Ready to fly? Read on for important info about booking your flights to and from your Global Navigator program.

All Global Navigator students are responsible for purchasing their own flights. CIEE program tuition and Global Navigator Scholarships do not cover the cost of flights.

CIEE has partnered with the travel experts at Flightfox to organize chaperoned group flights to/from every Global Navigator program in 2019. Beginning in February, you will receive an email invitation to login to a dedicated CIEE flight-booking website where you will be able to book your flights using a debit or credit card and/or applicable frequent flyer miles. Read on to understand your three options for getting to/from your study abroad program this summer!

1. CIEE Chaperoned Group Flights

CIEE Chaperoned Group Flights are flights to/from Global Navigator programs that are chaperoned by CIEE staff members and make it possible for all students on a program to travel together with the support of a responsible adult. CIEE chaperoned group flights can only be booked through Flightfox.

CIEE chaperoned group flights will depart from gateway airports which are major international airports like New York or San Francisco. Students will travel independently (or with a parent or guardian) to the gateway airport for their group flight. Flightfox will book these flights too if needed. At the gateway airport, students will meet their CIEE flight chaperone at the check-in counter for their group flight. CIEE flight chaperones will accompany students on the chaperoned group flight every step of the way as they travel together to/from their Global Navigator program.

International travel can be daunting, even for seasoned travelers. Missed flights due to delays and cancelations are an unfortunate reality that every traveler must be prepared for. Occasionally students may need to spend an unplanned overnight in an airport or hotel because they missed a connecting flight. For these reasons, we strongly recommend that all students travel on CIEE chaperoned group flights. Students on the chaperoned group flights will have immediate support from their CIEE chaperone and 24/7 phone support from the CIEE Support Team.

Please note: All students on the “Leadership Through Mandela’s Example” program in Cape Town, South Africa who are under 18 years of age are required to travel on the chaperoned group flight. South African law prohibits minors from traveling into the country without an authorized adult chaperone.

Click here to learn more about how to book your flight through Flightfox!
2. Individual Flights

Individual Flights are flights that were booked through Flightfox but are not chaperoned. We understand that the chaperoned group flights will not work for every student. If you cannot book the group flight due to scheduling or logistical conflicts, we strongly urge you to book your non-chaperoned individual flight through Flightfox. Flightfox knows the correct arrival and departure times, dates, and airports for each CIEE program and will make sure that students are booked on the appropriate flights. CIEE cannot provide travel support to students who are not on a chaperoned group flight. However, Flightfox will provide 24/7 emergency support via phone, text, or email if there are any travel interruptions and will update CIEE if there are any changes to students' travel plans. If you cannot travel on the chaperoned group flight, this is the next best option. 

Click here to learn more about how to book your flight through Flightfox!

3. Independent Flights

Independent Flights are unchaperoned flights that are booked through an independent third-party flight vendor or airline. CIEE strongly recommends against booking independent flights. Many online flight vendors lure customers in with the false promise of cheap airfare but add in costs at checkout and provide no support in emergency situations. Be aware that the cheapest itineraries often have dangerously short or excessively long layovers. CIEE and Flightfox cannot provide emergency travel support to students on independent flights.

If you are considering booking your flight through an online vendor, please contact CIEE first to discuss your travel plans. Once we have approved your travel plans, please forward a copy of your travel itinerary to hssummerabroad@ciee.org.

FAQ

When will I receive my Flightfox login email?

If you confirmed your participation in a Global Navigator program prior to March 1, you will receive an email invitation to login to Flightfox and book online in February. If you confirmed on March 1 or later, you will receive your invitation to login to Flightfox within one week of confirming. If you have not yet received your invitation but think you should have, please check your spam/junk mail folder. If you still cannot find it, please email hssummerabroad@ciee.org.

When is the deadline to book my flight?

You must book your flights to/from your Global Navigator program by April 15, 2019. If you booked an independent flight (not recommended), you must also email a copy of your travel itinerary to hssummerabroad@ciee.org by April 15, 2019.

How do I book my flight through Flightfox?

Students and parents/guardians will receive email invitations to login to Flightfox. Flightfox will already know which program you are on and will advise which group flight you should take based on your home airport. Click here to learn more about how to book your flight through Flightfox!

How much does the flight cost?

Flight costs vary a lot depending on when you book. The sooner you book your flight, the better! You can log in to Flightfox and chat with a travel expert to get a quote for the cost of your flight.

Are there any other fees?

One checked bag, up to 50 lbs. in weight, is usually included in your airfare. If your checked bag is overweight or you bring more than one checked bag, you will have to pay expensive airline fees. You will be responsible for carrying all of your baggage yourself and luggage storage in host family homes and dorm rooms is extremely limited. So pack lightly!

