



Chaperoned Group Flight Travel Day Instructions

Please carefully review these instructions with you parent or guardian before your travel day. Please also print out these instructions and bring them with you when you travel.

Before Your Trip

We highly recommend downloading some free apps to your smart phone to help you track and manage your flight information on travel days. We like Triplt for organizing our itineraries in one place. FlightAware can tell you the location and status of any flight in the world and can tell parents if their child's flight has landed. The apps from specific airlines like Delta and United allow you to check-in online and can send you notifications if there is a schedule change or gate change for your flight.

Check your flight's status online at least one day before your departure and again before you leave home for your flight. You can check your flight's status using the apps mentioned above or by entering your flight number into an internet search engine.

Packing

On travel days, all Global Navigator students must wear their blue CIEE t-shirts visibly (not under a jacket or sweatshirt) so CIEE staff can identify you in the airport. [Click here](#) for packing suggestions for your Global Navigator program. Airlines have strict rules about how much baggage you can bring on the plane. Travelers are usually permitted to bring only three bags:

1. One checked bag, usually weighing up to 50 lbs., that airline staff will put in the cargo hold of the plane for you
2. One carry-on bag, like a small suitcase or larger backpack, that you will carry onto the plane and store in an overhead compartment
3. One personal bag, like a laptop bag, or small backpack, that you will carry onto the plane and store under the seat in front of you

Check your airline's website for their size and weight restrictions on checked and carry-on bags. Weigh and measure your packed bags before your travel day to make sure they will be accepted by the airline. You will be charged extra fees for oversize or overweight bags. Also, don't forget—you must be able to carry your own luggage, possibly on public transportation and up or down stairs. Put a luggage tag on your checked bag so you can identify it at baggage claim. Many suitcases look alike! *Make sure to pack your passport, travel documents, and any prescription medications in your personal carry-on bag.*

Gateway Airport

The airport where students will meet their group flight chaperones and travel together to their Global Navigator program is called the **gateway airport**. If you will travel to the gateway airport by car, bus, or train, follow the instructions for **ground transport** below. If you will travel to the gateway airport on a flight from your local airport, skip ahead to the instructions for **connecting flights**.

Ground Transport



1. If you will travel to the gateway airport by car, bus, or train, plan to arrive at the airport at least 3 hours before the departure of your chaperoned group flight. Earlier is better!
2. Meet your Group Flight Chaperone by the check-in counter for that flight. For example, if your chaperoned group flight is on Delta airlines, go to the Delta airlines check-in counter. Your Group Flight Chaperone will be wearing an orange CIEE t-shirt. Tell them your name and Global Navigator program. There may be many group flights to different Global Navigator programs departing from the same gateway airport. So make sure you are in the right group!
3. After checking in with your Group Flight Chaperone, get in line to check your bag and get your boarding pass. Remember that you are responsible for paying any overweight/oversize/extra baggage fees.
4. Once you have checked your bag and received your boarding pass, let your Group Flight Chaperone know you are ready. You can start getting to know the other students on your program!
5. One hour before the boarding time for your chaperoned group flight (note: boarding time is listed on your boarding pass), your Group Flight Chaperone will lead the group through the security check and to the gate for your flight. Remember to keep your passport and boarding pass available to show to the TSA agents and to follow TSA instructions through the security screening process. [Watch this short video to understand how to move through security screening with ease!](#)
6. Once you have gone through the security check, wait for your Group Flight Chaperone and the rest of your group. You will then walk together to the gate for your flight. When you arrive at the gate for your flight, sit back and relax until it is time to board the plane. Let your Group Flight Chaperone know if you want to go to the restroom or grab a snack. Remember, your flight will board soon!

Connecting Flights

1. If you will take a connecting flight from your local airport to the gateway airport, plan to arrive at your local airport at least 3 hours before departure.
2. When you check in for your first flight, ask the airline representative if your checked bag will be checked-through to your program location or if you will need to collect it at the gateway airport. Also ask if you will receive a boarding pass for your international flight now or if you will need to check in for your international flight at the gateway airport.
3. When you check in for your first flight, the airline representative may ask you or your parent/guardian if you want to purchase Unaccompanied Minor Service for an additional fee. Unaccompanied Minor Service requires minors to stay at their arrival gate until a designated adult meets them. **All students must decline the Unaccompanied Minor Service unless it is required by the airline.**
 - a. If Unaccompanied Minor Service is required by your airline, CIEE and Flightfox have already contacted you about this and coordinated your pickup with your group flight chaperone.
 - b. If Unaccompanied Minor Service is not required by your airline, CIEE will not coordinate your pickup at your arrival gate in the gateway airport. So you must decline this service.



