



Independent 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.

Because you chose to travel on an independent flight, you are responsible for traveling to your Global Navigator program location and for resolving any travel disruptions you may encounter along the way.

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.*

Traveling

1. Plan to arrive at the airport at least 3 hours before your flight's departure. Earlier is better!



2. Go to the ticket counter of the airline for your flight to check in. The airline agent will ask to see your passport and any other travel documents you may need for your program. They will take your checked bag and give you a boarding pass.
3. At check-in, the airline agent 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 and you booked your flight through Flightfox, CIEE and Flightfox have already contacted you about this and coordinated your pickup at your arrival gate.
 - b. If Unaccompanied Minor Service is not required by your airline, CIEE will not coordinate an Unaccompanied Minor pickup at your arrival gate. If you arrive at your program location within the arrival window, a CIEE staff member will meet you in the arrivals hall of the airport in your program location.
 - c. If you are 14 years old and traveling on Delta, United, or American Airlines, you must contact the airline directly to ask if Unaccompanied Minor Service is required. If it is required, you must contact CIEE immediately to coordinate your pickup at your arrival gate.
4. If you will have to change planes at any point between your home airport and your Global Navigator program location, ask the airline agent if your checked bag will be checked-through to your program location or if you will need to collect it at a connecting airport. Also ask if you will receive boarding passes for each leg of your flight now or if you will need to check in for your other flights at the connecting airports. If you need to collect your baggage or collect boarding passes at any connecting airports, remember that it is your responsibility to do so.
5. Once you have checked your bag and received your boarding pass, it is time to go through the security check. 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. After you have passed the security check, proceed to the gate for your flight listed on your boarding pass. Wait at your gate until it is time to board the flight.
7. 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.
8. 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.
9. 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!
10. If your flight itinerary has a layover or connecting airport, remember to collect your baggage and get a new boarding pass if necessary. You may have to transfer to another terminal of the airport by shuttle or tram. Ask an airport official or airline agent if you are unsure.



11. After arriving in your Global Navigator program country, your first stop after departing the plane is passport control. 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. Make sure to keep all your travel documents with you in your personal carry-on bag.
12. Once you have passed passport control, you will collect your checked bag at the baggage claim carousel. Many bags look the same so check the tag to make sure you have the right one!
13. After collecting your baggage, you will go through customs. Follow any instructions given to you by the customs agents.
14. After customs, you will exit into the arrivals hall. If you have shared your flight information with CIEE and arrived within the arrival window, a CIEE staff member with a CIEE sign will meet you in the arrivals hall to bring you to your Global Navigator program. If you have arrived before the arrival window, find a visible place nearby in the arrivals hall to wait for the first CIEE staff member to arrive. If you have arrived after the arrival window, you will need to arrange your own transport to the program unless previously coordinated with CIEE.

Early Arrivals

If you are arriving to your program location before the travel day, you must notify CIEE of your travel plans ahead of time. Please note that CIEE cannot provide housing, meals, or supervision prior to the program start date. If you are already in the program location on the program start date and have notified CIEE about your travel plans ahead of time, we will notify you directly about where and when to meet your CIEE Program Coordinator.

CIEE Center & Program Coordinator Contact Information

Use this section to write down your CIEE Center & Program Coordinator Contact Information for quick reference. [Click here](#) for the address and contact number for every Global Navigator program.

Program Coordinator Name:	Program Coordinator Phone Number:
Flightfox Phone Number: From the US: 1-833-787-9747 From abroad: 1-720-707-3501	CIEE Support Phone Number: From the US: 1-866-583-0332 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! Let CIEE know if your travel plans have changed.

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 an international 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.

Your flight was delayed.

If your flight was delayed so much that you will miss a connecting flight, work with the airline agent to rebook your connecting flight. If you need help rebooking a flight and you booked your flights with Flightfox, call them to ask for assistance.

If you are rebooked on a new flight, send an email with your name, flight number, and new arrival time to your Program Coordinator.

You missed your flight or your flight was canceled.

Talk to the airline agent first and ask if they can rebook you on the next flight. If you have any layovers or connecting flights, ask the airline if those will need to be rebooked as well. If your flights are all on the same airline, the airline agent should be able to rebook all of them. If you are traveling on different airlines, those flights will need to be rebooked separately. If you booked your independent flights through Flightfox and need help rebooking your flights, call Flightfox to ask for assistance.

If you are rebooked on a new flight, send an email with your name, flight number, and new arrival time to your Program Coordinator. If you cannot contact your Program Coordinator, call CIEE Support to notify them of your new flight information.

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. 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.

Notify an airport official and complete a missing baggage form. Provide your Program Coordinator's name and phone number as a contact. 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, notify a Program Leader. Your iNext travel insurance will reimburse you for up to \$200 for delayed baggage and up to \$2,000 for lost or damaged baggage.



You arrived within the arrival window but do not see a CIEE staff member in the arrivals hall.

Wait in the arrivals hall in a visible location for a CIEE staff member to find you. They may be delayed or are picking up a student from another terminal in the airport and will meet with you shortly. If you have been waiting for more than half an hour and have access to phone or internet, try contacting your Program Coordinator. If you cannot contact your Program Coordinator, call CIEE Support. If you do not have access to phone or internet, ask an airport official for help contacting your Program Coordinator.

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.

CIEE Support from the US at 1-866-583-0332 or from abroad at 1-207-553-4292. If you booked a flight through Flightfox and need help rebooking it, call Flightfox at 1-833-787-9747 or from abroad: 1-720-707-3501.