

What do I do when I am departing ?

As soon as you arrive, follow these steps!

1. Check in and check your luggage if necessary.
2. Head straight through the security check point. (Make sure you have your ticket and passport ready!)
3. Let your staff member know that you have made it through security.
4. Follow signs to the gate on your ticket. (Remember to double check if your gate number has changed!)

If your flight is delayed/canceled or if you miss your flight...DON'T WORRY, WE WILL HELP!

Delayed Flights

1. Send a message to the Student Group Message that your flight is delayed.
2. If you believe you are going to miss your connecting flight, call one of the Departure Emergency Lines: **+1 (312) 312 1972 or +1 (312) 487 8851** to speak to a Belo Student Travel Coordinator.
3. Contact your host family to let them know if they will need to pick you up at a different time.
4. If your second flight is delayed, again, contact a Student Travel Coordinator on one of the Departure Emergency Lines. They will walk you through the situation.
5. Once you have been picked up by your host family, please send a message to the group that you are home safe!

Cancelled Flights

1. Call a Student Travel Coordinators on the Departure Emergency Lines: **+1 (312) 312 1972 or +1 (312) 487 8851**.
2. Go to the desk at your gate and speak to the agent about booking a new flight. (You can ask the Student Travel Coordinator, and they will speak to the agent over the phone for you.)
3. Contact your host family so they know that they will pick you up at a different time.
4. Rebook your flight and go to your new gate.
5. Once you have been picked up by your host family, please send a message to the group that you are home safe!

THANK YOU FOR TRAVELING WITH US!



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