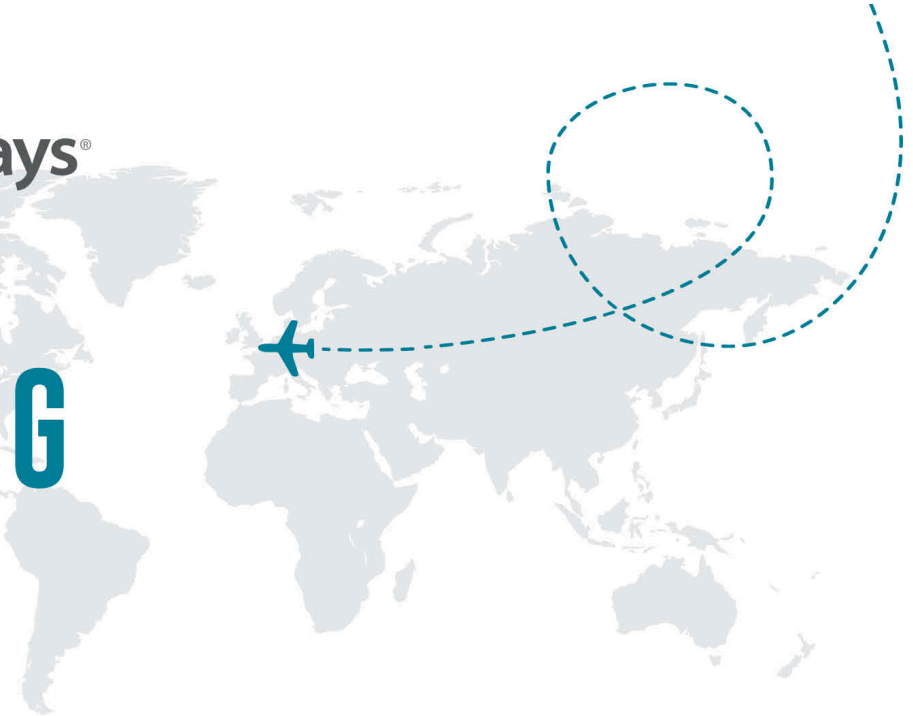


FLIGHT LEADING 101



You're Going to Australia!

Before Departure Day

- Read through this document and take it with you on your journey!
- Complete the online training.
- Attend a Q&A call with our travel administrators. They will schedule a time to connect with you via email.
- Make appropriate personal travel arrangements for your time in Australia.
 - **IMPORTANT NOTE:** On the return trip back from Australia to Los Angeles, you will need to meet the group at the airport in Brisbane at 8:00am. To ensure that you are nearby, the Rustic Australia team recommends booking yourself a room the night before at the Brisbane City YHA, a safe youth hostel near the airport. You can book directly on the website at www.yha.com.au.
- Pack the Rustic deck of cards, pens, and Rustic Pathways sign you received from us in the mail.
- Get excited for your trip!

Departure Day

Qantas Airlines | Flight #16

Departs: 11:20pm
Arrives: 6:05am + 2 days

Airport Coordinators

Trennell Palacio, 440.226.7462; Brandon Solares, 440.223.3620

*These are your go-to contacts on departure day.
Anything you need, they've got you! 🇺🇸*

At the Airport

1. **Arrive at Los Angeles International Airport (LAX) at 4:00pm. Wear your Rustic t-shirt and be ready to welcome students!** Head to the Qantas Airlines check-in area in Tom Bradley International Terminal.
2. **Before checking in, meet with the airport coordinator for detailed instructions about when and how to greet students and check them off throughout the day.** We ask students to wear their Rustic t-shirts and RP wristbands during travel days, so they should be easy to spot.

3. **The Rustic Pathways Travel Logistics team will send you a master list before your departure day.** This document lists every student traveling with us to Australia from Los Angeles this week, including their connecting flight information (most students will be flying into Los Angeles). The airport coordinator will update you if there have been any changes to the list.
4. **Once students have checked in with you, allow students to use the bathroom or purchase snacks,** but remind them to let you know before they leave. Advise them to come right back and check back in with you upon their return. **Everyone must be back at the gate 30 minutes before boarding begins.**

Safety Tip: Set up a backup meeting point with the students. The first should be the departure gate. The second should be the nearest security checkpoint to the gate. If there is an emergency or a student is unaccounted for, check at the gate first, then security.

Health Tip: Remind students with food allergies to read the labels before purchasing food.

