

(415) 875-7191

# Travel Card-Flight

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If you miss your flight, are delayed, or have travel issues, follow the steps below to get support!

- 1. Call our On-Call System at (415) 875-7191:** The Summer On-Call System is a 24/7 call line to support you with any concerns related to your Summer Experience. Our On-Call Specialists have information about your trip and can support rearranging your travel.
- 2. Find a Quiet Safe Place:** Gather all your travel documents, such as your ID or passport & travel itinerary. This will also give you a moment to breathe. Don't worry – this is a normal part of traveling. You are not alone!
- 3. Go directly to the Ticket Counter:** If you are flying, this is the counter for your specific airline (ex. Delta/KLM/American). At the counter, state that you are a minor and need to be placed on another flight to your final destination, and the time you need to arrive. If you don't know the destination or the timeline, the On-Call Specialist can help look up this information.
- 4. Get Support from the On-Call Specialist:** They can help connect with your parents to share that you are okay and with the program instructors that are going to receive you once you arrive to your final destination. Once you have new travel arrangements, make sure you communicate those details to the On-Call Specialist.



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about  
Summer  
On-Call

[summersearch.org/summer-on-call](https://summersearch.org/summer-on-call)

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# Travel Card – Bus & Shuttle

**If your bus or shuttle is delayed, canceled, missed, or you have travel issues, follow the steps below to get support!**

**1. Call our On-Call System at (415) 875-7191:** The Summer Search On-Call System is a 24/7 call line to support you with any concerns related to your Summer Experience travel. Our On-Call Specialists have information about your trip and can help rebook your bus or shuttle, adjust your travel plans, and ensure you stay safe.

**2. Find a Quiet Safe Place:** Move to a safe, public area such as inside the bus terminal, near station staff or security, or at your scheduled shuttle pickup location. Gather your travel documents such as your ID (if you have one), your bus or shuttle ticket, and your travel itinerary. This will also give you a moment to breathe. Don't worry—this is a normal part of traveling. You are not alone.

**3. Go Directly to the Bus or Shuttle Service Desk:** If you are at a station, locate the ticket counter, information desk, or station staff for your bus or shuttle provider. Let them know that you are a minor, that you are traveling for a Summer Search program, and that your bus or shuttle is delayed, canceled, or missed. Share your destination and the time you are expected to arrive. If you don't know this information, the On-Call Specialist can help you find it.

**4. Get Support from the On-Call Specialist:** The On-Call Specialist can help connect with your parent or guardian to let them know you are safe and with the program staff who are expecting you at your destination. Once new travel arrangements are made, make sure you communicate all updated details to the On-Call Specialist so everyone stays informed.



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