

What happens IF...

Your flight is delayed

Approach the gate agent and show him/her your E-ticket and say:

"I am a high school exchange student. I need to get to (name of city) and am afraid I will miss my connection in (name of connecting city). Can you please help me?"

Your flight is cancelled

Approach the gate agent and show him/her your E-ticket and say:

"I am a high school exchange student. I need to get to (name of city) but my flight was cancelled. Can you please help me get on another flight?"

Your flight is overbooked *(more people than seats on a plane)*

Approach the gate agent and show him/her your E-ticket and say:

"I am a high school exchange student. I am (your age) and I need to get to (name of city). I need to be on this flight. My host family is waiting for me. Can you please help me?"

Remember: After they help you (or if they cannot help you) you must call 1-800-322-4678 so that AYA staff can assist you and let your host family know your new flight information

Once you reach your final destination...

Where is my host family?

Your host family is very excited to meet you, but there are some common reasons that you may not see your host family at the airport:

- If you are still at the gate, you need to go to the baggage claim area, your host family should be waiting there. Your host family cannot get through security to meet you at the gate
- Your host family may be stuck in traffic or on their way to the airport
- Your host family may be in another part of the airport looking for you
- Sometimes your host family cannot come get you, so your Local Coordinator will pick you up instead
- If you get your baggage in the baggage claim area but cannot find your host family, call the AYA emergency phone and let us know. We will contact your host family or local coordinator to find out where they are. Call again in 15 minutes for an update

If your host family arrives before 15 minutes have passed, please call and let us know.

Not sure what to do?

If something happens and you do not know what to do, call: 1-800-322-4678



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1-800-322-4678 | www.academyyear.org



AIRPORT INFORMATION & TRAVEL EMERGENCY PROCEDURES

What you need to know
to reach your host family

www.academyyear.org

If you have any problems while traveling to your host family, you need to call the AYA emergency phone at **1-800-322-4678** to be connected to an AYA staff person. This is a free call; you can dial this number from any cell phone or public phone in the U.S. The staff member on call will assist you and let your host family know of any changes to your travel.

STEP 1: When you dial 1-800-322-4678 you will hear the following message: If you are a student, host family, or Local Coordinator experiencing a flight emergency right now or if you need assistance regarding a flight for a student flying today, please press "4" now.

STEP 2: Press 4 and you will be connected to the AYA staff member on duty who will assist you.

STEP 3: Tell the AYA staff member your name, your six digit student ID number (I.E. GJ100,AYC010) and the reason for your call.

Boarding

You need your Boarding Pass and a Photo I.D. (Passport) to get on the flight. Your boarding pass will have your departure gate, boarding time, departure time and seat assignment on it.

- On your boarding pass you will see an indicated boarding time, which is approximately 30-45 minutes prior to the scheduled departure time
- You must pay attention to the boarding time and make sure you are at the assigned gate by this time
- It is also important to listen to announcements concerning flight changes, as sometimes the airline will change the gate number or departure time of your flight.
- We recommend that you go to your gate and stay there until your scheduled departure to ensure you do not miss any important information and do not miss your flight
- Sometimes passengers will be transported to the plane on a bus. In this case you will exit through the gate you are assigned to get on the shuttle to take you to the plane

Security Screening Overview

- After you check in for your flight you will get in line to go through a security checkpoint. Security lines may be very long and slow.
- You will get through security much more smoothly and quickly if you are prepared. Have your boarding pass and passport ready to show the TSA agent when you get in the security screening line.

The following items cannot go through the metal detector:

- Keys, coins, cell phones, belts, or barrettes
- Take your coat and shoes off before you walk through a machine and put them in one of the plastic bins provided
- If you have a laptop, take it out of the case and put it in its own bin

Carry-On Screening

If you pack an item from the "not allowed" list in your carry on bag, security screeners will see it and take it away from you.

NOT ALLOWED in carry on bag:

- Liquids or gels in quantities greater than 3 ounces or 90 ml; see www.tsa.gov for details
- Knives or swords of any length or type
- Anything that looks like a weapon
- Anything with a sharp point/tip
- Razor blades that are not in a package
- Lighters
- Martial arts weapons

ALLOWED in your carry-on bag:

- Diabetes related equipment
- Nail files, nail clippers
- Disposable razors

Flight Problems

If your flight is delayed, cancelled or overbooked, you need to talk to a gate agent (airlines representative.) She/he can help you. You can also ask the gate agent to call the AYA emergency phone number. If the gate agent tries to bump you, tell him/her that you are a high school exchange student and your host family is waiting for you.

Bumped: When you are removed from the flight due to too many passengers. Never volunteer to be bumped.

Note about being a minor

- A minor is anyone under the age of 18
- If you miss a flight or it is cancelled and there are no flights until the next day, you may have to spend the night in the airport. Airlines are supposed to assist minors with this. The airlines are also not supposed to bump minors.

Anything else?

- You must call the AYA emergency number so that we can inform your host family about the situation

What happens IF....

You get bumped or have to overnight in an airport

Tell the airline representative that you are a high school exchange student and your age and the airlines staff should help you. Depending on the circumstance, if you have to stay overnight, airlines should either put you in a hotel room or in a designated room at the airport where you will be supervised by airline staff. They will also assist you in getting to your new flight the next day. An AYA Local Coordinator may also pick you up and host you for the night if one is near and available to do so.

You miss your flight

Approach the gate agent and show him/her your E-Ticket and say:

"I am a high school exchange student and I just missed my flight to (name of city). My host family is waiting for me, can you please help me?"