Pro Tip: Often, you will be the first person from Rustic Pathways that our students and families meet. It is important to make them feel safe and excited for their trip! Be friendly, professional, polite, and do your best to answer any questions they may have. If you don't have the answer to a question, keep the group at ease by remaining calm, and reach out to the airport coordinator for more information.

Pro Tip: If at any point during the day a student arrives that is not on your list, please write down their name and have them join the group. Instead of telling the student "you are not on the list," call the airport coordinator and ask them to confirm with the Rustic Pathways team that the student is in the correct place.

Safety Tip: Remind students to 1) keep track of their belongings (including their passports and boarding passes), 2) drink lots of water (it's easy to get dehydrated during a long day of travel!) and 3) check in with their family to let them know they have arrived in Los Angeles safely.

Pro Tip: Get students talking and interacting with one another with icebreakers, brainteasers, or fun games. Distribute the Rustic deck of cards and suggest students use the conversation starters to get to know each other or play a group card game.

Pro Tip: If you are the only Flight Leader with the group, get creative with ways to keep everyone accounted for and together. For example, you can assign each student a number and have him or her count off for the headcount. Do frequent head counts throughout the day so students get practice and you get peace of mind!

5. **Conduct a final headcount at the gate.**

Pro Tip: This is a great time to review the Rustic Pathways rules and expectations with students as they relate to their air travel (no drinking, no drugs, no stealing, no bullying, no sexual activities). Remind students that they will be sent home for breaking any of these rules in the airport and during the flight, as well as once their program activities begin in-country.

Pro Tip: Explain to students that they will be given Immigration and Custom forms during the flight and will need to fill them out with their arrival address information. Distribute the arrival information cards and pens to students and let them know your seat number so they can find you to ask any questions they may have about the forms during the flight.

6. **Once everyone has boarded the plane, check in with the airport coordinator one final time.** You should be the last person to board the plane.

During the Flight

1. **You've boarded the flight with everyone!** Nicely done.
2. **Tell students your seat number in case they need something during the flight.** Remind them to put away their passports and boarding passes in their bags, and not in the seat-back pocket where they are (very, very) likely to forget them.
3. **Meals will be served on your flights, so please confirm special meals** (vegetarian, gluten free, etc.) **and food allergies** with the flight attendant based on the notes in the "Health Details" section of your student list. Special meals are delivered to the students' assigned seats, so **they should not swap seats** once everyone has boarded.
4. **Walk through the cabin several times during the flight.** Make sure students are doing well, being respectful of other passengers, and not breaking any rules (especially drinking alcohol).

Health Tip: Encourage students to take a quick walk down the aisle or do leg exercises in their seats to maintain proper circulation during the flight.

Pro Tip: If you do find a student drinking or ordering alcohol, remain calm and do not shout at the student or call them out in front of the other students. Please take careful notes on exactly what happened and who was involved. Upon arriving in your destination country, share this information with the country director so they can complete an incident report.

Pro Tip: After the flight attendants pass out Immigration and Customs forms, walk around and help students fill out the forms and answer any questions they have. All Rustic Pathways students should enter Australia for **TOURIST/HOLIDAY**.

Arriving in Brisbane

Rustic Pathways Contact: Alejandro "Alejo" Romero – Country Manager (+61 499.119.947)

1. **Prior to landing, please determine which students have connecting flights to their program start location once they arrive in Brisbane.**
IMPORTANT: Students on connecting flights need to move through immigration/customs as quickly as possible. The connection is EXTREMELY tight.
Programs with connecting flights are:
Seven Wonders (high school and college programs)
Epic Outback
GBR Dive Expedition
Island Survival
2. **You will land in Brisbane early in the morning and the group will be tired. Keep morale high!** The journey is just beginning and we want students to be super excited about their adventure ahead.
3. **During the flight, please ensure all students complete an Arrival Card using the following details:**
Purpose of visit: Tourism

Address in Australia: Rustic Pathways, 5/307 Main St, Mornington VIC 3931

Contact Number: 0422.166.211

4. **Once you have landed, do a head count before going through Immigration.** Clear immigration, collect your bags, and pass through customs. If there are any missing bags, see the next page for instructions of what to do. **Please do not delay students with connecting flights.**
5. **Advise students that when they enter the Arrival Hall after customs, they need to turn left and look for Rustic ground staff.**
6. **Flight Leaders need to remain with the group until 9:00am to assist with group supervision.**

What To Do If...

