

# Mission Trip FAQ

## FLIGHT GUIDELINES

*How does Global Missions book my flight?*

Once all Team Members are registered and dates are confirmed by Team Leader, Case Manager, and Ministry Host, the Case Manager will work with our travel agent to identify a reasonable cost airfare with a schedule that meets the needs of the team. Team Leaders are NOT allowed to contact the travel agency or make independent decisions regarding airfare. Prior to confirming and purchasing tickets, an itinerary will be presented to the Team Leader for approval. Once tickets are confirmed, Team Leader emails itineraries to Team Members.

*Can I Make my own arrangements and travel alone?*

Global Ministries does not allow any person to travel alone on a mission trip. This is for the safety and protection of the individual.

*Will Global Missions apply my Frequent Flyer to my plane ticket?*

Team Member is responsible for providing their Delta frequent flyer number during the registration process or by logging into MyJF, Account Maintenance, [Update My Travel Info](#). Those numbers are submitted at the time of ticketing to the travel agent. If Delta airline is not used as carrier, it is each Team Member's responsibility to add his/her frequent flyer number to the itinerary. If a Team Member needs assistance in this process, s/he may call the airline, but not the travel agent.

*Can I use my Frequent Flyer miles to obtain my plane ticket?*

The use of frequent flyer miles to obtain airline tickets is allowed if the itinerary matches the team's itinerary. The Team Member fee will be recalculated based on the value of the ticket Global Ministries would have purchased. Any fees or taxes associated with FF tickets are the Team Member's responsibility and will not be reimbursed. The Team Member must email [GlobalTrips@jfb.org](mailto:GlobalTrips@jfb.org) stating they are using miles for travel and also providing their itinerary. Once the itinerary is received, Case Manager will calculate the cost of the trip.

*Can I use an upgrade on my flight?*

Global Ministries discourages the use of any upgrades on flights. We consider the travel portion to be a meaningful team building experience for each Team Member.

*Can I turn my mission trip into an extended travel experience?*

Anyone going on a JF sponsored mission trip is required to travel with the team to the destination. If Team Member needs to extend travel time for any reason, approval is required by Case Manager. The Team Member needs to work directly with the Case Manager early in the planning process and **PRIOR TO** tickets being purchased. Any fees associated with this addition to the trip will be charged in full to the Team Member.

*What happens if I have to cancel?*

Trip deposits are non-refundable after purchase of airfare or payment of agency fees. If a Team Member cancels after airline tickets have been purchased, the cost of the airline ticket will be charged to the individual as agreed upon in the trip registration. Airlines have different policies regarding cancellation. Team Member may lose the entire cost of the ticket or Team Member will receive a credit with the airline equivalent to the cost of the ticket. If cancellation is due to medical illness or death of a family member, Case Manager will work with Team Member to collect proper documentation to request a refund from the airline. If travel restrictions issued by the State Department arise after ticket purchase, most airlines will issue a refund or credit. Airfare refunds are not guaranteed.

## LODGING POLICIES

*How does Global Missions arrange the team's lodging?*

**International Trips** - The Team Leader will contact the Ministry Host to plan for team lodging. Typically, Ministry Host makes the hotel arrangements for the group. The local host usually gets a much better rate than having someone from the USA make a reservation or finding lodging on the internet. If overnight layover is required, the Team Leader needs to work with the Case Manager to secure lodging and provide a roommate list.

**National Trips** - The Team Leader needs to work with the Case Manager to secure lodging in the US if not provided by ministry host. Case Manager will work with Global Ministry's travel agent to secure affordable and appropriate lodging for team based on location of ministry. Team Leader provides a roommate list to Case Manager.

*Will I be able to have my own room?*

Global Ministries requires double occupancy in each hotel room for the protection of each Team Member: safety protection, spiritual protection, and integrity protection. The Team Leader is included in this guideline of double occupancy. If the number of males/ females or couples is not even, we understand there will be someone in a single room. If for some reason a person on the team is requesting a single room, that Team Member's fee will be increased (Global Ministries will pay 25% of room and Team Member pays 75% of room).

*What happens if we need to stay overnight due to a flight delay?*

If a flight delay occurs where an overnight stay is necessary, the Team Leader is responsible to work with the airline to obtain a hotel voucher. If the airline does not provide a voucher, the Team Leader contacts the **Case Manager**. Case Manager works with travel agent to secure hotel accommodation for the team and relays information to Team Leader.

*Transportation to and from Atlanta Airport*

Team Leader coordinates airport transportation so that all Team Members know when and where to meet prior to check-in. Team Members meet at the airport in a designated location then check-in all together with the airline. Each Team Member will make personal arrangements for pick-up at the airport upon returning.

Global Ministries can reserve a JF bus/van upon request for teams of four or more people. The Team Leader is responsible for recruiting approved drivers. Global Ministries does not reimburse for the cost of van/bus rental, airport parking, or any expenses related to transportation to/from Atlanta airport.

*Can I leave my car at JFBC during the trip?*

If Team Members desire to leave a car at the JF parking lot, they must complete the "Extended Parking at JFBC" form (email [GlobalTrips@jfbc.org](mailto:GlobalTrips@jfbc.org) for form) and send it to [facilities.operations@jfbc.org](mailto:facilities.operations@jfbc.org) or drop it off by the security desk at the North Main Entrance.

*Can I check-in separately and meet my team at the gate?*

The team must check-in all at one time with the airline. All bags must be checked to the final destination if permitted by airline.

*Does Global Missions cover any tipping expenses?*

Any anticipated tipping for personal baggage handling, maid service, driver, etc. should be covered in the Team Member expense (100% paid by Team Member). If not, any tips are at the individual's expense during the trip. This issue is one to be discussed in the team meetings prior to departure. The Team Leader will be given that money according to their cash advance.

*If we need to rent a car, are we required to get the insurance?*

When renting a car in the United States or in a foreign country, Trip Leader must add the insurance option for the vehicle before checking out. This guideline is for the protection of the driver as well as JF.

*Am I allowed to consume alcohol on a trip?*

All JF mission Team Members are to abstain from drinking alcoholic beverages during the trip, including air/ground travel to the destination. Our intention is not to be legalistic with this guideline but rather to be sensitive to individuals both inside and outside JF. See Code of Conduct for further behavior requirements.

*Will Global Missions cover my international cell phone usage?*

JF does not reimburse for cell phone usage on trips. Cell phones should not be a distraction during daily ministry activities.

*What happens if the airline loses my luggage?*

JF is not responsible for the loss of personal belongings on mission trips. It is up to each individual to file claims with his/her personal insurance company to recover any cost associated with the loss.

*Do I need to register with the State Department for International trips?*

Global Ministries registers each Team Member with the US State Department so that in the case of a national emergency, the team can be located and kept up to date with information as well as evacuated if necessary. Accurate lodging and in-country contact phone number needs to be provided to the Global office for this registration one month prior to departure.

*Do I need to purchase International Medical Insurance for International trips?*

Global Ministries purchases International Medical Insurance (IMG) coverage through Mission Safe for Team Members for the length of any international trip including extensions. For national trips, Global Ministries purchases Mission Shield Plus policy through Seven Corners, Inc. for the length of the trip including extensions.

