

---

# Flight Chaperon Handbook



---

One Whitehall Street  
2<sup>nd</sup> Floor  
New York, NY 10004



---

## **Welcome!**

The primary responsibility of the flight chaperon is the welfare of participants traveling on international and domestic flights. By accepting the flight chaperon assignment, the staff/volunteer agrees to the terms outlined in Section One: Flight Chaperon Responsibility.

Sections Two through Eight of the *AFS Intercultural Programs/USA Flight Chaperon Manual* explain the responsibilities listed in the job description and outline chaperon policies and procedures.

---

## Table of Contents

1. Flight Chaperon Responsibility .....	5
Functions and Tasks .....	5
2. Prior to Departure .....	6
Domestic and International Travel.....	6
Domestic Travel.....	6
Flight Assignments Originating in the USA.....	6
Flight Assignments Originating Outside the USA .....	6
Attending an Arrival or Departure Orientation in Hosting Country .....	7
Ticket Restrictions .....	7
Travel Documents: Passports, Visas, Medical Certificates.....	7
Expenses .....	7
Expense Form.....	7
Emergency Expenses .....	8
Chaperon Information Packet.....	8
3. Departure.....	8
Flight Assignments Originating in the USA.....	8
Flight Assignments Originating Outside the USA .....	8
Passenger Information .....	8
Situation/Medical Reports.....	8
Notes About Departure.....	8
4. In Flight.....	9
Some Suggestions .....	9
Note on the Duty Officer System.....	10
5. Overnight Transits/Hotels .....	10
6. Arrival Procedures .....	10
For Groups Departing From the U.S.....	10
7. Arrival Procedures .....	11
For Groups Returning to the U.S.....	11
8. Student Welfare.....	11
Support and Behavior.....	12
Medical Situations .....	12
AFS MEDICAL PLAN FOR PARTICIPANTS .....	13
AFS MEDICAL SITUATION CHECKLIST .....	<b>Error! Bookmark not defined.</b>
Checklist.....	15
Phone Numbers .....	15
The AFS-USA Mission.....	17

---

## 1. Flight Chaperon Responsibility

The Flight Chaperon has primary responsibility for the welfare of participants traveling on international and domestic flights. In addition, the chaperon is an official representative of AFS-USA to airline, airport, and government personnel.

### Functions and Tasks

1. Assume responsibility for the students' welfare at all times throughout the duration of travel. The students on the AFS program are the main responsibility of the chaperon until they arrive at their final destination. Please be aware of this if you are traveling with a companion. Your presence will be needed with the group at all times, especially in the case of delays, cancellations, or transits.
  - a. Monitor individual participants' well-being by interacting with the group and being accessible at all times.
  - b. Monitor the group's behavior and provide guidance (and discipline, if necessary) for the group.
  - c. Provide assistance to students who require medical care and/or support.
  - d. Ensure that all medical or support situations are reported in writing and delivered to the staff at the arrival point (for further follow-up).
  - e. Assist with the flight group 24 hours before and/or after the flight, as specified by the Sending Operations Coordinator in the National Service Center.
  - f. If transiting a group overnight, assist the AFS staff in the transit country:
    - i. Assume responsibility for the group's safe travel back and forth to the airport.
    - ii. Assume responsibility for the group during their stay at the hotel.
- g. Remain with the group in the event of a cancelled flight or if the group misses the flight.
2. Represent AFS to airline personnel, flight crews, government officials, and hotel staff.
  - a. Cooperate with and follow instructions of AFS Airport/Travel Staff.
  - b. Coordinate with AFS Airport Staff to ensure the participant manifest is accurate prior to departure.
  - c. Account for all students after a refueling stopover or connection before continuing on the flight.
  - d. Ensure group order and co-operation with airline personnel and government officials during check-in and security clearance.
  - e. Introduce yourself to flight attendants and inform them of your seat assignment. This will allow them to find you should there be problems with any student.
  - f. Assist students with filing lost or damaged luggage reports with airlines immediately upon arrival and notify staff at arrival points. **Please note that AFS is not responsible for costs related to lost or damaged luggage.**
  - g. If an international flight is cancelled or the group misses the flight, the chaperon is responsible for remaining with the group **no matter what** the circumstances. Failure to do so will result in a charge of the international ticket.
3. Always maintain direct contact with AFS-USA or AFS Partner Office in the event of any unforeseen circumstances.
4. The chaperon is responsible for reconfirming his or her own return reservation directly with the local airline's office, whether traveling with or without a group of participants.
5. Maintain an accurate record (including receipts) of all authorized expenses (See page 6). Prepare the expense account report promptly upon completion of flight