The flight to Australia is delayed or canceled

- Contact the airport coordinator as soon as possible to relay the information you have regarding the flight delay or cancellation.
- Connect with an airline representative and gather as much information as possible, including estimated time of departure and reason for the delay. Contact the airport coordinator and update them.
- Please keep the group together at the departure gate. Continually update students with all appropriate information and encourage them to call their family to keep them informed about the new departure time.
- When all students have boarded and the plane is about to depart, check-in with the airport coordinator.
- In the event of a flight delay or cancellation, know that the Rustic Pathways team is communicating directly with students' families.

The airline loses a student's luggage

- Check the area around the luggage conveyer belt. Sometimes bags are taken off the luggage belt and put onto the ground.
- Check the oversized luggage area in the front corner of the baggage area.
- If the student still has not found his/her bag, ask the rest of the students to proceed through Customs. Designate a student to be the one who guides the group outside baggage claim and tell him/her to inform the Rustic Pathways representative what is going on. Also, send a text to Alejo Romero, your in-country contact person. (Tired students may not be the BEST messengers.)
- Take the student to the Qantas Airlines counter in the baggage claim area to make a lost luggage claim. Do not proceed through Customs without first making the claim.
- Provide the following contact info: Alejo Romero, 0499.119.947, Caloundra, QLD

Returning to the USA

Qantas Airlines | Flight #15

Departs: 10:10am
Arrives: 6:00am

LAX Airport Coordinators

Trennell Palacio, 440.226.7462
Brandon Solares, 440.223.3620

At the Airport

1. **Meet the group at the Qantas Airlines check-in area of Brisbane Airport (BNE) at International Departures at 8:00am on the day of departure.** Rustic Pathways Program Leaders will help check-in the students. Australia staff will provide a list of all students' returning flight information; similar to the one you received for the departing flight.

Important: On the return trip back from Australia to Los Angeles, you will need to meet the group at the airport in Brisbane at 8:00am. To ensure that you are nearby, the Rustic Australia team recommends booking yourself a room the night before at the Brisbane City YHA, a safe youth hostel near the airport. You can book directly on the website at www.yha.com.au.

Pro Tip: Take this time to ask students individually about their domestic travel plans upon arrival in the United States. Ensure each person has his or her connecting flight information. Finish each conversation with "When we get back it is your responsibility to make your connecting flight. If you got it, go for it. If you have questions, I will be readily available, but you have to ask." This way students will understand it is their responsibility to be prepared for their domestic travel, but you are available to them if they need anything.

2. **Once all students are checked in, say goodbye to the program leaders and proceed through security with the group.** Once again, you should be the last one to go through security.

Health Tip: Ask Program Leaders if any medical issues came up during the trip that you should be aware of for the flight home? (Sick students, injuries, etc.)

3. **Remind students to eat something or purchase snacks for the plane.** Ask them to be at the gate 30 minutes before boarding begins. Remind students they are still part of a Rustic Pathways program and drinking, smoking, or purchasing alcohol is not allowed.

Pro Tip: The return flight is generally an emotional time for students. They may be tired, homesick, or sad about leaving their friends and going home. Keep students focused and be sure everyone understands directions and expectations for their time in the airport and on the flight.

4. **Perform a final check-in before boarding the plane.** If you are missing a student, ask the airline to call them. You should be the last person to board the plane.

During the Flight

1. **Tell students your seat number in case they need something during the flight.** Remind them to put away their passports and boarding passes in their bags, and not in the seat-back pocket where they are (very, very) likely to forget them.

Pro Tip: Ask students to stay to the side after they exit the gate and wait for you and the rest of the group to deplane. You will then all proceed through Customs and Immigration together.

2. **Walk through the cabin several times during the flight.** Make sure students are doing well, being respectful of other passengers, and not breaking any rules (especially drinking alcohol).

Pro Tip: Help students fill out their arrival info cards and make sure each student knows his or her connecting flight details.

3. **Meals will be served on your flights, so please confirm special meals** (vegetarian, gluten free, etc.) **and food allergies** with the flight attendant based on the notes in the "Health Details" section of your student list. Special meals are delivered to the students' assigned seats, so **they should not swap seats** once everyone has boarded.

Arriving in Los Angeles

1. **When you land in Los Angeles the group will pass through Customs & Immigration.** Help students fill out any forms and ask everyone to wait together in baggage claim.

