities to see a range of wildlife and extraordinary landscapes.

Locations on East Falkland are accessible by vehicle, whilst to get to West Falkland you must travel on the ferry or by air. The outer islands can only be accessed by air service for passenger travel.

### FALKLAND ISLANDS GOVERNMENT AIR SERVICE (FIGAS)

Falkland Islands Government Aviation Service (FIGAS) has been an integral part of Falkland life since 1948. The service has gradually evolved from air ambulance, mail service and carriage of government officials to passengers, freight, fishery patrol and scenic flights.

FIGAS remains an essential part of the Falklands transport infrastructure and way of life, however flying tends to be more seasonal, with land-based tourists and local passengers making up most of the traffic. Round Robin flights, freight, fishery zone surveillance patrols, commercial charter operations and scenic flights compliment the core business.



See the FIGAS website for more information about flights and fares:

<https://www.falklands.gov.fk/aviationservice/>



### CONCORDIA BAY FERRY

The Concordia Bay operates in two roles in the Falkland Islands; providing a passenger and ro-ro vehicle ferry service between East and West Falkland, and as a cargo vessel delivering cargo to the outer islands.

The ferry passenger service operates from New Haven on East Falkland, and Port Howard on West Falkland.

It is possible to travel either by foot or with your vehicle, though rates of passage will vary.

See the Workboat Services Ltd website for more information about schedules and fares:

<https://www.workboat.co.fk/>

## MORE INFORMATION

Contact the Jetty Visitor's Centre for more information about options for tours and trips around the Falklands, or visit their website page: <https://www.falklandislands.com/our-islands>

Many local tour companies, and lodge or self-catering accommodation providers also advertise on Facebook, and are contactable via Messenger to discuss options, rates and bookings.



# THINGS TO SEE ON YOUR DOORSTEP

PLACES TO VISIT AND SIGHTS TO EXPLORE IN STANLEY OR NEARBY

There are plenty of opportunities in the Falklands to experience nature, and to enjoy rolling blue skies, scenic landscapes and the unique wildlife across the Islands. It is highly recommended to take opportunities to go out and explore Camp, (especially West Falkland and the outer islands) but there are also a number of highlights in and nearby to Stanley that you can visit.

## CAPE PEMBROKE LIGHTHOUSE

First erected in 1854 as a navigational aid for vessels sailing into Stanley, Cape Pembroke Lighthouse overlooks the most easterly point of the Falkland Islands.

There are some lovely coastal walks around the Cape Pembroke peninsula, and small sand and pebble beaches where it is often possible to spot dolphins; sometimes even whales!



## CARTMELL COTTAGE

Situated on Pioneer Row, (where the original Chelsea Pensioners settled in the Falklands) Cartmell Cottage was donated to the Museum and National Trust to preserve Falkland Island heritage.

Each room is themed to a particular time in history, and showcases changes in Falkland life across several decades.

## CHRISTCHURCH CATHEDRAL AND WHALEBONE ARCH

Christchurch Cathedral is the most southerly Anglican cathedral, and was consecrated in 1892. The steeple houses five bells, which are still in use.

Located beside Christchurch cathedral, the arch was erected in 1933 to mark 100 continuous years of British administration in the Falklands. It consists of the jawbones from blue whales, gifted to the Falkland Islands by the South Shetland Islands.



## GYPSY COVE AND YORKE BAY

Gypsy Cove is one of the closest areas to Stanley to see Magellanic penguins during the summer months, with easy walking paths and viewing desks to watch penguins returning from the sea.

Yorke Bay is a pristine, white sand beach adjacent to Gypsy Cove, which was made accessible to the public in 2021 when the last landmines remaining from the 1982 conflict were removed.

You can either walk the length of the beach, or cut through the sand dunes to see a small colony of Gentoo Penguins.



## THE COUNTRYSIDE CODE:

The Falkland Islands countryside code provides guidance for those living on and visiting the Islands. It is important that this is followed, to protect our environment and make sure that it remains for all to enjoy.

