



ENCOUNTER

**SEPTEMBER
1998**

VOL 4

THE FAST TRACKERS



WARREN

SUZANNA

BETH

COMPLETE THE LONDON MARATHON - CONGRATULATIONS

Where are they now

SOUTH AMERICA

John Leivers:

It is in the interests of all that Encounter addresses the ongoing problems of communications and therefore we feel the introduction of Regional Managers will go a long way to having better understanding and control that can only lead to improved relations between the UK and Road Crew.

The Regional Manager in South & Central America is John and he is an extension of Operations in London and thus on the same level as Hotseat although it must still be understood that the final decision must lie with London. John's "game plan" includes:

- A) Quality Control
- B) Personnel Management
- C) Liason / Communication / Co-ordination
- D) Back Up and Support
- E) Assessment / Servicing of Operators, Workshops, Hotels, Campsites:
- F) Public Relations
- G) Education and Training
- H) Research & Development

John Leivers is presently in Cusco getting BS99 HL ready to head off into northern Peru with Fernando Pineiro to do a recce.

Leader : Janice Aldridge
Project : Trans Andean Explorer ex Quito, 12 July 1998
Truck : VD 46 NY

Having finished her Conquistador with Bill McMann in Quito in early June, Janice did T/A in Lima on BS99 before heading to Quito and brushing up on her Spanglais. Simon Froggatt started off with Janice before leaving the trip in Lima to come back to the U.K. to attend a wedding. Fernando Pineiro joined them for the first 10 days for some truck & group experience before heading back to Quito. She is due into Santiago on 12 September where she'll do T/A before the next TAE in October.

Leader : Michael Stephens
Project : Peru & Incas ex Lima, 30 August 1998
Truck : BIT AE 895

Mike has just left Lima on this trip having driven our second Tewkesbury School project (previous being Morocco last year with Dave Lanaway). Mike was armed with his luminous balls which we believe he planned to use for juggling with! Mike is currently in the lead in Moira's "photo of the year" competition with his "how to tighten your nuts without the aid of a spanner" photo!

Leader : Fernando Piniero
Project : Expedicion Ecuatoriana ex Quito, 18 August 1998

Fernando (a.k.a. Manuel) having helped out on T/a in Quito and spent 10 days with Janice on the Trans Andean Explorer, then completed a successful training trip on the Ecuatoriana in July with Alison Moore and is now running his first solo trip. After this he will be heading off to Cusco to join John Leivers in BS99 on a northern Peru recce.

Leader : Mark Spitzer

Project : Trans Amazon to the Lost World ex Lima, 17 August 1998

This is Mark's third Trans Amazon of the season, which started in May. We're not too sure where our South American expert in hyroglyphics is at the moment as we're still trying to translate his last fax! Mark will be heading back down to Mexico after this trip to kick off the Central America season starting next month.

AFRICA

Leader : Dominic Cassidy

Project : Great Safari ex London, 16 May 1998

Truck : Q898 MPP

This is Dom's first solo trip having completed the southbound Great Safari in December with Mark Fittall. He had a little detour into Chad to get into C.A.R. and then made it through D.R.C. in 25 days having turned a corner and been confronted by 600 troops, 10 armoured vehicles and 2 tanks whose only concerns with Dom was wanting to know the road conditions ahead! The group are due into Nairobi in the middle of this month.

Leader : Richard Dear

Project : Great Safari ex Nairobi, 30 May 1998

Truck : Q364 MPP

This is Richard's first Trans Africa having picked up the GOE P.M's in Cairo and a large snake that made it's home on the wheel arch! He made it through D.R.C. in 41 days (7 days spent while an E.M. was in hospital) and is currently in Niger on the home stretch and is expected to be approx. 3 weeks over due. Well done mate.

Leader : Ruth Clipperton

Project : Safari South ex Nairobi, 25 July 1998

Truck : Q872 NRO

After her adventures in the Sudan with Simon Osborne on the Blue Nile trip in March, (nice calendar shots by the way guys!!), Ruth took a few weeks break before heading back to east Africa to do some T/A work with Stuart Arch and also get Q872 out of customs in Mombassa. She's currently in Maun with a big hangover having celebrated her birthday Botswana style and is due into Cape Town at the end of the month.

