
Frequent Ask Question (FAQ) (ver. 2023-10-03 by EIC)

1. CSR CAT Walk in brief

CSR CAT Walk offers an opportunity for corporations and companies to be involved in the protection of tigers (including other wildlife) and their habitat at the Sungai Yu Ecological Corridor in Merapoh, Pahang. The Corridor, which is the last remaining natural connection between the Titiwangsa Main Range and the Taman Negara in Peninsular Malaysia, is an area known for poaching, forest encroachment, and illegal mining to take place. CSR CAT Walk volunteers will report the finding of such crimes to the MYCAT Wildlife Crime Hotline (+60 19 356 4194), who will relay the information to authorities for enforcement action.

2. What to expect on a CAT Walk?

While trekking and enjoying the great outdoors, CSR CAT Walk volunteers will look for signs of poaching (e.g., snares, traps) and encroachment (e.g., campsite, illegal logging, and mining) as well as animal signs (e.g., pugmarks and claw marks on trees). Some routes are also good for bird watching.

Do expect to get: mosquito/insect/leech bites; wet in rain/river/sweat; or sunburnt (a hat and/or sunblock will come in handy).

Track conditions: A CSR CAT Walk route might be one or a combination of these situations: wet/muddy path, flat or hilly trail, gradual or steep climb/descent, walking along/across railway tracks, walking on animal trails, walking along/across rivers with waist-deep water. The trails are not on a platform boardwalk.

Please take note that smoking and vaping is not allowed in the forest area.

3. Terms and Conditions

1. Volunteers must be above 18 years of age, in good health and physical condition, and confident that they can complete a day walk of about 6 kilometres with little assistance. Prior experience in hiking and trekking in the Malaysian rainforest is an advantage. MYCAT staff will be present throughout the programme period.
2. Fees include: forest entry permits, guide fees, accommodation and transportation in Merapoh as indicated in the itinerary (Appendix 1). Fees exclude meals, travel insurance, cost of visas, vaccinations, medication, gratuities, personal items and phone calls.

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4. The following Cancellation and Refund Policy is observed:

- a. MYCAT reserves the right to cancel this programme; MYCAT will provide notice of cancellation a minimum of 5-days prior to the commencement of the programme. **UNDER THIS circumstance only** MYCAT will fully refund the participation fees paid. MYCAT will not cover expenses incurred by the participant, such as transportation costs, insurance, etc., and we do not accept liability for any loss or damage arising out of any cancellation.
- b. It is necessary for you to abide by the authority of the programme leader, who represents MYCAT. The decision of the programme leader as to the conduct, itinerary and objectives of the programme is final. If, in the opinion of the programme leader, your behaviour or physical condition is detrimental to the safety, welfare and well-being of the group (which is the paramount consideration), you may be asked to leave the programme without the right to any refund.
- c. For cancellation by participants:
 1. All requests for cancellations and deferral must be sent through email to cat@malayantiger.net.
 2. Cancellation charges follow the schedule below, and applies without exception:

Cancellation notice deadline	Refund applicabl
Before the payment deadline	Refund minus a 20% administration fee
After payment deadline/failure to attend	No refund except for personal or family medical emergencies (medical certificate must be provided) or any other discernible reasons minus a 20% administration fee. All other reasons will be reviewed on a case by case basis.

Note: The payment deadline is 30-days before Day-1 of the CSR CAT Walk trip.

- d. A trip may be cancelled due to force majeure or caused by or result from causes beyond the reasonable control of the affected party (participants and MYCAT) or that of our service provider (e.g. accommodation owner). Examples of force majeure include, but are not limited to war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, floods, health risks and pandemics, the retraction of permits by government bodies, and other unavoidable and unforeseeable technical problems for reasons beyond our control. MYCAT will refund the participation fees paid minus a 20% administration fee.

