

## IMPORTANT INTERNATIONAL TRAVEL INSTRUCTIONS

Before you leave, be sure to have a telephone card, and a prepaid cash card or credit/debit card available for use and in case of an emergency.

### Information for cancelled or missed flights

If you miss your flight or it is cancelled, **DO THE FOLLOWING:**

**Step 1: GO TO THE AIRLINE COUNTER** and ask to be rescheduled on the next available flight. Be sure to obtain a new boarding pass before you leave the counter.

If the airline wants to put you on a new flight to a different arrival airport, you can arrive at any of the following airports: Newark Liberty International (EWR), John F Kennedy International (JFK) or La Guardia (LGA)

**Step 2: CONTACT** AuPairCare at [flights@aupaircare.com](mailto:flights@aupaircare.com) or call (U.S.) **1-408-828-0116** and provide your name, airline and new flight number, your arrival time and arrival airport.

If the airline cannot assist you, or if at any time, you are put on a different flight(s) you must contact AuPairCare at: [flights@aupaircare.com](mailto:flights@aupaircare.com) or call (U.S.) 1-408-828-0116

If you miss a flight due to your own error, you are responsible for all fees associated with obtaining new flight(s).

### Transportation from airport to Academy hotel

You should NEVER accept rides from any other transportation company. AuPairCare will NOT reimburse you.

#### Newark Airport (EWR) arrival:

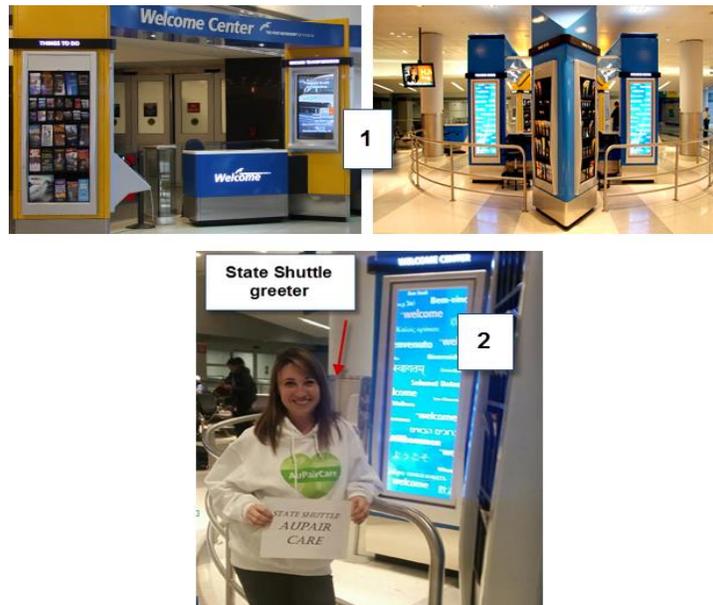


1. After picking up all of your luggage, follow signs to the **AirTrain** and take to the **P4** stop.
2. If you need assistance, ask a AirTrain employees (they are wearing red coats or have AirTrain vests on)
3. At the **P4** stop take the elevator down and follow signs for Hotel Shuttles.
4. Wait at the Hotel Shuttle loading area
5. Take the **DoubleTree Newark shuttle** (AuPairCare Academy sign will be on van) to the hotel



## John F Kennedy (JFK) or La Guardia (LGA) arrival:

1. After picking up all of your luggage, follow signs to the **WELCOME CENTER -GROUND TRANSPORTATION** near baggage claim **inside the airport**.
2. **State Shuttle** representatives will greet and load you onto the shuttles to take you to the Au Pair Academy located at the DoubleTree Newark Airport Hotel in New Jersey. You do not need to pay or tip the driver.



## Delayed Baggage

If your luggage is missing upon arrival at:

- **John F Kennedy (JFK) or La Guardia (LGA) airport**, first check-in with the State Shuttle transportation staff, then go to the Baggage Service Office to fill out a **Delayed Baggage Claim form**.
- **Newark (EWR) airport**, go directly to the Baggage Service Office to fill out a **Delayed Baggage Claim form**.

**DO NOT** let the airline staff create a group claim form and put other au pairs on it.  
**DO NOT** depart from the airport without this form.

Please use the following address on your form:

DoubleTree Newark Airport  
128 Frontage Road  
Newark, NJ 07114  
Telephone #: 973-690-5500

Upon arrival at the DoubleTree Newark Airport hotel, please give the claim form to AuPairCare Academy staff.

## Important Contact Information

AuPairCare flights email: [flights@aupaircare.com](mailto:flights@aupaircare.com)

AuPairCare emergency flight phone: **1-408-828-0116**

Au Pair Academy hotel (DoubleTree Newark Airport): **1-973-690-5500**

State Shuttle transportation for JFK & LGA arrivals: **1-800-822-9797**