

FLIGHTFOX

What is Flightfox?

Flightfox is a company that provides an online flight-booking website for CIEE participants. Flightfox travel experts help CIEE choose the best itineraries for our chaperoned group flights and help CIEE students book their travel to and from their Global Navigator programs. Flightfox also provides 24/7 travel support for travelers who book through them.

We strongly encourage all CIEE students to travel on the chaperoned group flights and the only way to do so is to book your flights through Flightfox. International travel is challenging and unexpected challenges and disruptions are common. Students on the chaperoned group flights will have immediate assistance from their group flight chaperone and Flightfox if any problems arise during their travels.

If you cannot travel on the chaperoned group flight, we still encourage you to book through Flightfox. Flightfox will only be able to provide 24/7 travel support to participants who book through them.

If you book an independent flight through a third party (even if it is the same itinerary as the group flight), CIEE and Flightfox cannot assist you with any travel delays, cancellations, or other disruptions. You will be fully responsible for getting yourself to/from your Global Navigator program.

[Click here for more general information about booking your flights.](#)

How does Flightfox work?

1. If you confirmed your participation in a Global Navigator program before March 1, 2019, you and your parents/guardians will receive email invitations to login to Flightfox by February 28. If you confirmed your participation in a Global Navigator program on March 1 or later, you will receive your email invitation to Flightfox within one week of your confirmation. If you think you should have received your Flightfox invitation by now but have not, check your spam/junk mailbox. If you still have not received your invitation, send an email to hsummerabroad@cíee.org.
2. When you or your parents/guardians click the link in the Flightfox invitation email, you will be taken to the Flightfox website. Students will be logged in as travelers and parents/guardians can log in as collaborators on their student's trip. Each person will have their own unique Flightfox username and password.
3. On the Flightfox website, you will be asked to confirm your Global Navigator program, as well as some personal details like your name, date of birth, home airport, and passport details. It's OK if you don't have your passport details ready when logging in to Flightfox, but you will need to provide them before you book your flight.

4. After you log in to Flightfox for the first time, the Flightfox travel experts will begin working on your flight. They will match you with the best group flight itinerary for your program first and, if necessary, find connecting flights from your home airport to the group flight gateway airport. When the travel experts are ready to recommend some flights to you, they will post a message to your Flightfox account which will also be emailed to you.
 5. You and/or your parents/guardians can chat with the travel experts online in your account or through email to find the group flights or individual flights that work best for you. If you need to speak to a travel expert on the phone, click the gear icon above the chat box in your Flightfox account and select "Request Callback" from the dropdown menu. Enter your phone number and a travel expert will call you at that number as soon as they are able.
 6. When you are ready to book your flight, your travel expert will collect your parent's/guardian's credit or debit information for payment. You must also provide your passport information if have not already done so. If another organization is helping you pay for your flights, you will receive further information about that in an email from CIEE.
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7. The standard fee for booking a flight through Flightfox is \$30. If you book a hotel or use credit card points or airline miles to book your flight, additional fees may apply. If Flightfox can find a special discounted fare for your flight, they will charge an additional \$30 fee but only if the total cost to you is significantly less than what you would find elsewhere. Flightfox will always be open and transparent about their fees. Please note that these fees will appear separately from your flight ticket charge on your credit or debit card statement.
 8. Whenever possible, Flightfox airfares will include the cost of one carry-on bag and one checked bag. If a checked bag is not included in the cost of your airfare, your travel expert will let you know. If your checked bag is overweight or you want to check a second bag, you will have to pay additional fees when you check in for your flight. Pack lightly to avoid extra baggage fees!
 9. Once you have booked your flight with Flightfox, they will email you a copy of your flight itinerary. You can also view your flight itinerary in your Flightfox account. We recommend signing up for [Triplt](#) and linking your Flightfox account so you can manage your travel itinerary from your mobile device.