Leader : Adam Hobbs

Project : Safari South ex Nairobi, 15 August 1998

Truck : Q815 NTM

After his holidays in Thailand & Vietnam where he was "adopted" by a Vietnamese peasant family in the Mekong Delta and had his passport confiscated by the authorities, Adam headed out to Nairobi and with his impeccable timing arrived to greet the chaos caused by the American Embassy bombing. Welcome to Africa Adam!

Leader : Bill McMann

Project : Safari South ex Cape Town, 29 August 1998

Truck : JNM 600V

Bill finished up in South America in June and then took some holiday time in Dublin (for a dirty weekend with Jon West) and Sweden and some de-tox time back in Scotland before heading down to Durban to get his truck out of customs assisted by Brendan. Bill will be taking this truck all the way up to Cairo linking up with the Blue Nile & Beyond leaving Nairobi in November.

Leader : Simon Osborne
Project : Great Safari ex London, 29 August 1998
Truck : Q43 MPP

After completing the Blue Nile (including some nude sand boarding in Sudan!) with Ruth Clipperton, Simon headed back to east Africa as King of the EAS shorthauls for another two months. He then returned to the U.K. for a couple of weeks holiday and a week at the workshop before heading off on his first Trans Africa.

Leader : Geoff Spillett
Trainee : Stuart Arch
Project : East of Africa Safari ex Nairobi, 30 August 1998
Truck : Q621 NTM

Geoff successfully got through Libya on our recce project in April and relocated the truck from Tunis to Casablanca before starting off the Morocco season with Chris Manley as a trainee. He then flew out to Nairobi to take over the east Africa circuit with Stuart as a trainee and also Suzanna out on her educational. Geoff unfortunately broke his arm in Sipi Falls which is due out of plaster later this month. Stu will be heading off down south with Mark Fittall after this trip.

Leader : Brendan Gibbons
Project : Roots of Southern Africa ex Cape Town, 05 September 1998
Truck : Q93 NTM

There's life in the old dog yet! The B.F.B. has been down south doing some T/A & helping get JNM 600V out of customs with Bill and is heading off on our second Roots trip up to Harare. It's Brendan's 11th year with Encounter this month and also his 40th birthday next month. All contributions of Viagra and Grecian 2000 will be received on his behalf at the office!

Leader : Mark Fittall
Trainee : Stuart Arch
Project : Safari South ex Nairobi, 19 September 1998
Truck : Q621 CPF

This will be Mark's third Safari South and is quoted on an E.R.R. from his last trip as saying "I feel 18 years old again – if I can remember that far back". What we want to know is which 18 year old he was feeling! Mark is currently taking a couple of weeks holiday back in the U.K. before flying back to Nairobi & joining up with Stuart.

ASIA

Leader : John Hayward
Project : East of Suez ex Cairo, 09 July 1998
Truck : Q872 NRO

John arrived back in the UK from his last Classic Overland on 29 May and had a one day T/A before heading back out to Asia looking a bit dazed but ready to go. He arrived in Pakistan in time to be escorted off the KK Highway by the police force and is on the last stretch to Kathmandu arriving in the middle of the month where he'll be taking a well deserved break.

Leader : Fiona Hanks
Project : Classic Overland ex London, 04 July 1998
Truck : Q400 NRO

Fi is a newly enlightened Buddhist having "just touched a living God" – her & the group managed a quick audience with the Dalai Lama en route. She's been running fairly parallel with John and is also due into Kathmandu later this month where she'll be doing some T/A before kicking off the India season.

Leader : Pete Getgood
Project : Cradles of our Civilisation ex London, 08 August 1998
Truck : Q985 NUR

Pete has finally been prised away from South America, and after a nightmare few weeks of clearing his accounts took a few weeks break before heading off to Asia. Despite getting lost in Calais he now seems to be on the right route and is due into Cairo in the middle of the month. Pete is still speaking Spanish in the Middle East and getting understood.

