



## ETC Emergency Procedure for delayed/cancelled flights

It is common for flights to be delayed. This is normal and not considered an emergency. If, however, one of your flights is significantly delayed or cancelled due to bad weather, it may cause you to miss a connecting flight to your ultimate destination. Here's what you should do in this situation:

1. As soon as you find out that the flight has been delayed or cancelled, first talk to the gate agent at the airport to determine if you have been booked on another flight. Explain that you are an exchange student and ask them to help you rebook your flight.
  - Make sure to get as much information as possible about the new flight (including airline, flight number, departure and arrival time, and any other important details)
2. Then, call the trip chaperone at **1-505-573-0705**.
  - Make sure to tell the chaperone that your flight is delayed or cancelled and give them as much information as possible about your new flight
  - The ETC telephone number is also listed on your Student ID Card (along with the phone number for your Local Coordinator and Host Family)
  - You can call for free from a public pay phone at the airport
3. If you are unable to reach the chaperone, please call the ETC Emergency line at **1-877-222-9803**. ETC will provide the new flight information to your host family, and local coordinator, but you should also call them yourself. You may also wish to contact your natural parents to let them know your new flight information.

If your flight has been cancelled and there are no flights until the next day, it is strongly recommended that you stay in the airport overnight.

Here are some important guidelines:

- **You should stay in the airport.** Some airports have a special room for minors traveling alone, so ask the gate agent if you can spend the night there. The airport is the safest place for you to wait for your new flight.
  - If there is no special room for minors, you can stay in the waiting area by your gate.
  - **Most hotels will not rent a room to a minor**, so there is no option to spend the night outside the airport. The only exception to this rule is if the airline arranges and pays for you to stay in a hotel overnight.
- **Under no circumstances should you exit the airport with a stranger,** whether to a private home or to a hotel.
- In the unlikely event that the airport is closing (for example, due to a winter storm), you must **contact ETC immediately at 1-877-222-9803** to speak with ETC to review options.