

OWM - Travel Protocol

1. Demeanor:

- a) At all times we should be polite and courteous. While standing in lines (check-in, customs, security, boarding) please keep talking to a minimum. Please answer questions respectfully.
- b) Listen attentively, follow all instructions and fully cooperate with any requests that are made.
- c) Be ready to answer questions, but don't get caught up telling a long story. Be complete, but concise. Don't offer more information than is required of you.
- d) Be serious and don't make jokes about terrorism, bombs, guns, hijacking or other issues that are the concern of airport security. These jokes are inappropriate and may get you into serious trouble with the law.
- e) Please keep your voice down and be courteous of other travelers while waiting in the gates.
- f) Please avoid discussing the details of your trip, our destination, and our contacts with strangers. (Not everyone is supportive of missionary efforts/message of Christ....)
- g) Please make sure you are not drawing attention to self: in way of dress, actions, or words.

2. Arrival

- h) You must arrive at the airport no later than three hours early for all OWM flights. The added time is needed to allow for group check-in. Please make sure that you allow for traffic.
- i) If you arrive late and you're worried about missing your flight, tell an airline representative; they will often move you to the front of the line—but airlines are under no obligation to help you out, so you could miss your flight.
- j) If you are connecting with OWM please make sure that you allow for at least one hour to make your connection. Immediately after de-boarding your plane ask an airline representative about your connecting gate. If you have any questions about how to get there or you feel like you are lost, stop someone and ask them for help. Please make sure that you proceed immediately to your connection gate and check in with the OWM team leader before you do anything else, including stopping to eat, using the restroom, etc.
- k) If you see that your flight is arriving late ask the airline representative at your gate to call ahead to your connecting gate and let them know that you are on your way and then, RUN! In a worse case scenario you will not be left behind, a team leader will stay behind to fly with you at a later date. We have never had to do this and we believe that we never will.
- l) Identification: You will probably be asked by the counter or gate agent to show some form of picture identification. You will use your government issued passport for ID. You may be asked to show this ID at subsequent points, such as at the gate, along with your boarding pass so keep them in a place where they are easily accessible.
- m) Always keep your travel documents (tickets, passport, travel forms, visa) in a safe, secure but convenient location. Every time you remove them, promptly return them to that same place.

3. Baggage

- a) Do not leave your baggage unattended on the curb or in the terminal because it may be considered a suspicious package and confiscated by the police.
- b) Check ahead of time with your airline or travel agent to determine the airline's baggage policy, including number of pieces you can bring and size and weight limitations.
- c) Each person is allowed to bring one personal checked bag plus one checked ministry bag. **Checked Baggage** is luggage you check in at the ticket counter or at curbside. It will not be accessible during your flight. The ministry bag will either be pre-filled with items for ministry or to be donated. You will be solely responsible for your bags and any ministry bags that are assigned to you for the duration of the trip. Please do not forget to claim them in baggage claim or at customs. Feel free to look through any assigned bags to familiarize yourself with their contents in case you are asked any questions. If asked, all items are either personal (yours or the ministries) or items to be donated. (No items are commercial.)

- d) Also check on limits for Carry on bags. **Carry-on Baggage** is a small piece of luggage (we highly recommend that you bring a standard school backpack) you take on-board the airplane with you. Carry-on baggage is limited to one carry-on bag plus one personal item. Personal items include CD player, purses, or camera cases. This piece must be of a size and shape to fit under the seat in front of the passenger, or in an enclosed overhead compartment. Make sure that you check the list of items that are banned from carry-on luggage. **DO NOT** show up at the baggage-screening checkpoint with these items either on your person or in your carry-on.
- e) You should plan on packing a change of clothes and your toiletries (less banned items) among personal items in your carry-on.
- f) Don't forget to place identification tags with your name, address and phone number on all of your baggage. It is a good idea to place an identification tag inside your baggage as well. This helps to identify your bag in the event that your tags are removed.
- g) Avoid over-packing so that your articles don't spill out if your bag is opened for inspection.
- h) Think carefully about the personal items you place in your carry-on baggage. The screeners may have to open your bag and examine its contents.
- i) Put all undeveloped film and cameras with film in your carry-on baggage. Checked baggage screening equipment will damage undeveloped film.
- j) Every piece of checked luggage should have a three-letter airport identifier that should match your destination airport. If you are unsure of the three-letter code, ask the ticket agent or skycap.
- k) Mark your luggage so it can easily be identified as yours. Use something that makes your bags unique, but avoid items that could be caught on a conveyor belt. Colorful tape works nicely.
- l) Retain your baggage claim stub. This stub is a critical document that will be needed if your luggage is lost by the airline or if you are trying to prove that you own a piece of luggage.