The Countryside Code includes:

- **Be respectful of wildlife and nature.** Remain at least 6 metres (20ft) away from penguin colonies and other wild animals.
- **Always ask for permission before entering private land and leave gates as you find them (open or closed)**
- **Do not litter- take only photos and leave only footprints**
- **Be aware of any fire risk in your surroundings.**

<https://www.falklands.gov.fk/policy/downloads?task=download.send&id=66:countryside-code&catid=11>

# THINGS TO SEE ON YOUR DOORSTEP

PLACES TO VISIT AND SITES TO EXPLORE IN STANLEY OR NEARBY

## HISTORIC DOCKYARD MUSEUM

Celebrating the cultural heritage of the Falkland Islands, the museum dockyard complex houses a shop and café, with galleries covering social, maritime and natural history, the 1982 war, and Antarctic heritage. Outbuildings include the Smithy & Gear-shed, R/T & Telephone Exchange, Printing Office and Wash-house.

**Opening Times: (These vary during the tourist season)**

**Entry fees may apply**

Mon: CLOSED Tues- Fri: 10am- 4pm

Sat-Sun: 1pm- 4pm

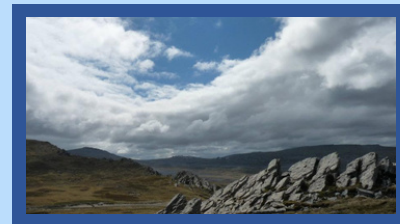
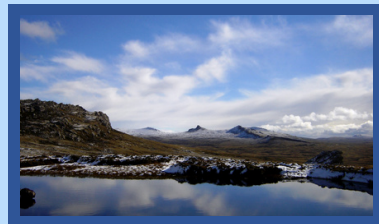
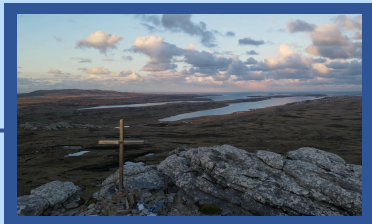
[www.falklands-museum.com](http://www.falklands-museum.com)



## LADY ELIZABETH

A cargo ship which sustained damage entering Berkeley Sound in 1913, the Lady Elizabeth was used as a floating warehouse until she broke her moorings in 1936 and beached in Whalebone Cove; where she remains to this day. If the tide is right, you can sometimes walk out and touch her.

There is also quite a pleasant coastal walk which passes the wrecks of the the Plym and the Sampson, leading right around to Hadassa Bay and Gypsy Cove (both homes to Magellanic penguins during the summer season).



## MT KENT, HARRIET, LONGDON, TWO SISTERS, WILLIAM, TUMBLEDOWN AND SAPPERS HILL

These are all high points and mountain ranges to the west/ south-west of Stanley, which saw action or were strategically important during the 1982 Conflict.

Whilst it is possible to hike to any of these independently, you can also take guided battlefield tours to all of these sites.

## SOLAR SYSTEM SCULPTURE WALK

Designed and constructed by local sculptor and artist Rob Yssel, this unique 1:1 billion scale model is made from recycled local materials. The model begins in Stanley and progresses out of town, with the outer planets situated on Wireless Ridge and Mt Tumbledown.

It is likely to take a full day of hiking to see every planet. A map with the planet locations can be accessed from the link below:

<https://www.falklandislands.com/things-to-do/solar-system-sculpture-walk-p673811>



## TOURISM TIPS

Visit the Falkland Islands Tourist Board for more information on things to see and places to visit: [www.falklandislands.com](http://www.falklandislands.com)

### Tourism

Tourism is a very important part of the economy, and the Islands see an influx of both land-based tourists and cruise ship visitors – as many as 70,000 - during the tourist season (October-March). If multiple cruise ships visit on the same day, Stanley can become quite overcrowded; so you may wish to avoid the shops or popular destinations such as Gypsy Cove or Yorke Bay on those days. The cruise ship timetable for the season\* can be requested by email from the Falkland Islands Tourist Board.