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5. MYCAT is subject to the terms and conditions of a Non-Disclosure Agreement signed with Pahang Biodiversity Council. The following Copyright & Confidentiality is observed:

- a. Any tiger scat collected by the participants must be surrendered to MYCAT. All details of illegal activities and tiger/sambar/gaur/pangolin/serow signs detected by participants must remain confidential. The information, which includes photographs of animals or signs, locations, descriptions, etc., cannot be disseminated to the public via social media or any other channel (electronic media, print media, television, etc.) as divulging this may jeopardize the safety of wildlife and MYCAT's ability to conduct its work in the Sungai Yu Ecological Corridor.
- b. We request that volunteers disable any geo-tagging on your camera phone and other photographic devices prior to the commencement of CAT Walk.
- c. Apart from personal postings about the programme experience, any submissions to publications that reach a wider audience (e.g. newspapers, magazines, newsletters, online media, zoo weblogs) must be submitted to MYCAT for approval.
- d. Participants may use other information collected during the trip for personal use. In cases where there is doubt, the participants should check with MYCAT at cat@malayantiger.net.
- e. Participants license MYCAT to use any information collected during the programme, including but not limited to photographs and reports to the MYCAT Wildlife Crime Hotline (+60 19 356 4194/report@malayantiger.net), for any purposes deemed fit for its conservation objectives. Copyright of the materials belongs to the original owner.

6. The following Safety and Indemnity are observed:

- a. All CAT Walk leaders have undergone forest safety training, but safety is ultimately the responsibility of the individual participant.
- b. We recommend that all volunteers have their own personal insurance. MYCAT only provides insurance for death and disablement for injuries incurred during the walks.
- c. Volunteers are required to sign this [indemnity form](#) and email it to cat@malayantiger.net.
- d. As volunteers will share a common living space, volunteers who are not feeling well are requested to conduct a rapid self-test for COVID-19 before travelling to Merapoh.

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7. Accommodation

- a. Accommodation in Merapoh is provided. Participants will stay together in a private guesthouse, with indoor bathrooms/toilets and a kitchen with basic cooking equipment.
- b. Participants will have to share a room with other participants. Toiletries and towels are not provided. Unless stated otherwise, the accommodation is at [Merapoh Adventure Guesthouse](#).

8. Transportation

- a. The cost of transportation in and around Merapoh is included in the CSR CAT Walk fee. However, transportation to and from Merapoh is not. Participants are responsible for arranging their own transportation to Merapoh.
- b. The meeting point on Day 1 is at the accommodation. Search for “Merapoh Adventure Guesthouse” in your preferred navigation application. Travel time from Kuala Lumpur to the guesthouse takes approximately 3 hours (non stop).

9. Meals

- a. The cost of meals is not included in the participation fee. There are restaurants and provision shops in Merapoh. For those with specific dietary preferences (e.g. vegetarian or allergies), most restaurants here may not be able to cater to your needs. It is advisable that you bring along some food supplies to supplement your meals for the duration of your stay.

10. Communications and ATM

- a. Bahasa Malaysia is the official language of Malaysia. English is commonly spoken in urban areas. Outside of major cities interaction is possible with basic English.
- b. Mobile phone network signals are very strong in the city. International participants are reachable on your home mobile phone network should you decide to activate the roaming function.

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- c. International participants can also buy a local SIM/data package from a local mobile phone operator. Celcom (www.celcom.com.my) offers nation-wide coverage and has the best connectivity in Merapoh/Sungai Yu Corridor compared to others. Xpax (<https://www.xpax.com.my>) is the prepaid mobile network service for Celcom. Other major telco operators are Maxis (www.maxis.com.my) (the prepaid package is known as Hotlink <https://www.hotlink.com.my>) and Digi (<https://www.digi.com.my>). A mobile SIM card can be purchased from the respective stores in KLIA and KL Sentral.
- d. There is only one ATM in the CALTEX petrol station in Merapoh; service is variable. You are advised to bring sufficient cash. Few stalls or shops in Merapoh accept cash transfer or the use of debit cards.

