

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!)
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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 Group Message that your flight is delayed.
2. If you believe you are going to miss your connecting flight, call your Trip Coordinator.
3. Once your coordinator knows the situation, you can go to the desk at your gate and give your phone to the agent so they can speak with the Trip Coordinator.
4. Contact your host family to let them know if they will need to pick you up at a different time.
5. If your second flight is delayed, again, contact your Trip Coordinator. They will walk you through the situation.
6. 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. Contact your Trip Coordinator to let them know.
2. Go to the desk at your gate and speak to the agent about booking a new flight. (You can always call your Trip 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!