IMPORTANT NOTE: UNACCOMPANIED MINOR ASSISTANCE: Students under the age of 14 are required by most domestic airlines to fly as Unaccompanied Minors (UM), which means we will need your assistance with a small group of these students on your return flight. The Unaccompanied Minors returning with you will be specifically marked on your student list. Upon landing back at LAX, please gather these students together. You will clear customs and immigration with the group of UMs as well as the rest of the group. While your other students may proceed to their connecting gates on their own, your UMs need to remain with you. They need to keep their checked baggage with them. **DO NOT RECHECK UM BAGS AT THIS POINT.**

Another Rustic Pathways staff member will be waiting to meet you immediately after the group exits customs. This staff member will then take the UNACCOMPANIED MINORS to the airline's service desk, recheck their baggage, and complete the required Unaccompanied Minor paperwork. After the check-in process is complete, our Rustic Pathways staff member will escort the UMs to their returning domestic gate and wait with them until boarding begins and the plane doors are closed and ready for departure.

PLEASE EXPLAIN THIS PROCESS TO THE UNACCOMPANIED MINOR STUDENTS BEFORE YOU LAND.

Pro Tip: Making sure everyone gets to their respective gate can be hectic, so do your best to communicate clearly and stay calm.

Pro Tip: If any students have tight connections, let them know they can proceed directly to their connecting gate after going through Immigration and getting their luggage. They do not need to wait for the rest of the group if it means doing so will cause them to miss their connection.

2. **Bring the group to a giant monitor with flight information and have everyone find their respective connection.** You will need to assist students with their connecting flights, especially if the group's return flight from Australia is delayed and the delay has caused students to miss tight connections home.

Pro Tip: When leaving the Tom Bradley International Terminal, you'll notice signs posted on each of the concrete pillars outside the exit that indicate which airlines depart from other LAX terminals. This will help direct students on which way to walk to reach their connecting flight.

3. **Once everyone has left for their respective flights, your flight leading responsibilities are finished after 12:00pm.** We appreciate keeping the group safe and hope you enjoyed Australia!

What To Do If...

A student becomes sick while you're in the airport...

- Speak to the student privately to understand symptoms.
- Contact the Airport Coordinator to help facilitate a student-to-parent call.
- Follow parents' instructions regarding over-the-counter medication, crackers, ginger ale, etc. All at students' expense, but you may help facilitate the purchase.
- **Never leave a student alone.** Enlist the assistance of a student if another flight leader is not available.
- Remain in contact with parents using student phone, if possible.
- Remain in contact with the Airport Coordinator regarding the situation.
- Seek medical care at airport clinic, wherever available, if symptoms worsen.
- If symptoms worsen, Airport Coordinator and parent will determine if student is well enough to travel.
- If student is deemed well enough to travel, check on them frequently in flight to ensure comfort and safety.
- Work in unison with flight attendants to manage symptoms.
- Once on the ground, seek medical care at the airport clinic, wherever available, and alert the Rustic Pathways team in-country to the situation.
- The Rustic Pathways staff members will manage the situation moving forward and will connect with parents.

A student becomes sick while you're on the plane...

- Speak to the student privately to understand symptoms.
- Work in unison with flight attendants to manage symptoms.
- Once on the ground, seek medical care at airport clinic, wherever available.
- **Never leave a student alone.** Enlist the assistance of a student if another flight leader is not available.
- If arriving in international destination, communicate an update to the Rustic Pathways staff members at the airport. The staff member will manage the situation moving forward and will connect with parents.
- If arriving back in the United States, communicate an update to the Airport Coordinator. The AC will manage the situation moving forward and will connect with parents.

A student loses their passport...

- Check student's carry-on bag together to make sure the passport isn't lodged in a pocket or at the bottom of the bag.
- Retrace steps with the student. Was the passport left at the security checkpoint? Did the student stop for something to eat or to use the bathroom? Ask restaurant management, housekeeping staff, and security agents if they have seen the passport.

- Connect with the airline agent to see if the airport has any specific protocol for helping to recover a lost passport. If so, work with the airline agent while continuing to search.
- Contact the Airport Coordinator to make them aware of the situation. Follow any instructions they give.
- Your Airport Coordinator will contact our Risk & Safety Team for further support managing this situation.
- If the student has a copy or cell phone photo of their passport, please have that ready for when the Risk & Safety Team connects with you to assist.

A student displays behavior contrary to the Rustic Pathways Rules...