assignment and submit to AFS-USA within  
Upon selection as a flight chaperon, you must be willing to assume responsibilities for all additional groups of participants traveling on the same flight or transiting through the same airport/city (including multinational participants).

The position of flight chaperon carries a great deal of responsibility and the Travel and Logistics Department is accountable for the conduct of all chaperons. Evaluations of chaperon performance will be solicited from partner offices and travel staff. Travel and Logistics also reserves the right to request a written report on the assignment from the chaperon. This report and the evaluations will be shared with appropriate Staff for final evaluation.

---

## 2. Prior to Departure

The following are points that should be reviewed carefully as soon as you have been assigned to a flight:

### Domestic and International Travel

AFS-USA works together with their travel agency, to provide you with your domestic and international ticket.

We are not in a position to book international tickets for spouses or friends. Please refer to the enclosed letter for details on requesting travel for companions and who to contact directly. If you are doing an outbound group, it is usually less expensive for your traveling companion to fly directly from their home town and meet you in the arrival city of your chaperon assignment. Please remember that routing changes cannot be made to the tickets. This includes stopovers.

### Domestic Travel

AFS will pay for your transportation to the city from which your international flight will depart and for your return home at the end of your assignment. AFS will provide a domestic ticket from the closest *major* airport to the international gateway city. It is, however, your responsibility to coordinate your flights with the Travel and Logistics Department at AFS-USA.

AFS requests that you be prepared to report to the city of your international departure at least 24-

one week of your return.  
48 hours prior to the scheduled flight. (Please see details below.)

### Flight Assignments Originating in the USA

The chaperon should plan on assisting with the Sending Gateway Orientation. You will need to arrive in the Gateway City one to two days prior to the international flight. The Orientation Director will be in touch with these details and your domestic flight to the Gateway will be planned accordingly. The Travel and Logistics Department will also let you know if your assistance will be needed upon your arrival in the partner country.

### Flight Assignments Originating Outside the USA

The Travel and Logistics Department will contact the Travel or Hosting Coordinator in the country from where your flight will depart, and offer the chaperon's assistance at any End-of-Stay activity or departure orientation. Many times our Partner Offices will ask that you simply report to the airport to meet the group approximately 3 hours before the flight. In these cases, you are responsible for all costs up until the time you meet the group at the airport. Other offices will give you the opportunity to report to their orientation site and possibly assist in their program, which can be an excellent way to get to know your group before the flight departs. This information will be provided to you in your final chaperon travel packet.

In either case, as soon as you arrive in the country, you should contact the Partner Office and inform them of your itinerary so that you can be informed of any last-minute changes in travel or other information you might need. You will be provided with the phone numbers of the Partner Office staff.

You may also be asked to overnight with the group upon your return to the US. This will be necessary if the return flight is scheduled to arrive late in the evening and students cannot make connecting domestic flights. In this case, AFS will cover the cost of your hotel room and meals.

## Attending an Arrival or Departure Orientation in Hosting Country

We encourage all our chaperons to attend an orientation if there is one available at the gateway city. AFS partners will have arrival and/or departure orientations for our US students. They may be held at the gateway or at the local level. Because this varies from partner to partner and program to program, the TLC staff will put you in contact with the partner Hosting and/or Travel Coordinator.