\*Dates are subject to weather conditions and other factors.

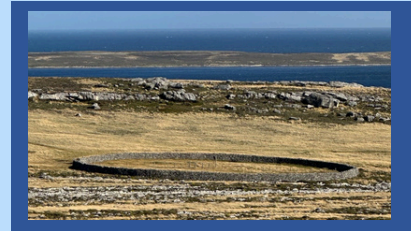
# THINGS TO SEE ON YOUR DOORSTEP

PLACES TO VISIT AND SITES TO EXPLORE IN STANLEY OR NEARBY

## SAPPERS HILL STONE CORRAL

One of several stone corrals across the Falklands, (originally built to keep and sort herds of cattle) this one is the closest to Stanley (accessible by track from the MPA road).

It was once a popular site for picnics, but became inaccessible after it was mined by Argentine troops in 1982. In 2013 the area was cleared of mines, and is once again open for the public to enjoy.



## STONE RUNS

Stone runs are a distinctive geological feature of many landscapes across the Falkland Islands; resembling rivers of rock.

They were formed around 100,000 years ago, when exposed rocks underwent intense freeze-thaw action during an ice age.

Stone runs can be seen from the MPA road, and alongside the North Camp road leading past Mt Kent.

## SURF BAY

A picturesque white sand beach close to Stanley, approximately 1km long.

Dolphins are often seen here; and on occasion Killer Whales have been spotted off-shore. The odd lone penguin or seal can also be found taking a break on the beach during the summer months.



## WAR MEMORIALS

There are a number of monuments, plaques and crosses located across the Falklands, to commemorate British casualties of the 1982 Conflict, and men of the Falkland Islands who fell in both World Wars.

Crosses and plaques can be found at most sites where significant battles took place during the conflict (such as Mt Tumbledown and Wireless Ridge).

Below is a list of some that can be viewed in and around Stanley:



- Atlantic Conveyor (Cape Pembroke) Battle Memorial**
- Cross of Sacrifice**
- HMS Glamorgan Memorial (Surf Bay)**
- Liberation Monument**
- Memorial Wood**
- Royal Marine Memorial (Ross Road)**
- Memorial Cairn (Boxer Bridge)**

There are also memorials further afield from Stanley, including the Blue Beach Military Cemetery at San Carlos, memorials to the Welsh Guards at Fitzroy, and the Argentine Cemetery near Darwin.

## WIRELESS RIDGE

Overlooking Stanley from the north, Wireless Ridge was the site of one of the final battles prior to the Argentine surrender in Stanley during the 1982 conflict.

It is accessible for walking and hiking (forming part of the the Solar System sculpture trail) and names of Royal Navy vessels which have patrolled Falklands waters are written on the hillside with white painted stones



# TRAVELLING TO THE FALKLANDS

## MOD AIRBRIDGE AND LATAM FLIGHTS- ARRANGEMENTS AND USEFUL INFORMATION

All passengers travelling to and from the Falkland Islands either by Airbridge or LATAM **must hold a valid passport with six months validity**. For customs purposes on arrival to the Falkland Islands, you must also have your **work permit document** with you.

British passports can be renewed from the Falklands, but they can take several months to arrive. **Other nationalities are advised to check the relevant requirements for passport renewal for their country before travelling to the Falklands**. It is wise to ensure any passports that may expire within the next six months of your arrival have been renewed well in advance.

## MOD AIRBRIDGE FLIGHTS

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 RAF Brize Norton just outside of Oxford and arrives at Mount Pleasant Airport approximately 18 hours after departure. The flight currently stops part-way to refuel on Ascension Island, and passengers must all disembark (with hand luggage) for approximately two hours.

These flights typically depart UK on Sundays and Wednesdays and so any travel plans will be organised around these flight days.

Please advise whoever is booking your flight 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.

In-flight entertainment is limited, so be sure to pack sufficient electronic devices, books, games, etc to keep yourself occupied during the flight; particularly if you are travelling with small children.