Flightfox charges a $30 booking fee. This covers the cost of the work that they do to find the best itinerary for you and to provide 24/7 support. If Flightfox finds a super discounted flight for you, they may charge an additional $30 fee but only if the discounted flight plus this extra fee is still less expensive than what you would find elsewhere online. Additional fees may also apply if you pay for your flight with credit card points or airline miles. Flightfox will be transparent about any fees they charge and why.

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 provide 24/7 support flight booking and travel emergencies. Flightfox travel experts have access to premium accounts with vendors and airlines to get better prices and services.
Why should I book my flight through Flightfox?
Participants may only book the chaperoned group flight through Flightfox. International travel is challenging and unexpected challenges and disruptions are common. It’s not uncommon for some students to need to spend an unplanned overnight in an airport hotel because they missed a flight connection somewhere away from home. That is why we strongly encourage all participants to travel on the chaperoned group flights. Participants on the chaperoned group flights will have the full support of a CIEE chaperone from the gateway city to the program location, through security, immigration, customs, baggage claim, and back again. They will also get to know their peers as they travel with them prior to the start of the program.

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, cancelations, or other disruptions. You will be fully responsible for getting yourself to/from your Global Navigator program.

How do I pay Flightfox for my flight?
You must pay with a debit or credit card at the time of booking. Flightfox may also be able to help you book using your family’s credit card points or airline miles. Chat with your Flightfox travel expert to learn more about that.

If you are working with another organization to help pay for your flights, we will send you an email with more information about how that process will work.

Does the Global Navigator Scholarship cover my flight costs?
No, you must pay for the entire cost of the flight yourself.

Can I pay in installments/make a payment plan?
No, you must pay the entire cost of the flight at the time of booking.

I tried Flightfox but found a cheaper flight online with another vendor. Can I book that instead?
We strongly advise against booking your flight to your CIEE program with an online vendor. Some vendors make airfare appear cheaper at first but then raise the price to check a bag. Some even charge for a carry-on bag. These vendors will not provide any support in the event of an emergency or travel disruption. If you miss your flight, they will not help you to re-book. Discounted itineraries often have dangerously short or exceedingly long layovers. So while these online options may appear cheaper at first, they may end up costing more in the end.

CIEE can only provide travel day support to students on the chaperoned group flight. So if you book through another online flight vendor, CIEE is not responsible for you until you arrive at your program. CIEE cannot help you if you miss a flight, your flight is canceled, baggage lost, etc. If you cannot travel with the chaperoned group flight, CIEE recommends you book your individual flight through Flightfox. Flightfox can advise you on the correct flight to book for your CIEE program and will provide 24/7 travel support.

My family member works for an airline/travel agency and can get cheap tickets but I want to be on the group flight. Can you tell me the group flight information?
No, students will only be part of the chaperoned group flight if they book through Flightfox. If you book through a third-party, CIEE cannot guarantee that it is the correct flight and cannot access your reservation in the event of a travel disruption. Students who book through a third-party will be considered independent travelers.

I found the group flight itinerary for less on another website. Can I book that? Will I still have CIEE support on travel day? Why is Flightfox more expensive?
No, students will only be part of the chaperoned group flight if they book through Flightfox. If you book through a third-party, CIEE cannot guarantee that it is the correct flight and cannot access your reservation in the event of a travel disruption. Students who book through a third-party will be considered independent travelers.

We cannot guarantee that the flight you found through a third-party is the same itinerary. Flightfox works hard to find competitive ticket prices but must also charge a $30 booking fee to cover the cost of 24/7 emergency support.

Where is the gateway city for my group flight? Why isn’t my hometown the gateway city?
CIEE and Flightfox chose the gateway cities that provide the best possible group flight itineraries for the most students. This
means that some students may need to travel to the gateway cities to join the group flights. Login to Flightfox to see the group flight itinerary and gateway city location. Flightfox will help you book your travel from your hometown to the gateway city if needed.

How do I get to the gateway city/airport?

If you live nearby, you can travel to the gateway airport by car, bus, or train. If you must take a flight to get there, Flightfox can book your flight to the gateway at the same time they book your chaperoned group flight.

Can you provide a flight chaperone for my student’s flight from their hometown to the gateway airports?

No, CIEE can only provide chaperones for the group flights departing from the gateway airports.

I will be traveling with my family before/after the program. We know we will not have CIEE travel day support and are OK with that. When/where should we meet CIEE?

Please contact CIEE to discuss your travel plans so we can coordinate your arrival/departure with our in-country program staff.