## Ticket Restrictions

Please note that we are not in a position to arrange alternate routing requests for chaperon travel. Chaperons will be given a ticket that provides direct travel to and from the city of assignment on the airline transporting the group. These tickets are group tickets with numerous restrictions. Given this situation and the regulations the airlines impose on these tickets, stopovers and/or routing changes on international travel can not be permitted.

## Travel Documents: Passports, Visas, Medical Certificates

***All flight chaperons must hold a valid passport that is valid for 6 months beyond their travel date!***

Depending on your destination and the length of your stay abroad, you may be required to apply for and obtain a visa or other travel document, such as a tourist card. Your best resource for visa information will be the consular website of the country you are traveling to and the US State Department ([www.state.gov](http://www.state.gov)). Some countries require specific inoculations for visitors. Your physician can advise you of any required or even recommended precautions. If you or your doctor would like more information on international health requirements, the CDC has a 24-hour automated hotline (1-800-232-4636) and a web site ([www.cdc.gov](http://www.cdc.gov)) which are both routinely updated.

## Expenses

You are responsible for the following costs:

1. Visa fees or inoculations necessary to your assignment.
2. Transportation-related expenses to reach airports within the US and abroad, and orientation or End-of-Stay sites within the host country.

3. Accommodations and meal expenses 24 hours prior to or 24 hours after your assignment, unless you are staying at an orientation, End-of-Stay site or staying overnight with a returning group in the US upon return due to delays.

***We recommend that you take a credit card and approximately US\$200 for these expenses. Expenses will not be reimbursed unless previously authorized by AFS-USA.***

AFS will reimburse you for the following costs:

1. Student-related medical supplies.
2. Transportation costs between the gateway airport and orientation site within the U.S. (For example, the cost of the cab between LaGuardia and St. Johns University in New York).
3. Any student-related expenses incurred during your assignment (including medical supplies such as aspirin, antacids, etc.).
4. Purchasing a phone card should you have to contact the Travel and Logistics staff either during or after office hours.

**However**, meals and overweight baggage charges are the responsibility of the student.

AFS will cover your expenses for the period of the chaperon duty itself. This includes meals and lodging at the orientation site prior to departure or hotel room upon your return to the US should your international flight arrive late in the day. If you participate in a departure orientation or other AFS group activity, the chaperon duty starts 24 hours before the flight. Upon arrival at your destination, you may participate in arrival orientation or departure activities. These arrangements will be confirmed prior to your departure. During the assignment period, chaperons must stay in the accommodations arranged by the Partner Office staff.

## Expense Form

AFS will provide you with an expense form on which we ask you to itemize your expenses. Remember to complete the report and mail it to the Travel and Logistics Department at AFS-USA in New York as soon as your assignment is over. Questions about expenses should be directed to the Travel and Logistics Department. Please remember you will not be reimbursed for unauthorized expenses.

## Emergency Expenses

Should there be an emergency travel situation that will incur a large expense, please contact Paula McGrath at the New York Service Center, at 800-876-2376. Should you be calling from overseas, the direct number is 212-299-9000. If you are calling during a weekend or after 5:30 pm Eastern Time, please use the Duty Officer System by calling 212-299-9000, press 1 to leave a message with our answering service. We will call back to discuss the situation.

## Chaperon Information Packet

Before you depart for your flight, the Travel and Logistics Department will provide you with a Chaperon Information Packet, including:

1. Details about the flight including flight numbers and times
2. A manifest of student names and other groups that might be on the flight
3. Names, addresses, and telephone numbers of relevant AFS partner offices, including the names of designated AFS liaison staff members.
4. Your domestic and international tickets.
5. Nametag.
6. Expense Report
7. Yellow AFS Baggage Tags
8. AFS Sign
9. Copy of travel information sent to students and/or natural families.
10. Map of Airport
11. Contact Card

---

## 3. Departure

### Flight Assignments Originating in the USA

Groups will be checked in at the airport by AFS-USA Travel and Logistics staff or Travel Volunteers and will be assisted by the chaperon. Because our chaperoned groups are generally quite large, careful coordination and cooperation is needed to ensure a smooth and orderly departure. AFS Airport Staff will advise you of your duties at the departure point.