### Flight confirmation:

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 by the MOD).

Currently only 30 seats per flight are granted for civilian passengers, so at times of military movement or as a result of significant delays to prior flights, some passengers can find themselves 'wait-listed'. This means that your seat on the flight may need to be re-prioritised, so your booking is not guaranteed or confirmed until closer to departure; usually 48 hours beforehand. You will be informed if you have been wait-listed, and given details about rescheduled flight times, etc., in due course. Details about accommodation options in the event of delay, are provided further in this section.

## AIRBRIDGE LUGGAGE ALLOWANCE

**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 on the airbridge is 28 kilos**, (and must not exceed dimensions: 100cm x 60cm x 45cm) 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 whoever books your flight of this so they 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 60cm x 53cm x 25cm and the weight **must not exceed 9 kilos**. You are however allowed to take a laptop as well as a hand luggage bag, though it must fit within the hand baggage weight entitlement. You will be charged excess baggage at the current rate of £10 a kg for any baggage presented at check in which is above your entitlement.

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**. Non-essential liquids should be packed in your checked-in baggage.

# TRAVELLING TO THE FALKLANDS

MOD AIRBRIDGE AND LATAM FLIGHTS- ARRANGEMENTS AND USEFUL INFORMATION

## 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 items 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: 01993 895337 or find more information on the link below:

<https://www.caa.co.uk/Passengers/Before-you-fly/Baggage/Items-that-are-allowed-in-baggage/>

## 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

A taxi from Swindon or Oxford, usually costs between £30 and £50. There are local taxis at Swindon and Oxford Stations. Most taxi companies are not authorised to enter the military base, so must drop passengers off at the main gate, where they can access a shuttle bus to get to the terminal.

Listed below are some local taxi companies who regularly take pre-bookings to drop off/pick up passengers transiting to and from RAF Brize Norton\*:

#### ACE Cabs

☎ 01993 840055  
✉ [ace.taxi@btinternet.com](mailto:ace.taxi@btinternet.com)

#### Charlie's Taxis

☎ 01993 845253  
✉ [traveldes@charliestravel.co.uk](mailto:traveldes@charliestravel.co.uk)

#### Mark One Taxis

☎ 01993 840405

*\*Other companies may be able to provide this service from different locations in the UK, so it is worth doing some online research and obtaining quotes.*

### 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.

### Hire Car

The following hire car companies are available at RAF Brize Norton:

- Thrifty: 01993 227177
- Brize Self Drive: 01993 867366

The collection and drop off point is located just outside the main gate of RAF Brize Norton at the Hire Car car park. Passengers should then make their way to main gate to access the shuttle bus to the terminal.

### Parking

Without an accepted ID, (see passenger information website for details) parking is generally not allowed past the main entry point (the same shuttle bus procedure then applies).

However, Charlie's Taxis (Charlie's Travel Ltd) do have a long-stay car park just outside of RAF Brize Norton, where you can book a space for your car, and get a taxi to the main gate.\*

Call: 01993 845253 or visit their website: [www.charliestravel.co.uk](http://www.charliestravel.co.uk) to enquire about capacity and rates (as these may vary depending on length of stay).

*\*Some taxi companies may state that they have security clearance to drop passengers at the terminal, but this is not always consistently approved by the MOD. Check with your chosen taxi company beforehand what the current procedure is.*



# TRAVELLING TO THE FALKLANDS

MOD AIRBRIDGE AND LATAM FLIGHTS- ARRANGEMENTS AND USEFUL INFORMATION

## ACCOMMODATION NEAR BRIZE NORTON

Historically, passengers have been able to stay in the on-base accommodation Gateway House in the event of a delayed flight. However, this operates on a fill-up basis, and is not consistently available to civilian passengers.

If you do not have close access to accommodation in the area, it is worth making sure that you have researched some nearby accommodation options; just in case. Hotels and B&B's can be found in villages surrounding Brize Norton such as Whitney, Burford and Carterton, (subject to availability) or in Oxford itself.

