

# Pre-Departure reminders

## Safety and security:

- Complete the assigned CRS Learns courses
- Save a copy of the constant companion
- Download the SOS app and sign up
- **SOS membership number: 11BYCA814708**

## In case of a medical emergency:

- Contact a F2F team member
- Call International SOS at **1-215-942-8226** or message them through the app
- SOS will assist with a case and will pay the provider (e.g., hospital) for the patient's bills. (Preferred)
- If the volunteer self-pays for their medical care. Volunteers are reimbursed through a claim form.



### Travel reminders:

- Check in 3 hours in advance
- Please pack medicines and a change of clothing in your carry on in the event of lost or delayed baggage
- Lost baggage - not insured

### In case of a flight cancellation or other travel issues:

- Email corporate traveler [CTAH@corporatetraveler.us](mailto:CTAH@corporatetraveler.us) copying your US F2F point or call them on **703-236-1220** if you have international dialing
- Email/call response time: 7-20 minutes.
- Send your US F2F PoC a WhatsApp message

Please read: [Travel best practices & FAQs – missed flights, lost luggage etc.](#)

Personal days: Insurance and accommodation



### Per diem during assignment days

- Receipts not required for meals during volunteer assignment days.

### Per diem during travel

- Per diem is not provided for meals during flights but meals consumed during layovers are reimbursed based on receipts and within the allowable rates.
- More details included in the [US Volunteer F2F Expense & Reimbursement Form](#).
- Travel expenses to purchase meals are not reimbursed as volunteers are expected to purchase layover meals at the airport or at the layover hotel.





### A few notes about layovers:

- Itineraries with 4+ hr. layovers entitle travelers to a lounge access.

Volunteers are asked to book their own lounges and request for reimbursement after the assignment.

**Please note** CRS does not provide reimbursements for passport renewals, routine vaccines, extensive physical exams, upgraded seating costs, extra baggage fees, and expedited visa fees. If in doubt, kindly contact your operations specialist before making the payment.



# Thank You!

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