

FAQ and Travel Info for Participants for 2021 End-of Stay/Departures

To Volunteers and Host Families – Please ensure that participants have details and understand departure/flight information and other day of travel logistics. They should have the name/phone number of the volunteer assisting with check in at the airport.

It is time to start thinking about your departure and the actual day of travel and logistics.

- You will receive your e-ticket(s) and emergency contact information directly from AFS USA's Travel and Logistics Coordination team 10 days prior to departure.
- Your host family has been sent an email with a link to the COVID test requirements for your country. You must double check to make sure the information is accurate when you are scheduling your COVID PCR test. You **MUST** travel with a hard copy of the test results.
- While mask requirements vary from state to state, airlines are still requiring masks. You should pack extra masks and hand sanitizer for your trip home.
- Luggage - Please refer to the luggage Information sent to you with your international e-ticket. Please contact your airline and plan for luggage weight limits and costs associated with checking luggage. **Also, please do not check-in or pre-pay for your luggage on-line before you arrive at the airport. If your flight is delayed/cancelled it will be more difficult to change your flight/receive a refund for luggage fees.**
- **If you know you will NOT receive your COVID test results in time to travel, you MUST call our Duty Officer so we can notify your AFS partner office. If your flight is not cancelled before the flight departs, you will be considered a "no show" and your ticket will no longer be valid for you to fly.**

Day of Travel

Packing

- Remember, you **MUST** have your passport in hand to travel; **passports should NEVER be packed into any luggage that will be checked.** Keep a photocopy of the photo page of your passport in a separate location.
- Pack anything of importance (toothbrush, one change of clothes, etc.) in a separate, smaller carry-on bag.
- Make sure your carry-on doesn't contain any liquids over three ounces or any other prohibited items.

Arrival to Airport

- You and your host family must arrive to the airport **at least three hours** prior to your flight departure time. This will build in time for driving delays, check in issues due to your covid test results, and general check in/TSA clearance delays. Should you be denied check in because you have arrived too late – or because of long TSA lines may result in your having to pay ticket penalties.
- Be mindful of your possessions - cameras, iPods carry-on bags, and passport - at all times!

Checking In

- You must have a hard copy of your e-ticket, your negative covid test results and any required documentation required by your country. The airlines have a right to deny your check in if you are missing this information.
- Make sure your luggage is checked through to your final airport (called interlining) and you receive the tags back when you check in.
- You should receive boarding passes for all flights home. If you do not, call AFS USA.

Delays/Cancellation

- If you are delayed getting to the airport, you must call AFS USA.
- If your flight is delayed/cancelled, you must call AFS USA to advise us. You will need to work with the airline at the airport to rebook your flight and call AFS USA.
- If an AFS volunteer is not at the airport for your departure, your host family must remain at airport until your plane is in the air. Sometimes flights get cancelled after you are at the gate/on board the plane. They may need to take you back home if you are rebooked for the next day.
- If you are unsure what to do once you are at the gate or at a transit point, always speak to airline staff.
- If you or your host family need additional assistance on the day of travel, you must contact the Duty Officer or the numbers listed below.

Transits within the United States:

- We will have volunteers and/or staff on call should you have any delays or cancellations in a connection airport.
- If your return flights include a domestic flight to an international flight at an airport in the US, you should plan on making the connection from one terminal to the next on your own.
- Remember, if you are unsure, ask the airline staff that will be by the gate of your arriving flight – and check the departure screens in the airport as gates can change at the last minute.
- If your luggage was checked through to your final airport, you do not need to claim your luggage.

Just in Case you lose your Passport

During normal business hours, the loss of a passport **must be reported immediately to the AFS-USA office** at 1-800-876- 2377 and press 9.

Outside of normal business hours, contact the **Duty Officer at 1-800-237-4636 and press 9**. You will be given further instructions at that time. Please have the following information handy when you call:

- Your full name as it appears on your passport and AFS country
- If passport is from another country, please let us know.
- Date and place of birth
- Passport number (if known)
- Place where passport was issued and date of issue (if known)

IF A LOST PASSPORT IS FOUND AFTER REPORTING IT LOST, BE SURE TO CALL AFS BACK IMMEDIATELY, SO THAT REPLACEMENT PROCEDURES CAN BE HALTED.

Contact Information:

Questions regarding Covid testing: 800-237-4636, press 9 for Participant Support
Email: Participantport-Staff@afsusa.org

Questions regarding international travel (Prior to day of travel) 646-751-1968 or rtallman@afsusa.org (9:00a to 5:00p Eastern Time)

Day of travel:

International travel after office hours 800-AFS-Info (237-4636), press 9 for Duty Officer
International travel during office hours 800-221-3998
800-876-2376, press 6 or 9
646-751-1968
646-751-1950

Remember – if you have problems on the day of travel, you must call (no emails)!