## ENTRY TO BASE AND CHECK- IN

All passengers are required to report to the main gate **at least three and a half hours before the flight departure** (that would be at 0040hrs-0210hrs GMT for flight departing at 0510hrs the following day for example).

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.

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, or accessed from their website: <https://www.police.gov.fk/licensing-2/zub-passes/>

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.

Passengers and their luggage will then be transported by coach, up to the Air Terminal for check in. Once check in is complete, passengers will pass through security to the main departure lounge. **Please note: check in closes three hours prior to the scheduled departure time, and passengers arriving after that time may not be allowed to travel.**

Facilities in the main terminal are limited, though there is usually access to a small coffee shop, and there are vending machines and toilet facilities. There is also limited free WiFi access.



## CONTACTING BRIZE NORTON AND PASSENGER INFORMATION



01993 89 5337 (Civilian)



<https://www.raf.mod.uk/our-organisation/stations/raf-brize-norton/passenger-information/>

All passengers travelling via the airbridge 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 passenger number to hand as you may require this depending on the nature of your enquiry.

The '**FIC Airbridge Info**' Facebook page is also very helpful, as FIC regularly announce ETA's, amended check in times or delays, and can be quicker at providing updates than the MOD passenger information page.\*

**\*Please bear in mind that some guidance on the MOD information paged is targeted at military personnel, and may not apply to civilian passengers. If you are unsure of any requirements, please check before travel.**

# TRAVELLING TO THE FALKLANDS

## MOD AIRBRIDGE AND LATAM FLIGHTS- ARRANGEMENTS AND USEFUL INFORMATION

### TRAVELLING WITH CHILDREN

If you are travelling with a child (under 18 years old) and are not the child's parent, or may appear not to be the parent, (for example, if you have a different family name), you may be asked a few questions to establish your relationship with the child. Please carry evidence of your relationship with the child.

If travelling with your own children who have different surnames to you:

- A birth or adoption certificate showing your relationship with the child.
- Divorce/marriage certificates to prove change of surname.

If travelling via the MoD airbridge route escorting children not your own, you **must** have all the following paperwork:

- An MoD escort form, (which should be completed and carried with you. Please ask Human Resources for this form).
- A signed letter from the child's parent/s giving authority for the child to travel with you and providing contact details of the parent. (This letter **MUST** be accompanied by a copy of the bio-data page from the passport of the parent who signed the letter).

Please note one adult can only escort up to two minors.

### LATAM FLIGHTS (VIA SOUTH AMERICA)

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 whoever is booking your flight know your closest airport, along with your preferred travel dates and we shall advise the most appropriate travel option; as the Punta Arenas to Falklands flight only operates once a week (on Saturdays).

You should also 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 whoever is booking your flight of these. 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).

*\*It is possible to depart from the UK (London Heathrow) though you would have to disembark in Santiago to catch the internal flight to Punta Arenas. This may involve at least one overnight stay in Santiago, due to the Punta Arenas flight only departing on a Saturday.*

### LUGGAGE ALLOWANCE

Luggage allowance on the LATAM flight is less than the airbridge at **23 kilos and 10 kilos for hand luggage.**

It is possible to pay for additional baggage, though you may need to check with whoever is booking your flight about availability and costs depending on the route you are travelling.

## USEFUL CONTACTS FOR LATAM FLIGHTS

**LATAM Website:** <https://www.latamairlines.com/gb/en/about-latam>

**Help Centre:** <https://www.latamairlines.com/gb/en/help-center>

**International Tours and Travel Ltd (ITT)** are the local agents for LATAM here in the Falklands. It may be worth following their Facebook page, '[International Tours & Travel, Falkland Islands](#)' for updates, ETA's, etc.

**ITT website:** <https://www.falklandislands.travel/>

# TRAVELLING TO THE FALKLANDS

ARRIVING IN THE FALKLANDS AND WHAT TO EXPECT

## FIG EMPLOYEES- LANDING AT MOUNT PLEASANT AIRPORT (MPA)



After disembarking at Mount Pleasant Airport, you will present your passport and a copy of your work permit at the Civilian Customs Desk, and collect your luggage.