Leader : Stan Moffat
Project : Classic Overland ex Kathmandu, 29 August 1998
Truck : SBH 441W

Stan had a pretty cruisy run through Asia when he left London in March on a Backroads with Phil Harwood and arrived into Kathmandu in July. His truck needed a fair bit of work (engine rebuild!!) and he's been playing the T/A game there until his recent departure.

Leader : Tony King
Project : Gates of Tartary ex Islamabad, 30 August 1998

Tony is taking a wee break from trucks since his eventful time in Iran with Q400 NRO and flew out to Pakistan at the beginning of July to run the GOT season. He had a great time on the first trip and then flew to Turkey for a holiday before returning to Islamabad to start the next trip.

Leader : Simon Froggatt
Project : Backroads of Asia ex Kathmandu, 04 September 1998
Truck : Q356 NVS

Simon spent 6 months out in South America before returning to the U.K. to be best man at a wedding at the end of August. He just had enough time to recover from his reception hangover before flying back out this time to Kathmandu to start another Asia long haul. Hopefully Si will manage to return with all limbs in tact this time!

Leader : Chris Manley
Co-driver : Jon West
Project : Cradles of our Civilisation ex London, 12 September 1998
Truck : Q128 NTM

Chris has just finished 2 weeks with Warwick "Sumo" Brewer bringing his Backroads back into London having done the last couple of Morocco trips with Geoff Spillett, one as a trainee and one solo as his "girly tour" with 7 women! Having spent a year out in South America Jon has been on holiday for a couple of months (including a 3 day relocation with Chris from Morocco) and is heading out to Cairo with him.

Leader : Alison Moore
Project : South China Seas to the Roof of the World ex Saigon, 13 September 1998

Another ex South America P/L. Al had her first "truck experience" in Bolivia in July before returning to Ecuador to train Fernando on the EEC programme and then flew home for a couple of weeks hols. She's off to sample the delights of a different continent now on her first Asia non truck trip for Encounter.

Leader : Janine Kohler

Is currently with Simon Froggatt assisting him with his Iranian visas applications in Delhi. She originally joined Warwick Brewer in Cairo and went as far as Istanbul before flying back to Kathmandu and helping out Stan Moffatt and Simon with their pre-departure preparations.

THE WELL DESERVING OTHERS

Lionel Kleinot - is back in Australia doing Marketing and Promotions.

Will Fell - came back to watch the World Cup but having seen En-ger-lund defeated in the second round went to Canada to drown his sorrows. He's now back and helping out with the Roadshows in Scandinavia and the U.K.

Warwick Brewer – just arrived back from his first Asia long haul and having a few weeks "break" at the workshop.

Aroha Uea - Arrows has been out on the road for 2 months kicking off the Lhasa Highroad season having done this trip as an educational with Janice and Warwick last year.

THE GONERS

Ruth Barton - having completed a successful India season Ruth has gone off to pastures new in New Zealand.

Marshall Boyes – has decided to stay put in New Zealand.

Jackson Hargreaves - Jacko had a holiday in the States and New Zealand (popular place) and has decided to seek his fortune.

Gareth Ayers - Riff has finally decided to hang up his driving gloves.

Steve Pearce - has decided to make a new start in...wait for it....New Zealand.

Neil Donovan – is off to Denmark to start up his own computer company.

Russell Vincent – resigned to pursue other career opportunities.

Phil Harwood – resigned to pursue other career opportunities.

THE RETURNERS

Andy Sutcliffe has decided that love isn't all it's cracked up to be and will be returning to the E.O. fold in late September.

