

Impact: Southwest Travel Information

Welcome to Impact: Southwest! Your adventure begins at the Deer Hill Expeditions Basecamp in Mancos, Colorado. Participants fly to the Durango, Colorado airport (DRO) through Phoenix or Denver or Salt Lake City. There are many flights into and out of these larger cities from all over the country. However, there are only a few flights connecting to and from Durango each day. If you have any questions about your travel arrangements, call us BEFORE you purchase your tickets.

Students will be met by Impact: Southwest staff at the baggage claim of the Durango, CO airport (DRO). Durango is a small airport with only one baggage claim.

Arrival: Please schedule flights so that your son/daughter arrives in Durango between 11:00 a.m. and 4:00 p.m. on July 31, 2011.

Departure: Please schedule departure times between 8:30 a.m. and 2:00 p.m. on August 11, 2011.

Travel by car

If you are arriving by car, let us know and we will send you a map to Deer Hill. Please plan to arrive at the Deer Hill Basecamp between 11:00 p.m. and 4:00 p.m. on July 31. At the end of the program, pickup times should be between 9:00 a.m. and noon on August 11.

Travel Insurance

We recommend that you obtain travel insurance for your son or daughter's trip. Impact: Southwest has no affiliation with any travel insurance company. The following companies offer travel insurance.

Travel Guard	800.826.4919	CSA Travel Protection	800.711.1197
Travel Insured	800.243.3174	Access America	800.284.8300

General Tips For Travel

- Participants must carry the Impact: Southwest phone number (310) 598-8005 and the Deer Hill phone number, **1.800.533.7221**, while traveling. **Participants!** Please use these numbers if you experience any problems while traveling (e.g. delayed, canceled, or missed flights). Keep us informed of your status so we can be sure to meet you upon your arrival in Durango.
- Participants should travel with a piece of carry-on luggage that contains any important and valuable items (cameras, medications, etc.), as well as a change of clothes, in the event his/her baggage is delayed.
- When booking a flight and during check-in, **tell the airlines that the passenger is an unaccompanied minor**. Your son/daughter may receive special consideration if he/she is on an overbooked flight.
- **Reservation Confirmation Number** - Ask your travel or booking agent for a reservation confirmation number. **Please include this on your travel itinerary form for our records.**
- **Travel Assistance** - Some participants want assistance in making their connecting flights. Inform your travel agent or the airline agent that you would like your son or daughter to be assisted, by the airline to his or her next flight. Some airlines do not provide this service; others do for a fee of \$30-\$100. The airline will assign an agent to accompany your son/daughter off the plane and on to the gate of his/her next flight. We believe that you will not need this service on the return home, although you certainly can obtain it. Your son/daughter will be more familiar with the process and likely be with a number of other young people from his/her program.
- **Reconfirm your flights** - We strongly advise you to reconfirm your son's/daughter's flights several days in advance of departure. Impact: Southwest will reconfirm return flights.
- If the participant does not have a cell phone, we urge you to **purchase a long-distance phone card for him/her**. These are simple and relatively inexpensive ways for your son/daughter to contact you while they are traveling. It can come in very handy if your son/daughter misses a flight, is delayed in the airport, or needs to call you during his/her program.
- **Parents' Travel Plans** - Please provide us with your personal travel plans while your son/daughter is with us.