Arrangements will be made for you to be transported from the Mount Pleasant Airport to your new home in Stanley when you arrive; either by bus, or to be collected in person by a colleague. Please therefore look for someone with a card with your name on it when you leave baggage reclaim area.

The journey from Mount Pleasant Complex to Stanley is 36 miles, and takes approximately 45 minutes by car or bus, after which you will be dropped off at your new home.

Your keys for your house will either be given to you by the person who collected you from the airport, or be in the house along with the housing starter kit and welcome pack of food provided by the Housing department.

Some departments may have contacted you prior to arrival to offer for a cooked meal to be delivered, however if not, there are a number of takeaway options and supermarkets and grocery stores where you can purchase a meal.\* See sections about **'Buying Food and Groceries'** and **'Places to Eat and Drink'** for more information.

*\*Subject to establishment opening and closing times. In the event the flight arrives at a later time into the Falkland Islands, you may have to rely on the welcome food pack until the next morning.*



## FIRST DAY AT WORK- FIG

Arrangements will normally have been made to collect you from your accommodation and take you in to your new place of work once you have settled in.

You will then 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.

Usually your Line Manager/ departmental 'buddy' will also assist by taking you to:

- The bank to set up a Falkland Islands' bank account
- Register at the hospital
- Purchase a mobile phone SIM card, and other arrangements for internet and telephone (if not already organised prior to your arrival) at Sure
- Claim the rest of your Relocation Grant from the Treasury Cash Office
- Visit other FIG departments or relevant locations
- Have a quick tour of central locations around Stanley: supermarkets, post office, etc.

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 as a contingency, 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.

**i** Once you have been given your FIG login details for your computer or laptop, use the link below to access the 'FIG Induction Toolkit' on the Intranet. This platform has a lot of useful information, forms and documents to help with the induction process.

<https://intranet.gov.fk/Directorates/Policy/SitePages/FIG-Induction-Toolkit.aspx>

## 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.

We hope that you enjoy exploring the Falkland Islands, and get a chance to enjoy the opportunities that it has to offer.



# WEATHER AND CLIMATE

## WEATHER CONDITIONS AND ADVICE ON CLOTHING

### WEATHER AND CLIMATE

Weather on a daily/weekly basis in the Falklands can be quite changeable; one minute it might be overcast, then bright blue skies and sunshine, then rain. It is often joked that it is possible to experience all four seasons in one day! It is therefore wise to dress in thin layers, so you can add or take off items as required.

#### Temperature:

The climate of the Falkland Islands is largely cool and temperate, regulated by the oceans which surround it. Mean maximum temperatures in summer hover around 15°C with maximum values as high as 28°C. Mean minimum temperatures in winter are at 0.5°C, and can be as low as -7.8°C.

#### Wind and Rainfall:

Given its geographical location and lack of trees in many areas, it is generally quite windy across the Islands, which in turn can make it feel colder. Winds mostly come from the west, creating a difference between the relative levels of precipitation between the eastern islands and the western islands. Average wind speeds can be around 16 knots (8m/s) in spring and summer, with around 14 knots (7m/s) in Winter.

Gales can also be experienced quite regularly.

The total annual rainfall is only about 563.2 mm (22 inches).

#### Snow:

Although snow falls in winter, strong winds mean it often fails to settle. Often risk of frost and ice in the mornings during the winter, but usually thaws during the day.

#### Sunshine:

There are long hours of daylight in the summer, although this can be limited by cloud cover. As there is a hole in the ozone layer over the Falkland Islands, it is always advisable to wear sun cream when outside for long periods of time due to the heightened risk of exposure to UV rays; even when it appears overcast.

### SEASONS

As indicated above, the weather is changeable, but generally the seasons occur around the periods below:

**SPRING-** September-November

**SUMMER-** December- February

**AUTUMN-** March- May

**WINTER-** June- August

### ROTOR WINDS

Rotor winds are a term that you will become acquainted with whilst living in the Falkland Islands.