OPERATIONAL UPDATE

With regard to local payments – Well done, we're finally getting the hang of these, however it has to be said that one of the most frequent matters of dissent from group members in questionnaires concerns inappropriate use of the Local Payment, (or worse still "kitty"), money. Although some issues involve individuals who seem not to have had the system explained to them, some certainly have but still don't understand, so – Please, at every pre-departure meeting on collection of the L.P.'s (and as often as is necessary) take pains to explain that :

"The Local Payment and the Project Price total up to the Encounter inclusive price. It is not a kitty for any costs of the project but simply a convenient system of payment of the inclusive price. The operational costs of the project including fuel, communications, admin, entrance fees, food and accommodation are met by Encounter as per the brochure and project dossier, and the Local

Payments will contribute to these costs as is convenient for Encounter as well as all other aspects of company costs. The Local Payment is not an accurate reflection of expenses incurred on the ground and should not be related to it."

As a future note on Local Payments, it would be a great help if you could return with handbook updates, as much info as possible on where & when on a project it is best to use up or change T/C's both for convenience and cost effectiveness. Please specify exact locations.

Moirra & John will be putting together a full & detailed memo regarding L.P's soon so watch out for it in your paperwork.

Generally in Ops, we've just weathered a fraught couple of weeks in August with Arrows away in Tibet and Nik & Kate each having alternate weeks off.

Africa is presenting it's usual array of problems and challenges:

As you will know the Democratic Republic of Congo (formerly Zaire) has flared up again. It seems President Kabila is not producing the goods as far as Tutsis & former allies Rwanda and Uganda are concerned. We shall wait and see how it develops.

Terrorist bombings in Nairobi and Dar es Salaam were the source of considerable concern among actual and prospective clients. Luckily Adam Hobbs was on the ground in Nairobi and was able to give us up to the minute details of the situation.

The resulting ongoing uncertainty in Sudan and Pakistan as a result of retaliatory American bombings and the friction which flared up between Eritrea and Ethiopia in April are also things to keep an eye on.

The biggest problem of the "quarter" however has been supplied by none other than the Department of Trade and Industry in association with H.M. Customs at Tilbury who in their infinite wisdom, decided that JNM 600V (en route for Durban), was a military vehicle.

This was due to - wait for it - a gun turret in the cab, military tow hitches front & rear, what appeared to be a gun rack in the back, and - no joke - a nitrous oxide super boost button on the dash!!

Imagine our consternation, (swollen purple veins, smoking ears etc), when after 31 years of taking our trucks to Africa under their noses - "Under section 139(6) of the Customs & Excise Management Act 1979 and paragraph 1 of Schedule 3 thereto", the Commissioners of Customs & Excise thereby gave notice that "certain goods, namely:

1 Bedford Truck (Chassis No. MKP 2BMO) presented for shipment to Durban, South Africa and Transshipment through the lower countries of Africa to Nairobi, Kenya on 24th July 1998" had been seized on the grounds that it transpired that we required a licence which was to take 10-20 days. Absurd we thought. Three days later and in dire straits, it was our only option. Numerous conversations ensued with the R.A.C. in Bristol, the D.V.L.A. in Swansea, Customs Tilbury, D.T.S Victoria, The Ministry of Defence, and with the office of The Right Honorable Alan Clark (our M.P.), including a last hour conversation between him and Mr John Clark Esq. Further communications with the office of Sir George Young who just happened to be a mate of Camilla's father resulted finally in pressure from the Financial Secretary at the treasury (big cheese in charge of Customs & Excise at Tilbury and the D.T.I officers in London.)

Our licence application went in to the D.T.I. at 4.30 p.m. two days before the vessel was due to load, and miraculously we were informed at 4.30 p.m. the next day by the Licencing Officer, a civil servant who had clearly been doing a good deal of scurrying between departments, that we could collect our licence now.

The next day JNM was cleared by some equally attentive customs officers and ready to sail. You guessed it – the sailing was delayed for 3 days. And we thought India was bad – we know where they got it from.

Take all care out there

Johnny

OPS TEAM UPDATE

Well it's musical chairs time again for the Ops team. Nik is heading off for pastures new on the Asia desk at 'The Guardian' so it's all change on the desks. From 06 September :

Arrows – Asia Operations (truck & non-truck)
Kate – South America Operations (truck & non-truck)
Kath – Africa Operations

Our new recruit Kath has heaps of Africa experience having worked previously for Acacia.

