



## buildOn Air Travel Policy for Community Teams Treks

Thank you for your commitment to education and breaking the cycle of poverty, illiteracy, and low expectations. All Community Teams participants choosing to fundraise for flight costs, please be aware of the following conditions:

1. buildOn does not have a travel agent working for buildOn and is not a travel agency. buildOn's travel agency partner will help us to secure flights for your team.
2. Prior to receiving a flight quote and itinerary, the **entire** Trek team must...
  - a. complete fundraising for their part of the school construction and Trek fees [\$3,500]. This DOES NOT include the flight cost.
  - b. complete the registration sheet
  - c. complete the online enrollment form
  - d. upload a copy of your passport to our system
3. buildOn will provide the team's leader with an estimate of flight costs and an itinerary. Teams have **24 hours** to approve the itinerary and cost before tickets are purchased in order to reserve the seats and fare. If the 24 hours pass, we will need to re-quote which could affect the price and availability.

Standard flight cost **estimate\*** per country (estimates may vary depending on the country, the time of year, your departure city, and the challenging times we are in):

**Burkina Faso: \$1,900-\$2,200**

**Malawi: \$2,000-\$2,500**

**Haiti: \$700-\$1,000**

**Nepal: \$1,600-\$2,100 (international flight) + \$435-\$450 (domestic flight)**

**Nicaragua: \$700- \$1,250**

**Senegal: \$1,900- \$2,200**

**Guatemala: \$700- \$1,100**

**\*Please note: summer flights may be higher in cost due to increased demand and limited availability.**

4. buildOn will not provide refunds for participants to purchase airfare themselves if they fundraise through us. If there are excess funds raised, they will be used for buildOn global programs for school building, adult literacy, and enrolling out of school children into school.



5. Once the itinerary has been approved and purchased, Community Teams participants have **24 hours** to complete their flight fundraising and/or pay the remainder of their flight cost to their individual fundraising page [unless otherwise noted].
6. buildOn will book the lowest published fares offered by our travel agency partner and will not do comparisons with outside sources i.e. [www.kayak.com](http://www.kayak.com), [www.expedia.com](http://www.expedia.com), or directly from the airline.
  - a. Please note: Community Teams Trek participants travel to the project country as a group. Group fare can, at times, bring up the cost of an individual ticket as flights fill up.
7. buildOn will only book economy fares and will not book seats or meals. You must work directly with the airline to choose your seat or meal once your flight is booked.
8. buildOn will not book flights using personal frequent flyer miles. If you choose to book using frequent flyer miles, you may purchase the ticket on your own. In order to ensure that you are flying with the rest of the team, your itinerary must reflect the group's itinerary.
9. buildOn will only arrange flights to/from the origin/Trek Country without any special stop or layover requests. We will only book round trip tickets and will not do multi city itineraries.
10. Trek participants are responsible for...
  - a. transportation to and from the airport of their departure
  - b. obtaining and turning in your proof of covid vaccine to buildOn prior to departure please refer to our covid policies for information regarding covid-19.
  - c. baggage fees that may not be included in the cost of the ticket
  - d. food and hotel (as needed) at the airport, during any long layovers, or as a result of flight delays or cancellations
  - e. Visas and tourist fees

buildOn will cover in-country transportation, food, and hotel costs once the participant arrives in the Trek project country.
11. Due to varying airline policies and the unpredictability of international travel, buildOn cannot guarantee your tickets will be insured or refundable. We highly recommend purchasing your own flight insurance. Travel insurance often needs to be purchased within 14 days or less of the flight purchase.
  - a. You are welcome to use our recommended insurance provider [Faith Ventures](#) or your preferred company.
12. If you test positive for covid and are unable to travel on Trek...



- a. Your Trek Manager and buildOn Development contact will support you in canceling your flight through our travel agent. buildOn is unable to provide any refunds for flight cancellations. Any refunds are the sole discretion of the airline and credits, if issued, are in the traveler's name. Any change or cancellation fees will not be paid by buildOn (which is why we recommend you purchase your own flight insurance as suggested above).
- b. If you wish, your buildOn Development contact will work with you to find another available Trek for you to join later in the year. Your Trek Manager will support you in rescheduling your flight and preparing to travel on those new dates.
- c. Please note: If you are rescheduling your flight to participate in another Trek, there may be a difference in flight price or change fees that you will be responsible for. Community Teams participants have **24 hours** from when the new flight is purchased to pay this difference by completing their flight fundraising and/or paying the remainder of the flight cost to their individual fundraising page.

#### **Additional Airline Policies and Information:**

***Please note: Policies vary per Airline***

1. Volunteers under the age 16 must fly with an adult or they will be charged an additional amount by the airlines directly.
2. To travel through South Africa, minors 18 and under, who are not traveling with their parents/guardians, must carry
  - a. a photocopy of their parents/guardian legal and valid ID
  - b. parent/guardian contact information
  - c. photocopy of minor's birth certificate
  - d. the notarized buildOn Permission to Travel form
3. If there are delays, cancellations or other issues with flights, Trek participants should contact the airline's customer service desk directly. Participants at the airport are in the best position to make changes to their itineraries. Please inform buildOn's on-call staff about the delay or canceled itinerary as soon as you are able to.
4. Due to the airline policy changes, staff shortages and decreased airline carriers, times to get a quote for a flight can be very delayed. We will do our very best to get your quote to you as quickly as possible. Please be patient and remember we are waiting on the airline and travel agent to get us the appropriate itineraries which can take time. We want to find the best price and itineraries for your team.