11. Equipment for a day-walk

- a. Attire:
 - 1. Clothes suitable for walking in the forest (e.g. long trousers and sleeves; leech socks or double layer of socks; football socks recommended – no ankle socks!)
 - 2. Outdoor boots, hiking shoes that can get wet, trail shoes or *Adidas kampung*. Sneakers, running shoes, slippers and sandals are not suitable.
 - b. 2 litres of water in bottles or hydration bladder (essential)
 - c. Whistle and day pack (essential)
 - d. First aid kit and/or personal medications (essential)
 - e. Torchlight or head torch with spare batteries (recommended)
 - f. A hat and hiking stick (recommended)
 - g. Reusable container to pack lunch, fork, and spoon (recommended)
 - h. Insect and/or leech repellent (recommended)
 - i. GPS, binoculars, camera (optional)
 - j. Poncho or rain jacket with hood, umbrella, swimming attire (optional)
 - k. Sunblock (recommended)
- Note: All personal items are your own responsibility, do not bring unnecessary valuables.*

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12. Important contacts in Malaysia

- a. Malaysian Conservation Alliance for Tigers (240km ~3.5 hours from Merapoh)
Add.: T3-16-15, 3 Towers, Jalan Ampang, 50450 Kuala Lumpur, Malaysia.
Tel.: +60 3 2715 6701, Fax.: +60 3 2715 6702
- b. Merapoh Police Station (1km ~2 mins from Merapoh town square)
Add.: Kampung Merapuh Lama, 27210 Kuala Lipis, Pahang, Malaysia. Tel.: +60 9 912 2222
- c. Merapoh Health Clinic (1km ~2 mins from Merapoh town square)
Add.: Kampung Merapoh Lama, 27210 Kuala Lipis, Pahang, Malaysia. Tel.: +60 9 912 2377
- d. Gua Musang Hospital (30km ~45 mins from Merapoh)
Add.: Bandar Gua Musang, 18300 Gua Musang, Kelantan, Malaysia. Tel.: +60 9 912 1133
- e. Kuala Lipis Hospital (80km ~1 hour from Merapoh)
Add.: Bandar Kuala Lipis, 27200 Kuala Lipis, Pahang, Malaysia. Tel.: +60 9 312 3333

13. Personal Data Protection

Pursuant to Malaysia's Personal Data Protection Act 2010, MYCAT requests the permission of CAT Walk participants to collect and retain certain items of personal information for use by MYCAT staff and volunteer CAT Walk leaders for the purposes of the CAT Walk program. This information will not be shared with other third parties except on a strictly need-to-know basis for the purposes of permit applications and permissions, CAT Walk logistics and emergency situations.

For further inquiries, contact MYCAT at cat@malayantiger.net or +60 3 2715 6701 during normal working hours.

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Appendix 1:

A. Provisional Itinerary for 3-day 2-night CSR CAT Walk

Day	Time	Activity	Location
1	Afternoon	Arrival in Merapoh. Settle into accommodation.	Guesthouse
	Evening	Dinner. Briefing on MYCAT and CAT Walk.	Restaurant in Merapoh
		Free and easy. Rest.	Guesthouse
2	0730	Breakfast. Pack for lunch.	Restaurant in Merapoh
		Leave for Sungai Yu Ecological Corridor.	
	0900	Safety briefing. CAT Walk 1 (about 6km of trekking). Lunch in the forest. Check/Set up a camera-trap*.	Sungai Yu Corridor
	Afternoon	Exit the forest and return to accommodation.	
	Evening	Dinner.	Restaurant in Merapoh
3	0730	Breakfast. Pack for lunch.	Restaurant in Merapoh
		Leave for Sungai Yu Corridor.	
	0900	Plant trees*	Sungai Yu Corridor
		CAT Walk 2 (about 2km of trekking). Lunch in the forest.	
	Noon	Exit the forest and return to accommodation.	Guesthouse
		Debrief and review.	
	1400	Check-out. Programme ends.	
			<i>Time spent in the forest</i>

* This activity is subject to the weather condition.