4. Security

- a) Do not joke about having a bomb or firearm in your possession. Security personnel are trained to react when they hear these words. Penalties can be severe, and can include the possibility of time in prison and/or fines.
- b) Both carry-on and checked bags are subject to being hand-searched, especially when airline security personnel cannot determine by X-ray the contents of a package.
- c) Before you approach the security area, remove all change, keys, and other metal items from your pockets and put them in your carry-on. Have boarding pass/travel documents in hand.
- d) Avoid wearing clothing, or accessories that contain metal when traveling. Pack these items in your carry-on bag until you arrive at your destination. These items include:
 - *Jewelry (pins, necklaces, bracelets, rings, watches, earrings)
 - *Shoes with steel tips, heels, shanks, buckles or nails
 - *Clothing with metal buttons, snaps or studs
 - *Metal hair barrettes or other hair decoration
 - *Belts with large buckles or metal grommets
 - *Chained wallets
 - *Consider packing your outer coat or jacket in your baggage when possible. Most coats, ski jackets, leather jackets, overcoats and parkas must go through the X-ray machine for inspection. If you choose to wear an outer coat to the checkpoint, you will need to either place it in your carry-on or put it in the bin that is provided for you.
- e) Once you are cleared by security, gather ALL of your belongings and move immediately outside security area to nearest waiting area. Our team will re-group there. Do not spend any unnecessary time hanging out in the security area.
- f) Politely comply with all Security personal requests. There will always be an OWM leader first through and another leader last through the Security area. If you have problems or need assistance let us know.
- g) Please **DO NOT** attempt to assist the screener during the search, and do not attempt to retrieve the item before the screener has advised you that the search is complete and your baggage is cleared.

4. Connections:

- a) While in transit-do not go anywhere alone or without checking with the team leader (Randy). Everyone must be in the gate at least thirty minutes before boarding time.
- b) We will always transfer between flights as a group. We don't make stops while transferring unless it's an emergency. We suggest that you use the restroom on the plane before landing.
- c) Upon boarding the plane please stow your carry-on luggage in the nearest overhead space. Make sure that you always stow your carry-on forward of your seat never behind. Then please find your assigned seat and remain seated. We will allow seat changes only after takeoff.
- d) Please listen carefully to all instructions given by the flight attendants. Although the information seems repetitious, the locations of the closest emergency exits may be different depending on the aircraft that you fly on and seat you are in. The primary reason flight attendants are on an aircraft is for safety, so if one of them asks you to do something like fasten your seat belts, do it first and ask questions later. Keeping your seatbelt on when you are seated provides that extra protection you might need if the plane hits unexpected turbulence.
- e) Make sure that you have all of your personal belongings gathered prior to the aircraft landing and are ready to de-board the plane upon arrival at the gate. Please do not leave anything behind.
- f) In the event that we have a tight connection because of delays, we will always do everything we can to make our connection. If this involves a long run through the airport, everyone is expected to keep up so that no one is left behind and we make our connection.

5. Customs/ Baggage claim/ Departure

- a) Please don't fill out customs forms until you've been instructed on how to do so (correctly/uniformly). We will instruct you exactly how we want forms filled out. If you have any question ask one of our OWM staff. All forms must be completely filled out prior to the aircraft landing.
- b) Upon departing the plane we will proceed as a group to the immigration desk. Please keep travel documents in hand.
- c) Please refrain from talking while waiting in line. You will move one at a time through immigration. Hand the officials your travel documents (passport and forms). When they hand them back to you leave the immigration area and proceed to baggage claim.
- d) At baggage claim-collect all of you own luggage (this includes carry-on, and both checked bags including assigned bags). Place you bags on one of the complimentary carts and wait for the rest of the team. Do not share carts unless otherwise told to.
- e) We will then move through the customs department together.
- f) At the end of the trip upon arriving home please make sure that you let the trip leader (Randy) know before you leave the airport.