

HELP ME, I'M LOST

My name is: _____

My student ID number is: _____

I am an exchange student from: _____

I am on my way to: _____

My Host Family is: _____

My Local Coordinator is: _____

If you have a flight change, delay, or if you miss your flight:

Reach out to your agent or speak to the airline desk for immediate assistance.

If you need to stay in an airport overnight, ask an airline representative for the nearest unaccompanied minor area. Many major airports have special security sections with cots for minors. The airport will be the safest option for overnight stays.

Under no circumstances should you leave any airport without your pick-up person.

Make sure you quickly communicate flight delays or cancellations with your host family and LC!

If you need more help, call 1.800.448.9944 to speak to CIEE's Support Team.

To call CIEE:

1. Find the nearest airport help desk, and ask to use the phone
2. Pick up the phone and dial 1.800.448.9944 (Free call)
3. Listen to the recorded message and press 5
4. Tell the person on the phone your name and student ID number
5. Explain the situation and listen to the instructions we will give you
6. If no one answers the phone, leave a message with your name, student ID and current situation. Hang up and call again in 5 minutes. We cannot call the pay phone back, so you must call the phone number again