### Flight Assignments Originating Outside the USA

Partner Office staff and local volunteers oversee the departure of foreign originating flights. They

will instruct you on how to proceed when you report for your assignment. Chaperons on these flights should cooperate with the staff as requested, especially considering the language and cultural barriers you may face abroad.

Upon arrival back in the US, AFS staff will meet the group outside of Customs and assist with their domestic connections. The flight chaperon **must** be the last person out of Customs and assist with any problems while the group is clearing Customs.

If the international flight is delayed en route to the US, the AFS staff will be aware of any changes made to domestic connections and will explain any changes or overnight procedures to the group upon arrival in the U.S.

## Passenger Information

You will be provided with a student manifest. This manifest is a very important document and reflects all of the U.S. participants we anticipate you will escort. You may notice hand-written additions or deletions on your copy. This can result from students withdrawing at the last moment, students becoming ill and not traveling with the group, or students being cleared to travel at the last moment.

Our rather unusual but official codes for additions or deletions to manifests are:

N.O.B.: Student is Not On Board

S.O.B.: Student is a Surprise On Board

There is no universally sound method of advising you how to "check off" your group against the passenger manifest prior to departure, as terminal facilities and airlines procedures are not uniform. You should discuss this situation with the Travel and Logistics Department Services or Partner Office staff while at the airport.

## Situation/Medical Reports

Orientation staff may furnish you with information regarding a particular student or situation that we feel you should be aware of, such as a medical case or serious support case. If a report is brought to your attention, please read it carefully and pass it to a staff member meeting the flight.

## Notes About Departure

1. Wear some identification at all times and attempt to circulate among the students so that you become familiar with them. Introduce

yourself to airline personnel at check-in and to the flight crew as soon as possible.

2. During check-in and security clearance ensure that the group acts in an orderly manner and cooperates with airline or official personnel. Airline and customs staff take any false statements seriously; the students you oversee should not make any jokes related to terrorism, weapons, or drugs. This includes all time spent in the airport and on board the flight.
3. Advise the group that they should not wander too far and to be careful to safeguard their belongings. Prohibit students from visiting the cocktail lounges that are in most airports worldwide.
4. You are not responsible for the students' luggage. They are. Please be sure to tell the students never to leave their bags unattended.
5. Occasionally we have students with oversize or overweight baggage, or who are holding items that are unacceptable as baggage. **AFS will not pay excess baggage charges. Students are responsible for paying for their overweight bags.** Should you observe any problems of this nature, please act calmly and quickly to resolve the situation in the best possible manner. Worst case they may have to leave belongings behind in the airport. IF you choose, for whatever reason, to pay for a student's overweight/sized luggage, you will not be reimbursed.
6. When check-in is complete, safely store any tickets that you are asked to deliver. Do not put these items into checked luggage or leave them unattended, as loss would create numerous problems and possibly a great financial loss.
7. Double check that all tickets and boarding passes have been returned to you. The package of return tickets should be given to the Partner Office staff meeting your flight.
8. For groups making connections, keep the boarding passes for the connecting flight together in a stack in your hand luggage.
9. Make sure all participants have their own passports, and that they keep their passports in their hand luggage.
10. When possible, chaperons will be seated with the group during the assignment flight. Upgrades are not appropriate in this situation.

With all of our groups traveling on commercial flights, reasonable behavior among our students is important. You will be expected to cooperate with the flight crew in seeing that AFS students conduct themselves in a commendable manner.

### Some Suggestions

1. Request that the flight crew not offer our groups alcoholic beverages. AFS students should not drink alcohol at any time during your assignment.
2. Although guitars and singing are common at AFS gatherings, we ask you to discourage this for the comfort of non-AFS passengers.
3. Walk around the plane to remind students where you are seated and to check on their general well-being.