It refers to conditions caused by localised changes in wind direction and speed, which are prevalent around the location of Mount Pleasant Airport (usually if the wind is blowing from a North-westerly direction).

The MoD have determined that rotor conditions pose an unacceptable risk to incoming or outgoing aircraft and therefore close the airfield to fixed-wing air operations when there is the forecast possibility that rotors will occur. This does mean that both the MOD Airbridge and LATAM flights (to Chile) experience regular delays.

Be mindful of the possibility for delay when booking return flights to visit home or to go on an overseas holiday. It is advisable to plan in extra time to catch any connecting flights where possible to allow for some lee-way in the event of initial delay.



## CLOTHING TO BRING:

- Warm, windproof coat
- Waterproof outer clothing
- Jumpers or fleeces of varying thickness
- Hats/ gloves/ scarf
- Base thermal layers
- A pair of sensible walking boots are definitely a must; especially if you intend to be hiking and exploring out in the countryside (the Camp).

If you are keen to partake in water sports such as swimming, kayaking, or windsurfing, purchasing a good quality wetsuit before arriving is advisable; though you may be able to purchase one second-hand.

Most outdoor clothing, equipment and footwear is available for purchase in shops on the Islands, but pricing can be at a premium, and there can be limited choice of sizes and particular brands.

# WILDLIFE

## BIRDS AND MAMMALS OF THE FALKLAND ISLANDS

The Falkland Islands are home to an abundance of wildlife, including some of the world's most significant seabird and marine mammal populations.

Visitors to the Islands are often drawn to see penguins, however there many other species of birds, terrestrial mammals, and marine mammals to spot (notably seals, dolphins and whales). Some visit to breed during the summer months, and others are endemic to the Falklands.

Nature is easily accessible in the Falklands, and whilst the wildlife can be curious and approach you, it is important to follow the Countryside Code (see page....) and try to keep at least 6 metres distance away from wild animals and breeding colonies to avoid causing any distress. Also be sure to follow biosecurity guidance to help protect our unique wildlife and their habitats.

### PENGUINS

#### GENTOO

Gentoo penguins are resident throughout the year, forming their nesting colonies up to 1.5 km distance inland and walking daily between their nesting sites and the sea!



#### KING

The largest of the penguins found in the Falklands. They do not migrate but stay close to coastal breeding grounds. The biggest and most accessible colony is at Volunteer Point.



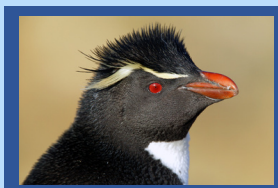
#### MACARONI

Similar looking to a Rockhopper penguin, but slightly larger and with bigger beaks and plumage. Single pairs can be spotted amongst Rockhopper colonies in selected sites.



#### MAGELLANIC

Locally known as 'Jackass Penguins' due to their donkey-like bray, Magellanic usually nest in burrows on coastal slopes. Take care when walking not to step through or into a burrow! Resident only in summer.



#### ROCKHOPPER

The smallest of the penguins found in the Falklands. They can often be seen 'hopping' up steep rocky cliffs. Resident only in the summer, returning to sea after moulting in April.

### BIRDS

Sightings of over 220 species of birds have been recorded in the islands: some resident land and waterbirds, others breeding seabirds, non-breeding migrants or occasional visitors.

There are three species of endemic birds; the Flightless Falkland Steamer Duck, Cobb's wren and the Tussacbird.

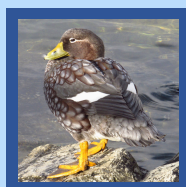
Below are just some of the types of bird that can be found in the Falklands:

#### BLACK-BROWED ALBATROSS



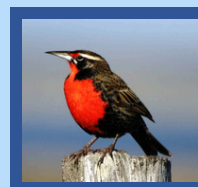
Over 70% of the world's population of Black-browed Albatross can be found in the Falkland Islands!

