



2022 DEPARTURES – Airport Procedures for Area Teams

Thank you very much for assisting with the departure of AFS' hosted students on their way home! Throughout the US, AFS-USA is saying goodbye to 500 students on June 20th, and another 250 on June 27th.

We need your help to ensure their departure goes smoothly or to contact us when it doesn't!

Your Area Team's Travel Rep will give you a schedule and e-tickets for your airport assignment.

If you are assigned as a "Flight Officer" to check in students, you will need to remain in the airport and verify that flights have taken off.

Please bring with you or pick up at airport:

- ✦ Flight schedules with student names and contact phone numbers
- ✦ International Tickets (e-ticket receipts)
- ✦ Extra Paper/Pen
- ✦ Photo ID
- ✦ AFS sign and/or AFS red t-shirt
- ✦ Download WhatsApp and Flight Aware on Phone

A Note About Through Ticketing: All students have been through-ticketed. This means that their return ticket is issued as one itinerary from the local airport to their home country airport.

As students are through ticketed to their final destination, it is required that you check them in with their first departure airline.

If student is not checked into the first leg of their flight, they will be considered a "no-show" and the airline will auto-cancel the remaining flights on their itinerary.

Please do not purchase a separate domestic ticket on another airline to get the student to their international flight. If you are concerned a student will miss their flight, please make sure they check-in with their original airline. The ticketing agent will take care of re-booking their flight, if necessary.

GENERAL PROCEDURES:

If you are "greeting" host families, please check the following items before taking them to check in or handing them over to the flight officer:

- Do they have their passport?
- Do they need COVID testing either for transit airport or home country?
- If yes, have they completed all information, including any on-line forms?
- Have they responded to your AT WhatsApp group?
- Do they have their nametag/understand how to reach AFS USA in case of emergency?

(over)

Flight Officers

- ✦ ALWAYS check flight times before departing for airport using the Flight Aware app. If delayed, call your Area Team's Travel Rep to advise them of the delay. The Travel Rep will follow up AFS-USA's Travel Team.
- ✦ Your Travel Rep will have created a WhatsApp group for the students and airport vols. Make sure you have received a message so you can be in communication with students and other team vols.
- ✦ Be sure to be at the airport at the time noted on your schedule. This is a minimum of 3-4 hours prior to departure.
- ✦ All flights have been reconfirmed and there should be NO penalties on any tickets. If the airline states that there are penalties, you must call your Travel Rep immediately.
- ✦ For those students with connections on the same airline or codeshare (i.e., DL to DL via ATL), the airline will usually issue boarding passes for all flights.
 - **Please tell students that if they do not receive boarding passes for both flights, they can get the boarding pass at the departure gate in their connecting city. Students should always double-check gate numbers when arriving.*
- ✦ For those students with connections to another carrier, they will need to check in with the second airline in the connecting city to receive their boarding pass. The luggage will **hopefully** be checked through to final destination even though it is a different carrier (ie AA to JAL). **Some airlines will no longer check bags to a different carrier.** You must tell a student if they have to collect their bags in a connecting city. If they have to pick up their baggage in the transit city, they should look for an AFS volunteer who will assist with the transit (20 JUN and 27 JUN only).
- ✦ Ask the check-in agent if you can get a gate pass. If you cannot get a gate pass, send students through at least 2- 3 hours prior to boarding. Security lines can be very long.
- ✦ Ensure that student can check in with you/Travel Rep on WhatsApp. **Remind them to chat group when they get to the gate/are boarding.**
- ✦ If you have gotten a gate pass, please wait until the plane has taxied from the gate before you leave area. Set departure notification on Flight Aware to know when flight has taken off.
- ✦ Call/WhatsApp your Travel Rep or designated travel contact person when flight departs.

LUGGAGE

- ✦ A note about luggage: All students have been told that they are responsible for checking with their airline for exact limits. **AFS-USA will NOT pay for any overweight or extra bag charges.** If a bag is overweight and they cannot pay, have them go through their bag and see what they may possibly leave behind, put in their carry-on, or give to another student who may have room.
- ✦ **We do not pay any baggage charges for students and if you choose to pay for a student, AFS-USA will not reimburse you.**
- ✦ Most airlines will not accept cash for luggage charges. Students will need to pay by credit card or US debit card. Please do offer to collect cash and put the charge on a personal card.

Contact Numbers:

Your first contact should be the Area Team's Travel Rep or another designated volunteer. This information should be on your airport schedule. If there is a travel emergency and you cannot reach them, then contact AFS-USA at the duty officer numbers below.

AFS-USA:

Duty officer: 800-AFS-Info, press 9 (800-237-4636)

Travel emergency line: 800-221-3998

NOTE: this phone is answered all day on 20 JUN and 27 JUN and during business hours 21 JUN and 28 JUN if there are cancellations/overnights.

Thank you so much for your help in making Departures a successful AFS event!

(over)