Some of our groups will travel on flights that make several stops before reaching the group destination. Because an activity such as refueling requires all passengers to deplane, you will have to account for the group as they board prior to continuing. On international flights, passengers continuing on are generally restricted to wait in a transit lounge, a waiting area that one may not exit without passing through immigration and passport control areas. This type of "transit area" does not, however, guarantee that there would be no opportunity for an AFS student to exit. You should advise the group to stay in the transit lounge until given permission to board the plane again. Before deplaning and entering the transit lounge, you should remind the group to keep all valuable belongings with them at all times. Because the group was checked by name at the initial boarding, a head count should usually suffice the second time. Coordinate this as best you can.

Occasionally, some of our groups have their itinerary altered by the airline while en-route, resulting from airline equipment problems or other unforeseeable circumstances. Should your group encounter a change or delay that will impact your connecting flight and/or arrival into the country of more than a few hours (specifically an overnight situation), it is imperative that you immediately call AFS-USA Travel Staff in New York at 212-299-9000, extensions 1182, 1183, 1190, during office hours or use the Duty Officer System. (See below)

During office hours you **MUST** speak to a Travel and Logistics staff member, or, if the office is closed, discuss the situation with the AFS Duty Officer who will relay the information to the appropriate staff. You should also remember that airlines are obliged to provide food and, if

---

## 4. In Flight

necessary, hotel accommodations in the event of a serious delay—except in the case of bad weather. Generally this is arranged by a passenger service representative of the carrier. If you feel that this type of service is appropriate but has not been offered, do not hesitate to question the airline personnel.

### Note on the Duty Officer System

After office hours in New York (between 9:00 am and 5:30 pm), an answering service will take all calls to the 800-876-2376 or 212-299-9000 lines. Please leave your name, a telephone number where you can be reached, and a brief message about the problem. The answering service will contact the AFS Duty Officer who will then call you back as soon as possible.

If your situation is not an emergency and can wait, please contact an AFS Travel and Logistics staff member during regular business hours.

---

## 5. Overnight Transits/Hotels

An overnight stopover is a rare occurrence but may happen due to equipment problems or delays in the inbound flight. If you are chaperoning a group that has such a problem, you will be responsible for your group's safe travel back and forth to the airport and during their stay in the hotel.

Generally, you will be provided with vouchers to be given to the appropriate people for transportation, overnight accommodations, and breakfast for yourself and the group. Overnight accommodations are usually handled by the airline. Airline staff will usually be available to you for assistance. Be sure that you know where each of the students' rooms are and that the students are informed where and when they are expected to assemble for travel to the airport to catch their next flight.

Remember that you represent AFS to the hotel staff and remind the students that their behavior at the hotel reflects on all AFS students.

Please remember that you must contact AFS Travel and Logistics staff and/or the AFS Duty Officer should this situation occur.

---

## 6. Arrival Procedures

## For Groups Departing From the U.S.

---

Prior to arrival at your destination, your group may be asked to complete customs declarations or other entry forms. You may want to circulate among the group while this is being done to assist as needed. Sometimes a student who has limited knowledge of the language in which the form is presented may be hesitant to ask for help. It is important that these papers be completed to expedite clearing customs and immigration upon arrival.

Many students may ask you about customs restrictions regarding articles in their possession - food, plants and other "exotic" souvenirs that may be prohibited or taxed. Generally flight crews are fairly knowledgeable about these items.

Upon arrival, you should do a quick check of the area(s) in which your group was seated to check for belongings left behind and then proceed to immigration, customs, and luggage claim. **The flight chaperon should always be the last person in the group out of customs to ensure there are no problems with any of our students.**

Given the different physical layouts of terminals and the varying degrees of security and procedures around the world, it is difficult to offer a uniform arrival procedure. Keep these points in mind.

In many countries, AFS staff is allowed to enter these restricted areas by special approval. AFS staff or volunteers may meet your flight and supervise arrival procedures. Should you not see someone from AFS in the immediate area, they most likely are waiting outside the restricted area. If this is the case, you should:

1. Ensure that all of the students' luggage has arrived on the flight. If there are missing bags or damaged luggage, look for a representative of the airline and initiate claim proceedings immediately. It is essential to do so as soon as possible because leaving the airport and then attempting to report missing belongings or damages at a more "convenient" time can release the airline from responsibility.
2. Make sure that the group clears all documents inspection. If a problem arises that you are unable to deal with, get word to the staff meeting the flight that you need assistance.
3. Make sure that the group cooperates with all officials. Many times students can have problems at customs inspections when they are asked to pay tax on an item in their

possession or something they are carrying is confiscated by inspectors. While parting with a prohibited item can be frustrating and disappointing, you should explain that the local laws must be respected.