#### FLIGHTLESS STEAMER DUCK



Flightless birds, endemic to the Falklands. The males have orange bills and feet, the females have yellow.

#### LONG-TAILED MEADOWLARK



Locally known as robins due to the bright red breast of the male bird. Females are more muted in colour.

## INTRODUCED SPECIES

These unusual animals have been introduced to the Islands over the last 100 years or so, and can be spotted on some of the outer Islands:

#### PATAGONIAN FOX



#### GUANACO



#### REINDEER



# WILDLIFE

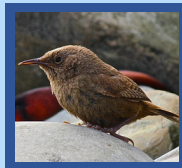
## BIRDS AND MAMMALS OF THE FALKLAND ISLANDS

### MAGELLANIC OYSTERCATCHER



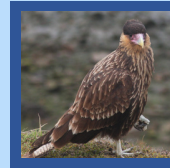
Regularly seen on beaches and coastal areas, and have a distinctive high-pitched call.

### COBB'S WREN



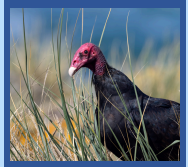
Another endemic species, found on islands free of predators such as cats, rats and mice.

### CRESTED CARA CARA (CARANCHO)



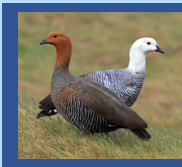
Large bird of prey, generally shy but some have started to settle in and around Stanley.

### TURKEY VULTURE



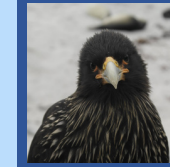
A carrion feeder, often spotted sunning themselves on trees or buildings in Stanley.

### UPLAND GOOSE



Wild geese, but often found in Stanley and other settlements. The male is white and the female is brown.

### STRIATED CARA CARA (JOHNNY ROOK)



Bird of prey that can be found throughout the islands, known for their curiosity and bold nature.

## MARINE MAMMALS



Three breeding species of seal, and over 20 species of cetaceans have been recorded in and around the islands, including inshore and offshore populations of dolphins and whales.

Below are just some of the types of bird that can be found in the Falklands:

### ELEPHANT SEAL



One of the largest types of seal, the males (recognisable due to their bulbous noses) can reach up to 5m long.

### SEA LION



Usually found on rocky beaches or tussac islands, the male 'bull' sea lion has a large head and mane. They can move surprisingly quickly on land so make sure to keep your distance.

### PEALES DOLPHIN



Common around coastal areas, and recognisable due to their tall dorsal fin, they can often be seen at Surf Bay chasing the waves and performing acrobatic feats.

### SEI WHALE



The most commonly observed whale in coastal Falklands' waters during summer and autumn, feeding on lobster krill and other crustaceans. They are one of the key study species in the islands.

### KILLER WHALE (ORCA)



Annual visitors to the islands, they are often seen off the coast of Sea Lion Island from October- February. Hunting in packs, they target seals, penguins and other whale species.

### COMMERSON'S DOLPHIN



Locally named 'Puffing Pigs' due to the noise they make as they breach the surface, will often follow small boats. They are smaller in size than Peales and have a rounded dorsal fin.



## MORE INFORMATION:

The Falklands Conservation website provides more detailed information about different species of wildlife found in the Falkland Islands. There are also a number of wildlife books available to purchase from the Conservation shop, online and from other local retailers in the Islands.

### Falklands Conservation

<https://falklandsconservation.com/about/>

### Books:

'A Field Guide to the Wildlife of the Falkland Islands'- Ian J Strange

'Birds & Mammals of the Falkland Islands' (2nd edition)- Robin W and Anne Woods

'Field Guide to the Plants of the Falkland Islands'- Thomas Heller, Rebecca Upson & Richard Lewis

'Insects of the Falkland Islands'- Alexander G Jones

'Plants of the Falkland Islands'- Ali Liddle

'The Birds of the Falkland Islands'- (Checklist) Robin W Woods