



Frequently Asked Questions

We hope this helps to answer your questions. If you do not find the answer you are looking for here, or on our website, please contact us and we'll be happy to help you!

- **What is ISCR ? Where is it?**

The International Scout Centre is located in Rustavi City-Administrative Centre of Kvemo Kartli Region. Rustavi - the third biggest city in Georgia (approximately 116 000 residents) located just 25 km from the capital city Tbilisi, 25 km from Azerbaijan border, 72 km from Armenia. Rustavi was a major industrial center during the Soviet period - the development of Rustavi was part of Stalin's accelerated industrialization process and Rustavi in nowadays still is rich with huge Soviet time heritage..

The International Scout Centre Rustavi (ISCR) was founded in 2012. ISCR is a project of the Caucasus Cooperation Foundation for Youth Development (CCFYD). One of the main goals of the entire centre is to give the scouts of Rustavi space for their indoor and outdoor activities, Moreover, the centre shall serve other youth groups in Georgia, e.g. from the capital Tbilisi nearby, as a meeting place for special events (training courses, seminars, planning weekends, etc.). Besides this function, the International scout center Rustavi shall generate some income through the temporary rental of rooms to third parties, also hostel could host schools, universities and non-governmental organizations, which are looking for a place to organize their study weeks outside the usual (school) environment. Finally, tourists - individuals or groups - represent a third target group for the rental of rooms.

ISCR Staff members (full time worker and local volunteers) are high qualified youth workers and trainers. Most of them has several years working experience in international

youth work and now has readiness to develop high quality service based on their experience. General management is developing under the Executive Director, who is line manager of Program Manager and Guest Service Manager.

- **How can I make a booking? What are the rules?**

Once you have decided when you want to come, the accommodation you would like and how many are in your group, please fill in our online booking form. We will check if we can meet your request or offer you alternatives to your requirements. We will then contact you to make a provisional booking. This provisional booking will only be finalised and guaranteed upon receipt of your booking fee and the signed booking form.

- **How can I get there?**

For groups up to 7 people, we can organize a coach transfer upon request.

By Road: ISCR is located in Rustavi, which is 20-25km far distance from Capital City; you can easily get Minibus from Capital to Rustavi. (Price 1,3GEL) Working Hours: 07:00-23:00; If You are already in Rustavi: You can take local minibus Number 22, (Price 0.50Gel) which has last stop next to ISCR. Or you can use Taxi. (Price 1.5-3.00Gel);

Most popular Taxi Numbers: *(Rustavi-Tbilisi), Price 14-20GEL per one way*

0(341) 25 09 09

0(341) 28 88 88

0(341) 28 01 01

0(341) 27 77 77

0(341) 25 11 11

0(341) 29 99 99

0(341) 27 44 44

0(341) 22 75 75

By Plane: The main international airports are in Tbilisi, Kutaisi and Batumi. Georgian airports generally have their own train/Bus Stations; but still we can give you suggestions for the easy travelling:

- If you will arrive in Tbilisi International Airport- During Day (08:00-20:00) you can use local bus ("Yellow Bus"), which makes passengers transfers in each hour from Airport to Tbilisi Main Railway Station.(Price 0.80GEL); If you will arrive late

evening/early morning- you will need to get the taxi from Airport to Rustavi. (Price 25.00GEL). <http://www.tbilisiairport.com>

- If you will arrive in Kutaisi International Airport- You will need to take Airport Minibus to Tbilisi Train Station. (Price 15.00Gel) <http://kutaiairport.ge/index.php?lang=en>
- If you will arrive in Batumi International Airport –you will need to take train from Batumi to Tbilisi or Minibus. (Price 25.00Gel). <http://www.batumiairport.com/en-EN/Pages/Main.aspx>

By Train:

Passengers traveling by Train need to know that ISCR is located next to Main train Station in Rustavi. Timetable of trains you can see here <http://www.railway.ge>

International Passengers travelling from Baku (Azerbaijan) or Erevan (Armenia) can travel by train.

- **What should I do when I arrive? What are your opening hours?**

At first you came at ISCR go to reception for check in. You will need to fill official guest form and give your passport to receptionist to make the copy. Centre is Open for the guests 24/24;

- Check in time 14:00
- Check Out time 10:00

- **What currency will I need?**

According to Georgian Tax law, you will need to pay in local currency GEL. But if You have other popular currencies EUR, USD -our staff member will help you to exchange it into GEL.

- **Do I need to worry about the language?**

ISCR is an International Centre- English is second main working language for us.

- **If I have a problem who can I ask for help? Who are ‘the Pinkies’?**

If you have questions or problems, please talk to a member of Staff. Generally they can answer your questions, help with first aid, arrange a doctor’s appointment, advise you on things to do and much more! If they cannot help you, they will find someone who can!

- **I want to stay in Scout Villa, what bedding do I need to bring?**

No, all bedding is provided by the Centre. The use of sleeping bags is not allowed.

- **Do you have a safe for storing valuables?**

We have a number of guest lockers where you can store valuable items-More details you can ask in Reception. To use these lockers you need to pay a 10.00GEL.- deposit for the key. Also Each Room has well equipped shelf with lockers.

- **Can I bring my pet(s)?**

Pets are not allowed in any of the buildings. However, pets are permitted on the Campsite provided they are kept under strict control.

- **What catering options are available?**

We offer catering services to all of our guests. Meals need to be booked well in advance, especially during our peak seasons! The catering can be easily coordinated with your activities. For more information, see our catering section on the website.

- **When are the meal times?**

Breakfast 09:00-10:00 / Lunch 13:00-14:00 / Dinner 19:00-20:00 /
Coffee Break: 11:30-12:00 / Coffee Break: 17:00-17:30

- **Can we bring our own food?**

Yes, you can bring it, but you need to inform centre in Advance.

- **Is the water safe to drink?**

Yes, It's safe to drink tap water.

- **Do you have a shop? What is 'cleaning duty'?**

We have a shop On the camp site , next to Administrative building, near the main entrance. It sells souvenirs, postcards and sweets, as well as useful items such as batteries, toiletries and maps. We accept GEL and (notes only) US Dollars, British Pounds and Euro. Our shop also accepts Visa, MasterCard and American Express.

- **What do we do with our rubbish? Is there Internet access?**

Georgia doesn't have official recycling regulations, but the Centre has an Environmental Policy in place that is regularly reviewed and updated so that we can operate as a 'Green Centre'. All around the Scout Villa and Campsite you will find Recycling Centres. Please use them and encourage your Scouts to do the same!.

- **What do I do if I lose something?**

If you have lost something, or if you find something, please tell the Reception Staff.

- **Are there any indoor social areas?**

We have several common rooms and areas available for socializing in. There is the TV Room with a TV and a DVD player, books and games; the Main Conference Room on 3rd floor with space for groups to relax and meet one another in the evening.

- **Are there any out-door social areas?**

Yes, We do, On the camp site , we have well equipped outdoor Amphitheatre , where groups can organize different kind cultural, educational events.

- **Do you have internet, WF?**

Yes, We do. We have wireless internet connection all around the Centre. Internet is for FREE.

How do we pay our bill?

Please come to Reception the day before you are leaving to settle your bill.