AFS has an excellent reputation around the world with government and airline officials. We expect you to do your best to represent us as a responsible organization and safeguard this image of our programs.

You will be expected to provide AFS staff meeting the flight with the following items:

1. Any group tickets in your possession.
2. All papers given to you at departure marked to the attention of the staff or Partner Office.
3. Report any critical or unusual situation that happened during the flight, such as a medical or support problem.

You may be expected to accompany your group to their orientation site to assist with check-in at the site.

---

## 7. Arrival Procedures

### For Groups Returning to the U.S.

Prior to your arrival into the U.S., your group will be asked to complete the customs declaration form. You may want to circulate among the group to assist them with any questions they may have.

Many students may ask you about customs restrictions regarding articles in their possession - food, plants and other "exotic" souvenirs that may be prohibited or taxed. Generally flight crews are fairly knowledgeable about these items.

Upon arrival, you should do a quick check of the area(s) in which your group was seated to check for belongings left behind and then proceed to immigration, customs, and luggage claim. **The flight chaperon should always be the last person in the group out of customs to ensure there are no problems with any of our students.**

AFS USA airport staff will meet you and the group outside of the customs area. They will give each student a return domestic envelope. For those students that are connecting to a domestic flight, the envelope will include their flight information, a map of the airport and a welcome home letter.

This letter includes information on how to contact AFS USA in case of an emergency.

We will include a copy of the Return Travel Bulletin that was sent to the natural families in your final travel packet.

Some general information:

1. AFS USA sent a return travel packet to natural families 2 – 3 months prior to return. This packet includes: international flight information, how to book a return domestic ticket and a reply form for domestic flights. The natural families are responsible for communicating the domestic arrangements with their child.
2. Each student is responsible for making their domestic connection. Staff do not accompany them to their domestic flights.
3. AFS USA will arrange and pay for a hotel room only when there are no flights available on any airline OR the international flight has been delayed.
4. Should the international flight be delayed so that students will miss their domestic flights, we will make the initial call to the natural families asking them to rebook the domestic travel. AFS USA is not responsible for change fees associated with changing domestic tickets due to delays.
5. If the group is delayed so there is a large number of overnights, you will be expected to stay overnight with any participants who cannot immediately travel to their home. AFS USA will cover any change fees on your domestic ticket.

We can't stress often enough the need for direct communication should your group encounter a change or delay that will impact your connecting flight and/or arrival into the country of more than a few hours (specifically an overnight situation). It is imperative that you immediately call AFS-USA Travel Staff in New York at 212-299-9000, extensions 1182, 1183, 1190, during office hours or use the Duty Officer System.

---

## 8. Student Welfare

Although you may have experience with supervising groups of AFS students or young people before, your assignment as an AFS flight chaperon may present some new and challenging situations. This does not mean that you need to

be a psychiatrist, physician or a seasoned traveler to successfully escort one of our groups. What you really need is common sense, energy, patience, a willingness to listen to individual and group concerns and, in some instances, a degree of assertiveness should the situation demand a firm commitment to our policies and procedures.

### **Support and Behavior**

AFS students travel under what can sometimes be strenuous circumstances. Having to say good-bye to families and friends and sleepless nights at an orientation can leave the students very tired. And then consider the concerns of embarking on an AFS experience or leaving an experience behind to return home after an extended time away. For some of our students, this is their first flight. All of these variables can lead to excitement, anxiety or just plain exhaustion, and students often need a little help to endure.

The best advice we can offer is for you to make yourself available. Watch the group, chat with them and be receptive to a student who may approach you to discuss a concern about a peer. Encourage them to rest if at all possible. If you are able to hold an open seat next to yours we advise you to do so in the event you have someone not feeling well or who needs to speak with you.

