

In-Kind Donations Protocol

On behalf of our beneficiaries, we thank you for your generosity and support. Please kindly find below important information regarding in-kind donations, shipping, and in-country logistics.

- Our Volunteer Department will be your main point of contact throughout the process. Contact our Coordinators at volunteercoordinator@mayanfamilies.org.
- An updated version of items we are currently accepting is available at the end of this document. These items will better serve our beneficiaries and the communities around Lake Atitlan.
- In order to have all the information we need to successfully track and process your in-kind donations, please fill out this [form](#).
- The administration fee per care package is \$25. This will cover the costs associated for all in-country logistics. The Coordinator will provide all the information required and payment details.
- Please make sure that any carrier you use pays all customs fees and delivers directly to Mayan Families in Panajachel, Guatemala. We recommend Transportes Zuleta (www.transporteszuletaonline.com). With established carriers and offices across the US, they have provided excellent service to Mayan Families and offer good prices.
- The shipping address for donations sent to Guatemala is:

*Mayan Families
3ra Avenida 2-27 - Zona 1
Calle El Rastro
Panajachel, Dept. Sololá
Guatemala, 07010*

- Mayan Families is not responsible for any delays related to the shipment arriving to Panajachel, Guatemala, on time and as expected. Please contact your carrier for further questions in this regard.
- Once received, we will send you a thank you receipt email specifying a description of items and in-kind donations, in addition to any other relevant information related to your shipment.
- Mayan Families reserves the right to distribute your donations in a manner that best serves our beneficiaries.

In-Kind Donations Guidelines

We continue to reflect on which items would be most useful to our programs, taking into account the current needs of beneficiaries and maximising our capacity to deliver items. You will find below our updated list of preferred donation items which are gratefully received.

Care Packages

When sending a care package, please limit the size of gifts to fit inside of a school backpack. Students will live with other family members and will often have siblings, so please think of gifts that can be enjoyed by the whole family.

Some suggestions for gifts are:

- Books, games or toys
- Coloring or puzzle books
- A sweater or cardigan

Please do not send:

- Gifts of a religious nature
- Cash
- Unhealthy snacks (candy, chocolate, lollipops, etc.)
- Gifts that do not fit into a school backpack

Medical Supplies

- Medication must be at least 6 months away from its expiration date
- Medical supplies for use in a medical clinic
- For a full, up-to-date list of supplies needed, please contact our Medical Program Coordinator at medcoordinator@mayanfamilies.org.

Technology

- Computers, laptops and tablets
- Fully functional, with INTEL 5 and at least Windows 7 (newer than 2009)
- Printers, with ink and toner

School Supplies

- New, packeted items
- Classroom supplies to be used in the preschools, such as coloring pencils and pens, craft materials, colored paper and construction paper
- Toothbrushes
- Enough of each item to be used for a whole class of children



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info@mayanfamilies.org

Toys and Games

- In good condition and clean - toys that you would give to your own children
- Only small soft toys
- No weapons
- Do not require batteries
- Games and books only in Spanish

Sports Equipment

- Soccer balls, basketballs, tennis balls
- Complete soccer team uniforms of different sizes, including preschool size!

Animal Supplies

- Dog and cat toys
- Antibiotics and deworming medication - at least 6 months away from expiration date
- Collars and leads
- Nothing perishable, and no pet clothes!

Trade Schools Tools

- Sewing machines: Brother or Singer brands, newer than the year 2000 and with instruction manual or list of machine's components
- Our Trade Schools are often in need of tools or parts which are difficult to find in Guatemala. For details of current needs, please contact our Trade Schools Manager at tradeschool@mayanfamilies.org.

Donations we are no longer soliciting

These are items which have been gratefully received in the past, but that we currently do not have a need for, or capacity to manage, until further notice. Thank you for your understanding!

- Clothing
- Shoes
- Bedding and linens
- Glasses
- Smartphones
- Toiletries