Each desk will now be responsible for their own handbooks (much to my immense relief!) but big thanks to all of you have been sending back handbook updates - we're finally getting there (ish) in our mission to get them up to scratch. New additions include a new Blue Nile & Beyond handbook (including Sudan!!) courtesy of Ruth & Ozzy and an updated South China Seas handbook courtesy of Fi. Keep 'em coming and we'll keep on typing.

Kate xxx

P.S - any Leaders with e.mail address' please pass them on and there will be a list in next Enflash.

BYE BYE FROM NIK

Well, I guess most of you will know this by the time this gets to you. I will be leaving Encounter on the 25th September to take up a position working on the foreign desk of 'The Guardian' – co-ordinating their foreign correspondents. I will be sad to say goodbye – but the time has come to move on. It's been fun working on the Asia and South American desks, and I will miss the panic of the telex machine going off in the corner (I checked – The Guardian doesn't have one!) So have fun, be good, and get in touch when you are back in London – I want to hear all your gossip.

FROM 'ER IN THE BACKROOM

Now then you lot – greetings from the budgeting suite, scene of accounting carnage and vivid fiction.

I would like to remind you all of the great "Enflash" photo competition – winner to be announced in Christmas issue of Enflash – the prize will be a brand new gold accounts book and an exciting Encounter project to lead. At the moment Michael Stephens is odds on favourite and currently holds the title "Microsoft 98" man of the year. So rush to get your entries in by November. The boobie prize is lunch with me and if that is not an incentive to send in a winner I don't know what is.

In my efforts to promote bonhomie between E.O.L. and the sharp end, to those of you who know I remind you, and for those more recent members of the E.O. family I tell - those "goodies" very kindly sent to you by Kate, Nik and Aroha when they can, are paid for from their own meagre pockets. Don't forget that a thank you does go a long way.

Also due to popular "pressure" can I remind you – a lot of smokers at E.O.L. would love some Duty Free cigarettes and are more than happy to pay.

To help you choose:

Jim smokes	: Marlborough Lights
Johnny smokes	: Camel Filters
Aroha smokes	: Marlborough Lights or Camel Blues
Moirira smokes	: Silk Cut 100's (the long ones) – yes I've started smoking again – well it was better than 30 years in a Moroccan jail for murder.

The silly season for accounts checking is upon us. I'm manic, my hair is grey, finger nails chewed to the quick – fag consumption through the roof.

Solar powered calculators do not work very well in a dim light without battery back-up as one of your number realised to his cost as he sweated opposite me as I found error after error. That cost him 4 or 5 days of valuable holiday time and a Whispa Gold chocolate bar for me.

I won't bore you with too much on budgets as you've all recently had a novel from me and I'll be following up with more on specific problem areas – bet you can't wait, but I will reiterate – keep to budget and report accurately. I'm not harvesting much from the money tree in the garden of 267 – it needs more B.S.!!

Budgeting question of the month: - is wheeling and dealing on x rate, hotel rates, shopping etc. etc. a thing of the past ??

Finally, as much as Kate and myself enjoy putting Enflash together, it's sometimes like pulling teeth. It's your Enflash as well, you can contribute, but knowing you lot I reserve the right to edit.

So safe driving & happy number crunching

Love, Moira xxx

TIT BITS

Did you know that Ruth Clipperton is a real genuine CRAPPER descended from a long line of crappers including Thomas Crapper inventor of the W.C. (her great, great something grandfather).

On the matter of descendency, did you know Mr Paterson is a direct descendant of William the Conqueror and Ethelred the Unready! I believe he already regrets sharing this info with us.

Did you know by the time this Enflash hits the streets, Moira will be eligible for a Saga holiday & National Express bus pass – but she says you're as young as the man whose accounts you're chasing at the time – so stay in South America Leivers!!

