



## Tips for Dealing with Flight Problems

### Before you go to the airport to pick up your student:

- ❖ Before you drive to the airport, check the flight status online.
- ❖ Is the flight scheduled to arrive on time?
- ❖ If the flight early/late? Plan your trip to the airport accordingly.

### Your student's flight arrived but he/she doesn't appear to have been on the flight:

- ❖ Double check the flight arrival screen, did it arrive as scheduled?
- ❖ Your student may have been flying as an Unaccompanied Minor (UM) which means they are waiting at the gate for you to collect them. Check with the airline representative.
- ❖ Talk to an airline representative to find out if there was a delay/ cancellation on any of your student's connecting flights.
- ❖ Ask the airline representative if the student is booked on a later flight. *Please note: it is airline policy not to give out information about their passengers, so some airline employees may not cooperate.* Take some paperwork to show that the student is your host son/daughter.
- ❖ Contact your Local Coordinator if he/she is not at the airport.



### Tips for getting information from airline personnel:

- ❖ If you get a clear "no" from an airline representative, wait a few minutes and talk to a different representative who might be willing to help you.
- ❖ Point out that the student is a minor from a foreign country who is traveling for the first time by him/herself. The airlines have a higher responsibility for minors and it often helps to remind them of their responsibility.
- ❖ Mention that the student cannot communicate very well in English, and that he/she is probably exhausted from the long trip and could be wandering around the airport; lost.
- ❖ Show your concern.
- ❖ If you have no luck talking to a representative in person, call the airline. If you want to find out if your student is booked on a new flight, tell the representative that you are currently at home (even if you are calling from the airport). Ask them if they would recommend going to the airport, or if you should wait a little longer (this way you give them the option to



indirectly give you information, without violating the policy they have to abide by).

- ❖ Be creative, friendly and persistent- you are more likely to find someone who is willing to take a risk and help you out! Be patient and polite rather than confrontational.



### **Your student arrived as scheduled but you cannot find him/her at the airport:**

- ❖ Wait another 30 minutes in the baggage claim area.
- ❖ Page the student. Talk to an airline representative or someone at the information desk to find out how to do this.
- ❖ If you've tried everything to locate the student and you still can't find him/her, call your local coordinator or the ETC emergency line at **1-877-222-9803**. The person on call will do their best to help you locate your student.

### **Your student's luggage did not arrive:**

- ❖ Ask the student for his/her luggage claim ticket and go to the baggage claim counter which is usually near the baggage pick up area, and file a lost baggage form.
- ❖ The lost luggage will probably arrive on the next flight and the airline will deliver the luggage to your home. Expect the luggage to be delivered within 2-4 days.
- ❖ Before you leave the airport make sure you received a phone number you can call to check on the status of the luggage.

**Now let the REAL Journey Begin!!!**