4. When you arrive at the gateway airport:
 - a. If your bag will be checked through to the final destination and you already have a boarding pass for your chaperoned group flight:
 - i. You can go directly to the gate for your international flight. Check the airport monitors (usually several computer screens with white text on a blue background) for the gate for your international flight. Alternatively, you can ask an airline representative where your gate is and how to get there.
 - ii. If you go directly to your gate, you may arrive there before the Group Flight Chaperone and the rest of your group. Send your Group Flight Chaperone a text message with your full name to let them know you are waiting for them at the gate.
 - b. If you did not receive a boarding pass for your international flight at your home airport or were told that you will have to collect your checked bag when you arrive at the gateway airport:
 - i. You must collect your checked bag at baggage claim (follow the signs for baggage claim) and exit to the arrivals halls.
 - ii. Follow the signs to the departures hall/ticketing counter for your chaperoned group flight. For example, if your chaperoned group flight is on Delta airlines, go to the Delta airlines check-in counter. The check-in counter for your chaperoned group flight may be on another level or in another terminal of the airport. Ask an airport official or airline agent if you need help. Your Group Flight Chaperone will be waiting there and wearing an orange CIEE t-shirt. Tell them your name and Global Navigator program. There may be many group flights to different Global Navigator programs departing from the same gateway airport. So make sure you are in the right group!
 - iii. After checking in with your Group Flight Chaperone, get in line to check your bag and get your boarding pass. Remember that you are responsible for paying any overweight/oversize/extra baggage fees.
 - iv. Once you have checked your bag and received your boarding pass, let your Group Flight Chaperone know you are ready. You can start getting to know the other students on your program!
 - v. One hour before the boarding time for your chaperoned group flight (note: boarding time is listed on your boarding pass), your Group Flight Chaperone will lead the group through the security check and to the gate for your flight. Remember to keep your passport and boarding pass available to show to the TSA agents and to follow TSA instructions through the security screening process. [Watch this short video to understand how to move through security screening with ease!](#)
5. Once you have gone through the security check, wait for your Group Flight Chaperone and the rest of your group. You will then walk together to the gate for your flight. When you arrive at the gate for your flight, sit back and relax until it is time to board the plane. Let your Group



Flight Chaperone know if you want to go to the restroom or grab a snack. Remember, your flight will board soon!

In-Flight and Arrival

1. After you board the plane, store your carry-on bag in an overhead compartment and your personal bag under the seat in front of you.
2. Settle in for your flight. Listen to the safety instructions and announcements from the flight attendants. The flight attendants will occasionally serve several meals and beverages. You can watch movies or TV shows on the screen in front of you. Get some sleep so you are well rested when you arrive.
3. When the plane lands, collect all your belongings and make sure you have not left anything behind, especially in the pocket on the back of the seat in front of you. Many students have left passports and cell phones there before!
4. When you leave the plane, wait for your Group Flight Chaperone and the rest of your group. You will walk together to passport control.
5. You will go through passport control either as a group or as an individual, depending on local regulations. When it is your turn, step up to the immigration officer's desk and give them your passport and any other travel documents they request. They may ask to see your parental consent to travel form. That is why it is important to keep all your travel documents in your personal carry-on bag.
6. After passport control, wait for your Group Flight Chaperone and the rest of your group. You will walk together to the baggage claim.
7. At baggage claim, go to the baggage carousel for your flight and watch for your checked bag. Many bags look the same so check the tag to make sure you have the right one!
8. Once you have collected your baggage, let your Group Flight Chaperone know. You will proceed through customs together. Follow any instructions given to you by the customs agents.
9. After customs, your group will walk together into the arrivals hall. A CIEE staff member will be waiting for you there to take you to your Global Navigator program!

Group Flight & Chaperone Information

Use this section to write down the flight and chaperone information of your chaperoned group flight for quick reference. [Click here](#) for the list of Group Flight Chaperones and their contact information.