Back to Miss Clipperton – what did you do to the Bank Manager in Harare? For the first time ever in her protracted E.O. career, a local Bank Manager called Moira so very concerned "poor Ruth must leave Harare on Sunday and I haven't received instruction to pay her, but now I can trace the payment back from Midland for her" – well done Ruth & the rest of you take note, though most of you are missing 2 vital assets!!

WORDS FROM THE WORKSHOP

Well we seem to have broken the back of our summer rush and have settled down to a manageable pace once more.

April saw Q872 in the workshop having been shipped back from Africa for an overhaul and it's now somewhere in Namibia having been shipped back. So we have a respectable looking truck in East Africa having arrived there without suffering the ravages of D.R. Congo.

On it's return to the U.K. from Asia, Q898 was revamped and with a tear in his eye Mr Hobbs said farewell to his baby as it ventured forth in to Africa under the guiding hand of Dom Cassidy on his first solo southbound in the middle of May. May also saw Q873 arrive home at lunchtime on Friday to be turned around ready for departure on Saturday. John Hayward barely had time to drop off one happy bunch before turning around and heading off again. The guys and girls at the workshop made the McClaren racing team mechanics look slow at a pit stop.

Riff welcomed back his old friend JNM 600V (fondly known as Uriah) when Ruth Clipperton drove it through the workshop gates having completed the first overland crossing of Sudan in a truck in around ten years. It's now been resurrected from that old Bedford graveyard known as the "backfield" and been shipped back to Southern Africa for that "one last trip" hopefully to repeat a Sudan crossing should the Ethiopians and Eritreans stop shooting at each other long enough to allow it.

Q400 has had another turnaround and is now en route to Kathmandu ably accompanied by Fiona Hanks who stepped in at the last minute - thanks Fi.

Moving on, and a few points we've picked up in the last few months from questionnaires, letters, ERR's and conversation in general: -

Cultural and environmental sensitivity and being "P.C." :

Although the role of a Project Leader is not that of a tour guide in the true sense, groups still expect to be kept informed of any relevant information pertaining to places / countries we visit, ie: dress codes, local customs - do 's and don'ts etc. So to save yourselves problems later it's worth spending a little time to find out relevant info and keep your groups in the picture. Never forget that we are a people industry, keeping the clients happy has to be the priority.

Remember the old chestnut "take nothing but photos, leave nothing but footprints" ? Well, we seem to be leaving behind fields of pink Kleenex (and the rest), old beer bottles etc and a variety of other assorted crap - so much for our "we care" image.....

So please educate your groups to either burn or bury their toilet paper and number twos, and if you can, sort your rubbish and burn what can be burnt, then bury the rest (tin cans rust quickly if they've been burnt).

Now then, I know I might sound like a nagging old hen, but it's frustrating reading complaint letters than can so easily be avoided. Never forget that in our multinational, multicultural groups the odd flippant comment can so easily be misinterpreted as a racist, sexist, or otherwise politically incorrect statement. We are after all **THE PROFESSIONALS**.

Workshops news:

Quite a few trucks arriving back at Wren Park lately still have wood racks attached to the front bumper or other weird and wonderful attachments. This may look cool and macho, but it is illegal in Europe, so should the cops pull you in Germany or elsewhere in Europe, it's fine time.

Please also remember that on entering Europe (actually at all times) trucks should be in an MOTable condition, and as they are highly visible to the general public, (our "bread and butter" at the end of the day) should be in a respectable condition.

Another call for calendar photos, we're nearly there but if the numbers aren't up we'll be asking the London office for contributions?? It seems like we're only getting African input, so come on Asia and South America.

So, wherever you are, whatever you're doing and whoever you're doing it with, have fun, take care, look after yourselves and see you soon.

Dave & Ian xxxx

STOP PRESS

With the happiness of a good friend and the sadness of a boss, I would like to announce the engagement of Dave Lanaway and Liz Medlicott.

After many nights of Dave whispering in my ear he has finally decided to take the plunge that so many E.O. staff have trouble in doing – "marriage"? home life? one woman?

