**What to Do in the Event of a Travel Delay or Cancellation**

Our years of experience with this program have taught us that despite best laid plans, things happen beyond our control and nowhere is this truer than when it comes to travel across this country! Major weather is our number one culprit here.

**Should your flight become delayed or cancelled please:**

**Stay calm** – the more easy going and relaxed you are about the delay or cancellation – the more relaxed the group will be. Try to see the experience as “part of the adventure”.

Priority 1 is to visit your airline’s customer service desk to be booked on a new flight - make sure you stress that you are travelling with a group of youth.

* Airlines are the only ones who can re-protect (which means to book you on another flight when your flight has been delayed or cancelled). Uniglobe or the Emergency travel assistance line cannot do this.
* As you are travelling with a group, it might not be possible to get everyone on the next available flight.

o Be prepared to split the group. Make sure you stress with whoever is changing your itinerary who are the adults and who are the youth. Make sure there is at least one adult travelling with each group of youth.

If your flight is delayed or cancelled during Eastern Standard Time (EST) business hours – call your travel agent and your Regional Coordinator AFTER you have spoken to the airline at the counter in the airport. The travel agency will then adjust the rest of the itinerary according to the new travel arrangements whether it be bus, common stay or second airline.

If your flight is delayed or cancelled outside of EST business hours – call the Emergency Travel Assistance line. Please note:

* This is not Uniglobe. This service is a third party assistance provider but they do have access to your travel information.
* If there is a major event happening (think ice storm), causing significant delays and cancellations, you will likely be on hold for a while. You have the option to leave a message and email the Emergency line – do this. Consider having one leader on hold with the line while you leave a message and then email from another phone.
* You will need to ask the Emergency line to adjust the rest of the itinerary according to the new travel arrangements whether it be bus, common stay or second airline.

In the event of a weather related delay, it is unlikely that airline will provide overnight accommodations at a hotel. Be prepared to camp out in the airport.

Let your twin or home contacts know when you are now arriving.

* If there is an airport transfer arranged for you at your destination, make sure either your travel agent or the Emergency Assistance Line has confirmed your new arrival time with the bus company.

Always travel with a credit card that has some space to deal with any expenses incurred during a travel delay (meals, possibly accommodations).

Safety is our number one priority. If at any time you feel your travel is unsafe, please call us and Uniglobe or the Emergency Assistance Line.