- Review the RP Rules (rusticpathways.com/rules) yourself prior to travel.
- Review them with your students and set expectations for their behavior early.
- Be fair and consistent should the need arise to correct student behavior.
- Correct student behavior privately and confidentially.
- Refer to the RP Rules and the expectations you set with the group.
- Use praise and positive reinforcement to encourage improved behavior.
- Contact the Airport Coordinator to make them aware of any major infractions involving drugs, alcohol, weapons, assault, theft, self-harm, or sexual misconduct.
- The Airport Coordinator will facilitate contact with the family and the Crisis Response Team should the student need to be removed from travel.

A student is missing when you conduct a head count...

- Keep the remaining students in the group together—do not separate.
 - Find appropriate place for group to gather and remain in place (i.e. food court or flight gate).
 - Perform head count and identify missing student.
- Determine last known area where student was seen. Ask other students for help in case they know details.
- Attempt to call student's mobile phone (if applicable).
- Go to nearest airport phone or ticket counter and calls airport security to notify them of missing student(s).
 - Provide name, description of student, age, cell phone #, etc.
 - Ask for an overhead announcement calling student's name and giving designated meeting area.
- If multiple Flight Leaders, one should retrace the steps of last known location(s) of missing student.
 - Consider checking departure/arrival gate, nearest security checkpoint, baggage claim, etc.
 - One flight leader must always remain with group. Until the missing student is found, the rest of the members of the group should remain together—no one leaves.
- If student is not found within 30 minutes, call the Airport Coordinator to report the situation. They will connect with the RP Crisis Response Team.
- The RP Crisis Response Team will be in touch with you and will assist with parent contact.
- Continue calling student's cell phone, retracing steps, and making overhead announcements until the student is found.

Something happens to YOU and you ABSOLUTELY MUST put a student in charge of the group...

- Contact the Airport Coordinator to make them aware that you are putting a student in charge and provide him/her with the student's name. They will use YOUR cell phone.
- Verify that the student has all the following information:
 - Cell phone number of the Airport Coordinator.
 - Cell phone numbers for everyone for the group.
 - All the necessary flight information—gate, airline, flight number, etc.
 - All the information needed to properly fill out immigration forms.
 - The name, contact info, and meeting place for Country Team.
- Contact the Country Team to let them know that the student will be in charge and provide them with the student's name and verify that they will use YOUR cell phone.
- Upon arrival, make sure everyone is accounted for and handed off safely to the Country Team.

You notice suspicious people, packages, or behavior...

- Be on the lookout for:
 - Unattended packages or luggage.
 - Odd behavior—staring, filming, hiding, running, yelling, etc.
 - People in bulky or inappropriate clothing.
 - Exposed wiring or other irregularities.
- Move the students away from the potential danger to a spot that seems more secure.
- Tell a police officer or airport security immediately.
- Continue to monitor the situation from a safe distance, but do not alarm the students.

You hear an explosion in the airport...

- Keep students together, but leave premises as quickly as possible—move away from sound or visual display.
- If items are falling from above, seek shelter under a sturdy table or desk. Exit as soon as possible.
- If you are trapped in debris, cover your mouth with a piece of cloth and tap on a pipe or wall so rescuers can hear where you are.
- Shout only as a last resort. Shouting can result in inhalation of dangerous amounts of dust.
- Untrained persons should not attempt to rescue people in a collapsed building. Wait for personnel to arrive.
- Account for all students when everyone is safely out. Attempt to call cell phones if anyone is missing.
- Contact the Airport Coordinator. They will connect with the RP Crisis Response Team.
- The RP Crisis Response Team will be in touch with you and will assist with parent contact.

You experience a fire in the airport...

- Instruct students to stay low to the floor and exit as quickly as possible.
- Stay below the smoke at all times.
- Cover nose and mouth with a wet cloth.
- If a door is hot, do not open it. Seek an alternate escape route.
- Move far away from whatever has caught fire and call 9-1-1.
- Account for all students when everyone is safely out. Attempt to call cell phones if anyone is missing.
- Contact the Airport Coordinator. They will connect with the RP Crisis Response Team.
- The RP Crisis Response Team will be in touch with you and will assist with parent contact.

There is an active shooter at the airport...

- If there is an escape path, attempt to evacuate with the students.
 - Leave your belongings behind.
 - Help others escape if possible.
 - Prevent others from entering the area.
 - Call 9-1-1 when you are safe.
- If evacuation is not possible, find a place to hide out of the shooter's view that will provide protection.
 - Lock and/or blockade the door.
 - Silence your cell phone.
 - Hide behind large objects.
 - Remain very quiet.
 - Do not trap yourselves or restrict your options for movement.
- As a last resort, and ONLY if your life is in danger:
 - Attempt to incapacitate the shooter.
 - Act with physical aggression.
 - Improvise weapons and commit to your actions.
- When law enforcement arrives:
 - Remain calm and follow instructions.
 - Keep your hands visible at all times.
 - Avoid pointing or yelling.
 - Know that help for the injured is on its way.
- Follow up actions once the active shooter has been incapacitated and is no longer a threat.
 - Account for all of the students. Attempt to call the cell phones of missing students.
 - Contact the Airport Coordinator. They will connect with the RP Crisis Response Team.