You may be faced with a more serious problem than simple "cold feet" or temporary anxiety, such as a serious medical problem or a problem involving officials. If you need advice from AFS staff, use the following guidelines:

1. If you are able to reach a telephone at an intermediate stop during your flight, contact the AFS office in New York. ...
2. In the event of a serious medical problem, follow the procedure as listed under the section titled "Medical Situations" on page 11.
3. If you should face the unfortunate situation of dealing with students and an infraction of the law, (at customs inspections or while in a transit situation), coordinate what should be done with AFS staff available at the airport, or contact the Partner Office or AFS-USA's Travel and Logistics Department in New York if local staff is not available. After hours, you will need to contact us using the Duty Office System.
4. Any serious support matter should be reported in writing as the staff in the destination may need to do some follow-up work with the student.

### **Medical Situations**

Many times the stress of traveling can cause some temporary discomfort among students, such as headaches, nausea, etc. You may want to purchase some basic supplies to take with you - aspirin, Pepto-Bismol, Band-Aids, motion sickness medicine and some sanitary napkins or tampons.

If you are uncertain as to how to confront a medical problem, you should speak to a crew member if you are airborne and solicit their advice as they are trained to handle medical emergencies. If you are in a transit situation, most major airports have an infirmary where you could seek assistance.

If you have a student who needs immediate medical attention, please follow these guidelines:

1. If the situation involves minor treatment or routine examination, ask the physician or nurse to complete the Medical Situation Checklist (attached). Give the completed form to the staff meeting the flight. Ensure that all of the information is complete and legible. If you face a language barrier, ask an airline representative to translate for you.
2. The doctor and/or hospital should then submit their claim directly to Global Benefits (in the US) or Aon Consulting the Hauge (outside the US). See attached medical letter.
3. Any major medical treatment involving surgery, anesthesia, or hospital admission should be reported immediately for advice and authorization. Telephone AFS in New York before permitting any such treatment. During New York business hours, ask for the Helen Lowman, Vice President of International Education and Quality. After 5:30 pm New York Time, call the AFS Duty Officer (212-299-9000 or 800-876-2376, the 800 number is only valid within the USA.)

All AFS participants have secondary medical coverage. We have included a copy of the insurance letter verifying their coverage on the next page.

In any major medial situation that requires a participant to go to a hospital or clinic in a transit country for further treatment, the chaperon should stay with this participant. The chaperon should:

1. Notify the AFS USA in New York or the AFS-USA Duty Officer.

2. Arrange with airline personnel to assist in overseeing the group 1) until the chaperon can return, or 2) on to the final destination.

AFS USA will contact the Partner office(s) to notify them of the situation. The chaperon may return to the group once another AFS staff person arrives to stay with the participant who is being treated.

## **AFS MEDICAL PLAN FOR PARTICIPANTS**



### **To Whom It May Concern:**

AFS Intercultural Programs, Inc. provides secondary medical insurance for all participants on AFS programs. This insurance covers expenses for accidents or medical illness up to \$1,000,000 per occurrence, including medical evacuation and repatriation expenses.

The medical services must occur between the time the participant arrives at the international departure site and the time of departure from the program or return to the home country, whichever comes first. Coverage under the AFS Medical Plan is not available to the participant once he or she has returned to the home country.

The coverage contains exclusions including but not limited to pre-existing conditions, self-inflicted injury and routine medical expenses not related to an accident or illness. Please refer to the AFS Participant Medical Pamphlet for a detailed explanation of coverage terms and limits.

Coverage applies excess of any insurance which is available to the participant through other medical plans. In addition, Accidental Death and Dismemberment benefits are available to participants in amounts up to \$10,000.

