

Educational Tours

ESSENTIAL DETAILS FOR A SMOOTH ARRIVAL

Your tour will be here before you know it. From passports to emergency support, we've pulled together essential information to help you enjoy a safe and smooth experience. It's information you've heard before in emails and handbooks, summarized in one handy piece. Read on for all the details you'll need to know.



Passports and Travel Documents

- You and your travelers should all have valid passports (and visas, if required) to bring on tour.
- Passports should be valid for a minimum of 6 months after your return date.
- Bring a copy of all travelers' passports on tour.
- If you lose your passport or visa, or realize that either is invalid, head to your nearest passport agency immediately. Visit travel.state.gov for more information.
- If there is any risk that you may miss your flight because of lost or invalid documentation, you must inform EF and contact the airline immediately. Once you have secured new documentation, contact EF again so we can assist with re-booking your flight (if necessary) and make arrangements to meet you when you arrive abroad.



Flights

- Almost all groups are issued electronic tickets. Log in to your account and find the details under "Your Itinerary" on your Overview tab as soon as they're available. In rare cases of paper tickets, we recommend photocopying the tickets for your travelers, in case any get lost. (Airlines charge a fee for replacing lost paper tickets.)
- Check baggage allowances with each airline before departure. If your luggage exceeds the allowance you will be charged a fee by the airline. Visit eftours.com/baggage for more information.
- EF is unable to designate specific seats; the airline will confirm your seat assignments at check-in.
- Travelers with any in-flight meal requests must contact the airline 72 hours prior to departure.
- Plan to arrive at the airport at least three hours prior to departure. Request a group check-in from the airline agent and confirm where you will claim your luggage.
- If a flight on your itinerary is delayed or cancelled, speak with an airline representative immediately to discuss options for re-booking your group. This may include splitting up your group, or flying via different domestic and/or international airports. Be sure to call EF so we can support you through the process. We advise you not to leave the airport until flight arrangements have been made. Once you know your new flight itinerary, please contact EF with this information so we can arrange for an EF representative to meet you at your destination. Also, alert the first person on your emergency contact list so the new information can be passed on to your travelers' parents. Remember, the Global Travel Protection plan includes flight delay coverage.



Arrival/Day 2

- Collect your luggage, clear customs and exit to the arrivals area where an EF representative will greet you. If any bags do not arrive, file paperwork with the airline before leaving the baggage claim area.
- In some cases, your group might have to wait at the airport for other groups who will be joining your tour. Once the group is complete, you will start your tour—and check into your hotel (or other accommodations if you are traveling on a Service Learning Tour) later in the day.
- Although you and your travelers may be tired and jetlagged, it's important to hit the ground running with the day's activities to help adjust to the new time zone.
- Later, request a meeting with your Tour Director and any other Group Leaders on your tour to discuss the itinerary and any special requests.



Emergency Service and Support Team

- We always have people available to assist and support you and your group while abroad, including a dedicated Emergency Service and Support Team. Additionally, Tour Directors are fully trained to handle any emergency that might arise on tour and have access to local EF offices worldwide.
- In the event that an emergency arises when the Tour Director is not available (such as before you reach your destination), you should contact an EF representative. If the emergency occurs while you are in the United States, call 800-637-8222 and follow the prompt for an emergency. If the emergency occurs while abroad, call 001-617-619-2913. If you are calling during regular business hours you will be directly connected to a staff member in Boston or Denver. If you are calling when our offices are closed your call will be received by our answering service; they will put you in touch with an EF staff member on call. When contacting EF with an emergency please make sure to have the following information available to help expedite the handling of the situation:
 - Group Leader name
 - Tour number
 - Name of each traveler involved
 - Phone number where you can be reached
 - Description of emergency
- You and your travelers received an Emergency Calling Instructions card in your Departure Kit. Remember to bring it with you on tour, and remind your travelers to do the same. Additionally, your Departure Kit also contained wristbands with EF's emergency phone number; please bring these on tour, do not distribute these to your travelers until your orientation meeting with your Tour Director, and ensure they understand the importance of wearing them while they are on tour.

*If you are traveling on a Service Learning Tour, the responsibilities of the Tour Director outlined in this document will be handled by your Field Director on tour.