Arrival Info Card

Take a photo of this Arrival Info Card with your phone, and have your students do the same when they check in with you at the gate. They will need this information to fill out their immigration documents on the plane.

During the flight you will be provided an Australia Immigration Arrival Card.

Check **TOURIST/HOLIDAY** as the reason for traveling to Australia.

Do not check "work" or another reason on your Immigration card.

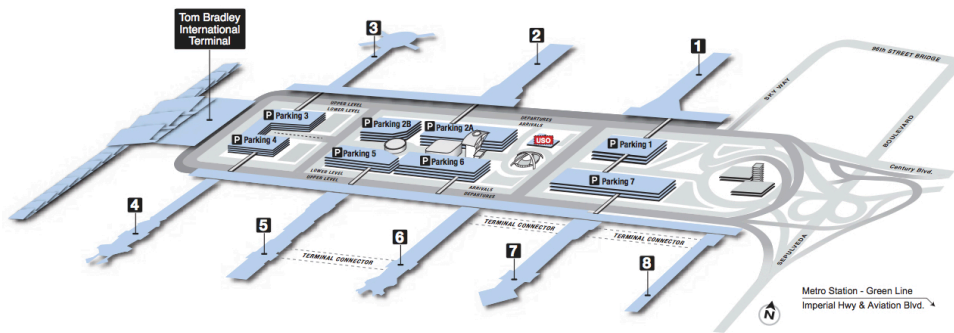
Address in Australia

Rustic Pathways
5/307 Main St, Mornington VIC 3931
Contact number: 0422 166 211

Airport Map

Los Angeles International Airport (LAX)

AIRLINE LOCATION



Tom Bradley Int'l Terminal (Terminal B)

- Aeroflot
- Air Berlin
- Air China
- Air France
- Air New Zealand
- Air Tahiti Nui
- Alitalia
- All Nippon Airways
- Asiana
- British Airways
- Cathay Pacific
- China Airlines
- China Eastern
- China Southern
- Copa (Some Arrivals)
- EI Al Israel
- Emirates Airlines
- Ethiopian Airlines
- Etihad

- EVA Air
- Fiji Airways
- Iberia
- Japan Airlines
- KLM
- Korean Air
- LAN Airlines
- Lufthansa
- Norwegian Air
- Philippine Airlines
- QANTAS
- SAUDIA
- Singapore
- SWISS
- Transaero Airlines
- Turkish Airlines
- Virgin Australia (Arrivals)

Terminal 1 Southwest

Terminal 2

- Aeromexico
- Air Canada
- Avianca
- Hawaiian Air
- Qatar Airways
- Sun Country
- TACA
- Virgin Atlantic
- Volaris
- WestJet

Terminal 3

- Allegiant Air
- Boutique Air
- Frontier
- JetBlue
- Spirit
- Virgin America
- Virgin Australia (Departures)

Terminal 4

- American

Terminal 5

- Delta

Terminal 6

- Alaska
- American
- Copa (Departures)
- Great Lakes

Terminal 7/8

- United
- United Express

TERMINAL TO TERMINAL

Please allow approximately 3 to 5 minutes to walk between each terminal.

Please stand under the blue sign on the Lower/Arrivals Level, "LAX Shuttle & Airline Connections," to catch the Airline Connections shuttle which runs every 12 to 15 minutes.

LAX SHUTTLE BUSES

AIRLINE CONNECTIONS
All Terminals
(Free Shuttle)
A-Bus

PARKING LOT C CITY BUS CENTER OFF-AIRPORT RENTAL CAR
96th St. & Sepulveda Blvd.
(Free Shuttle)
C-Bus

METRO STATION
Green Line
(Free Shuttle)
G-Bus

PARKING

P PARKING STRUCTURES
(Example: P-1)

USO BOB HOPE
HOLLYWOOD USO

AIRPORT INFORMATION

For up-to-date information on airport traffic, flight conditions, parking, airline and charter locations, call (855) 463-5252 or visit www.lawa.aero.