These were the easy choices for Dave, leaving E.O. was the hardest. After 6 years of good and bad experiences Dave has finally given notice to leave. Mid-October will see the end of another hard working devoted individual who has helped this company follow its path through the 90's.

After a shaky start on his training trip with a few experiences worth forgetting, Dave held together many trips in both Asia and Africa. After 4 years I managed to talk Dave into helping me at the workshop where he took over as Recruitment & Training Manager. For the last 18 months Dave has been a great help at Wren Park and I would like to wish him all the best in the journey he is about to embark on.

Dave is going out to Australia to be one of the many Pommies living out there. His wedding is planned for the 19th December 1998 in Melbourne. Thanks for all your help Dave – you can always whisper in my ear.

Ian



**CONGRATULATIONS DAVE & LIZ FROM ALL AT
ENCOUNTER**

Hi All - hope you are all well and happy. Just a quick update for you all out there on the road. First of all it's summer here in the U.K. - that's this Monday and part of Tuesday just gone - boy was it hot!!

Sport so far this year

British Open Golf	We lost
World Cup Football	We lost
Wimbledon Tennis	We lost
Cricket	Not doing well, will probably lose
World whinging championship	We won this one hands down. I didn't make the U.K. team this year, but am told if I practice whinging a bit more I have any chance of making next years squad.

Stocks and shares

Because of all the new equipment I have made and dispatched around the globe this year, be it on your truck, or one that you have met up with, shares in camping equipment have finally gone through the roof.

My advice: -

If you have any camping equipment then look after it - it could be worth a small fortune when you get back here.

After all these years in the workshop listening, watching and helping to pull trucks apart (and losing the odd bit), I'm probably a very good mechanic, so here are some: -

Helpful hints and tips:

FAN - (M types, TL's, Cargos etc)

Being so advanced our engines don't get hot enough to need this item like a conventional vehicle, so - what it's for: -

Fitted in the U.K. workshop as an added extra by Ian, on my advice, it is used to displace water to both sides of the vehicle when you drive into a river to wash your tilt.

AIR CLEANER HOUSING (Plastic)

Top r/h/s behind cab (looks like 1960's fishbowl). Don't be fooled by this one - take it off, turn it upside down, fill with 4 parts degreaser / 10 parts water. This will now float quite happily next to you in the river whilst using it to clean your trailer cover.

REAR AXLE

Underneath truck at rear with a funny bulge in the middle. Take a bit of time with this one - it can be tricky. Unbolt axle and take it out. Put it in the middle of your camp site across 2 camp stools. Gather group around. This is an excellent piece of truck to demonstrate just how strong these little stools can be. Remember where the axle came from ? Ok, now put it back.

SPARES KIT

Not to be used at any time. This is purely ballast.

Any parts taken from here will undoubtedly affect the truck's balance, resulting in: -

Truck rocking from side to side.

Group falling asleep in the back.

Group asking to go back and see what they missed as they were sleeping.

All your fault because you took something out of the spares box.

I hope these hints and tips are of some use to you. I'll be doing some more next time so until then - take care of yourself, your groups, your trucks and equipment and have a great time.

All the best

Fred

Marketing UK

Well after being away for most of the summer and breaking my leg there is nothing much to say, except the office and workshop did pretty well at playing softball against Trailfinders. Considering they win every competition possible and we did not even know the rules, we did not do too badly. Surprisingly there were not too many injuries.

Anyway my job warms up again in October and November when I am going to be running around the UK doing slide shows and agent training sessions. In these sessions I am constantly telling them how great, versatile, reliable, friendly, efficient etc our project leaders are!!! So you have got a lot to live up to so watch out. Sorry.

On the sales front there's been a few changes on the sales team as Beth has left so now:

Rachel – moved on to Asia sales

James – Africa sales

Simonne – new recruit on South America sales

Simonne came to Encounter fresh from a Conquistador with Jon West & Simon Froggatt.

Have fun, Camilla

MOIRA GETS A SIX PACK FOR HER 50TH (AND JOHNNY GETS HIS RIBS BASTING!)



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