Medical Claims in the United States are processed by AFS' Third Party Administrator, Global Medical Management, Inc. at 7901 SW 36<sup>th</sup> Street, Suite 100, Davie, FL 33328. Questions can be directed to Global Benefits at (888) 444-7773. Medical claims incurred outside the United States are processed by AON Consulting -- Admiraliteitskade 62, 3063 ED Rotterdam, The Netherlands. They can be reached at (31) 10 448 8238, fax (31) 10 448 8724. The AFS contact at AON Consulting is Mr. Ronald Enderman (e-mail: [AFS@aon.nl](mailto:AFS@aon.nl)).

AFS-USA, Inc.  
One Whitehall Street, 2<sup>nd</sup> Floor  
New York, NY 10004

**For 24-hour verification of coverage and advice on hospital and medical care facilities throughout the world, [contact AIG Travel Assist at:](#)**

**In the USA: [1-866-272-6233](tel:1-866-272-6233)**

**Outside USA: [+1-713-267-3338](tel:+1-713-267-3338) (call collect)**

When reporting an incident, provide the **AIG Travel Assist** the following information – role at AFS, your name, call back phone number and location, name and home country of participant, nature of illness or accident, name and phone number of hospital (if appropriate) and medical contact name. Make sure to take note of the case number that will be assigned by **AIG Travel Assist**.

**For claims incurred outside the US, contact:**

**[Aon Consulting](#)**

**[AFS Claims Team](#)**

**[Ronald Enderman](#)**

**[Admiraliteitskade 62](#)**

**[Postbus 1005, 3000 BA Rotterdam](#)**

**[The Netherlands](#)**

**[Tel. No. +31 10-448-8238](tel:+31-10-448-8238)**

**[E-mail: afs@aon.nl](mailto:afs@aon.nl)**

**Medical Claims in the United States are processed by AFS' Third Party Administrator:**

**[Global Medical Management, Inc.](#)**

**[7901 SW 36<sup>th</sup> Street, Suite 100](#)**

**[Davie, FL 33328](#)**

**[Tel#: \(888\) 444-7773](tel:1-888-444-7773)**

**[Office hours: 9:00am-4:30pm ET](#)**

## **AFS SUPPLEMENTAL INSURANCE CLAIM FORM**

Hosting Partner: \_\_\_\_\_ Sending Partner: \_\_\_\_\_

Participant Name: \_\_\_\_\_

Program: \_\_\_\_\_

**Claim Type:**

[ ] Tail Medical [ ] Reunion Benefit [ ] Emergency Dental  
[ ] Permanent Disability [ ] Trip Interruption Benefit

**Claim Amount:**

Local Currency \_\_\_\_\_ U.S. Dollar \_\_\_\_\_

**Description of Claim:** (Attach original receipts, medical reports, additional details and comments.)

**REIMBURSEMENT TO**

**Name:** \_\_\_\_\_

**WIRE INSTRUCTIONS**

**Bank Name & Address:** \_\_\_\_\_

**Account Name:** \_\_\_\_\_

**Account Number:** \_\_\_\_\_

**Checklist**

Passport, Visas, and medical requirements are in order.

All of your travel has been confirmed and ticketed. We ask that you advise us of points at which we could contact you in the event of a change in schedule or an urgent message.

You have the specifics on when and where you will meet your group.

You have any materials from AFS, which you will be asked to deliver to the Partner Office.

When packing, please remember that you will have many more demands placed on you than when you are traveling independently. We recommend that you adhere to the 20 kilogram/44 pound weight restriction (one bag) that we advise our participants to observe.

Chaperon Manual, manifest, and expense report.

**Phone Numbers**

AFS-USA  
within the USA: 800-876-2376  
outside the USA: 212-299-9000  
fax: 212-299-9096

Office of Travel and Logistics Coordination:  
extensions 1182, 1183 or 1190.

#### Duty Office System

Before 9:00 am and after 5:30 pm Eastern Time,  
call 212-299-9000 press 1 provide the operator with  
your name and a phone number where you can be  
reached. The Duty Officer will return your call as  
soon as possible.

---

## **The AFS-USA Mission**

AFS-USA works toward a more just and peaceful world

by providing international and intercultural learning experiences

to individuals, families, schools, and communities through

a global volunteer partnership.