



## CRS F2F volunteer travel

CRS F2F volunteers are responsible for following the best practices for air travel post COVID listed below to minimize travel related issues and rescheduling of tickets. Any additional costs incurred due to a failure to observe the above will be the responsibility of the volunteer.

### Best practices

- Checking in times: Check your ticket a few days prior for check-in deadlines for your airline and airport. For international flights, this deadline may be 45 minutes or longer. Allow time to check a bag and pass-through security. The Transportation Safety Administration (TSA) recommends travelers arrive **three hours prior** to an international trip.
- COVID testing in the U.S.: COVID tests prior to departure are dependent on the country program volunteers are traveling to. Updated details per country can be found on the [toolkit](#) and will also be shared with volunteer prior to travel via email and via the pre-departure call. Volunteers are asked to get their test as early as possible within the country's required testing window to ensure that test results arrive on time. PCR and Antigen tests are usually free. Please use a free option as much as possible. Any tests that require payment should be under \$50. **Please let your recruiter know if you are unable to find a free test or one under \$50 for approval before purchase.**
- Travel Documents: please make sure you bring the following with you to the airport when traveling: COVID vaccine card, COVID test results, passport, visa (if needed), and Yellow Fever card (if needed).

### Frequently asked questions

- What if my flight is delayed?

If your flight is delayed but you are still able to make your connecting flights no further action is needed.

- What if I miss my flight?

If you miss your flight, you should quickly chat with someone at your airline counter to see if it is possible to arrange another flight. If you are unsuccessful, please follow the steps below for assistance:

1. If during U.S. working hours: Email your booking agent – usually Cody Clarke or Beth Mitchell (cc-ing your recruiter) with details about your issue.
2. If outside U.S. working hours: Email [CTAH@corporatetraveler.us](mailto:CTAH@corporatetraveler.us) (cc-ing your recruiter and booking agent – usually Cody Clarke or Beth Mitchell) with details about your issue. You should receive a response in 20 minutes
3. If you can dial internationally from your phone or are located in the U.S., reach out to Corporate Traveler at 703-236-1220. This number (also listed on your itinerary) is available 24/7, and on weekends. Average hold time is 7 min.
4. Notify your recruiter through WhatsApp or email with details about the issue.

- **What if the airline loses my luggage?**

Personal property like luggage is not covered by CRS if it is lost or damaged. Unfortunately, we do not reimburse for lost luggage but would work with the volunteer to try and locate the luggage and if unsuccessful, encourage the volunteer to file a claim with the airline and their insurance.