Gateway Airport:	Group Flight Number:	Group Flight Departure Time:
Group Flight Chaperone Name(s):		Group Flight Chaperone Phone Number(s):
Flightfox Phone Number: From the US: 1-833-787-9747		CIEE Support Phone Numbers: From the US: 1-866-583-0332



From abroad: 1-720-707-3501

From abroad: 1-207-553-4292

Problem-Solving

We hope your travel day goes smoothly but we want you to be prepared for any challenges you may encounter. When you encounter a challenge, remember to:

1. Make sure that you stay safe as you resolve the situation. Stay in busy, public areas, don't forget to keep an eye on your bags, and follow directions from uniformed airline representatives and police.
2. Gather information. Take a moment to assess where you are and what is happening. Use resources like airport monitors and ask airline representatives for details about your situation.
3. Keep us in the loop! Contact your flight chaperone for advice and to update them on your status. Don't make any alternate travel plans without talking to CIEE first.

Here is a list of potential travel day issues, how to solve them, and who to contact if you need help. Please read through this carefully so you know what to do if you encounter any travel day disruptions.

You forgot or misplaced your passport.

You will not be allowed to board the plane without your passport. So make sure it is packed securely in your personal carry-on bag, along with your other travel documents (like the parental consent to travel form), before leaving home.

You missed your connecting flight to the gateway airport.

Talk to the airline representative at your local airport first and ask if they can rebook you on the next flight. Ask if you will need to rebook your international flight too. If your international flight is on the same airline, the airline representative should be able to help you rebook it as well. If your international flight is on another airline, call Flightfox and ask them for help. You are responsible for paying any airline rebooking fees. If the airline is not being helpful or you are unsure about what to do, call Flightfox and they will talk to the airline for you.

If you have rebooked your connecting flight and will still arrive at the gateway airport in time for your chaperoned group flight, send your Group Flight Chaperone a text message to let them know what time you will arrive. If you have been rebooked on a new international flight, call CIEE Support to let them know your new flight information.

Your connecting flight to the gateway airport is delayed.

If your connecting flight is delayed but you will still arrive at the gateway airport at least two hours before the departure of your chaperoned group flight, send your Group Flight Chaperone a text message to let them know your new arrival time. They may instruct you to meet them at the gate for your group flight instead of the check-in counter.

If your connecting flight is delayed so much that you will arrive at the gateway airport less than two hours before the departure of your chaperoned group flight, it is possible that you will not arrive in time.



Talk to an airline agent to ask if you need to rebook your next flight. Make sure they consider if you need to collect and re-check your baggage at the gateway airport. If you have not yet boarded your connecting flight and it seems likely that you will miss your chaperoned group flight, do not board your connecting flight until the airline has rebooked your international flight. Call Flightfox or CIEE Support if you need assistance.

Your chaperoned group flight has been delayed or canceled.

Your Group Flight Chaperone will work with the airline to rebook the group flight if necessary. They will keep the students updated and students should update their parents/guardians. The Group Flight Chaperone will always stay with the group and provide supervision. If a group flight cannot depart until the following day due to airline delays or cancellations, an overnight hotel stay may be possible. You may be responsible for costs associated with an overnight hotel stay.

You need help during the flight.

Every seat on your flight should have a button directly overhead that you can press to call a flight attendant. Let them know if you need anything. You can also walk over to your Group Flight Chaperone's seat and let them know if you have any questions. If you are feeling nauseous, there is usually an airsick bag in the seat-back pocket in front of you.

Your checked baggage did not arrive at the airport.

Tell your Group Flight Chaperone and they will notify an airport official. Delayed baggage usually arrives within a day or two. If you need to purchase any clothes or toiletries while you wait for your baggage to arrive, your iNext travel insurance will reimburse you for up to \$200 for delayed baggage and up to \$2,000 for lost or damaged baggage.

My child's flight has landed but I have not heard from them and cannot reach them.

Don't worry! Your child might not have had access to wifi in the airport or is already on their way to their host family or the CIEE center in their host country. CIEE will send an arrival notification email to every students' emergency contacts on the next business day after arrivals. Students are encouraged to notify their parents of their arrival on program as soon as they are able.

You have a problem not listed here.

Contact your Group Flight Chaperone first. If you cannot reach them, call CIEE Support from the US at 1-866-583-0332 or from abroad at 1-207-553-4292. If you need help rebooking a flight, call Flightfox at 1-833-787-9747 or from abroad 1-720-707-3501.