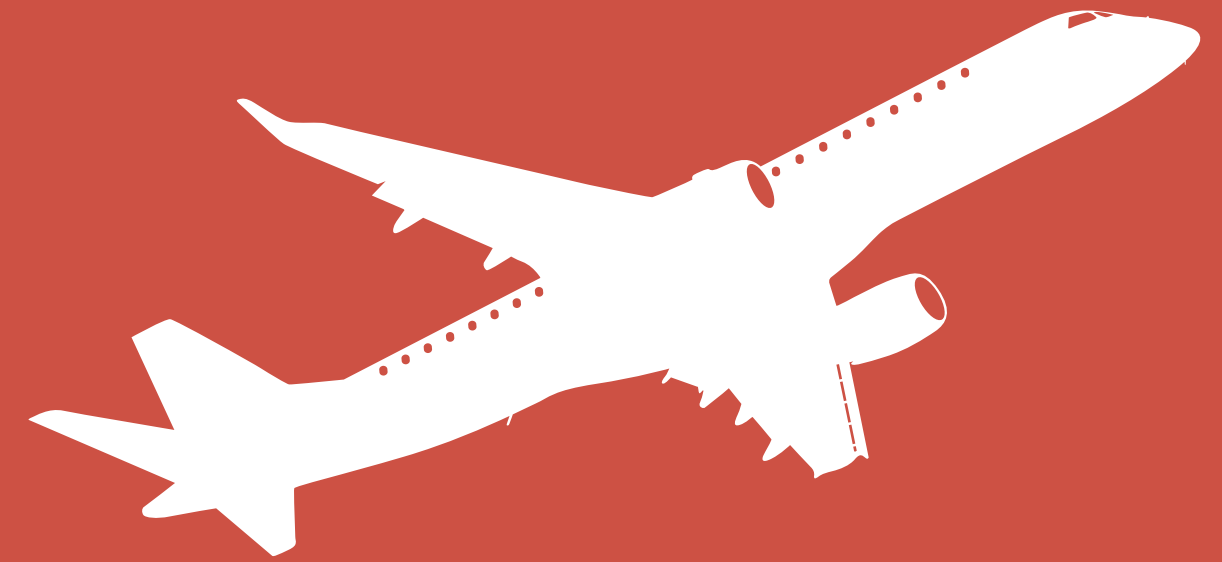


HXP.

FLIGHTS EXPO



JFK-LAX-SFO-IAH

WELCOME!



- Cambodia
- Fiji
- India
- Indonesia
- Japan
- Kenya
- Malawi
- Malaysia
- Mongolia
- Mozambique
- Nepal
- Philippines
- Romania
- Samoa
- Thailand
- Tonga
- Uganda
- Vanuatu

HXP.

HXP.
FLIGHTS EXPO



TODAY'S TOPICS:

PASSPORTS

DOMESTIC FLIGHTS

FLIGHT DISCLAIMERS

FLIGHT PROBLEM RESOLUTION

HXP.

FLIGHTS EXPO

— **PASSPORT DEADLINE: FEBRUARY 16**

— **Must have 6 months validity *BEYOND LAST DAY OF TRIP***

— **If you do not have a passport, you NEED to expedite it when applying. Flights Team cannot issue you/your builder a ticket until we have this information (Without it, additional late fees may be incurred by the airline, because group bookings have ticket deadlines roughly 2 months before group departures)**

— **If you do not follow these requirements, you may end up having to make an appointment at a U.S. Passport Agency (closest is Denver, CO from Utah) as some airlines will not let you board without required validity**



PASSPORT



HXP. FLIGHTS EXPO

JFK/LAX/SFO/IAH

— 56% of HXP international trips leave from these 4 international airports

— This is HXP's first year using SFO and IAH with Singapore Airlines!

— Our airlines out of these airports are: Singapore Airlines, Fiji Airways, Kenya Airways, China Airlines, British Airways

— HXP works with corporate business reps year-round to negotiate group contracts, change tickets during Summer if problems arise, and to make sure all our Builders are happy and safe

— Singapore Airlines was voted #1 Airline in the World in 2023



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FLIGHTS EXPO

DOMESTIC FLIGHTS

- Your trip's flight information will go live 90 days before departure (unless an airline is still finalizing details with us — then you will be notified as soon as they are complete)
- Must arrive **AT LEAST 4 hours** before group's international departure (We encourage you **NOT** to book the last flight possible)
- Avoid low-cost carriers such as Spirit and Frontier, and also JetBlue (second-highest cancellation rate in 2023) Most summer flight problems last year at HXP were caused by JetBlue
- Airlines we love: Southwest (baggage included, unlimited changes), Delta (most on-time airline out of SLC)
- Try to book direct flights to avoid layover delays and chain-effect cancellations



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FLIGHTS EXPO

LOS ANGELES (LAX)



- Cambodia Angkor Wat (2340)
- Cambodia Siem Reap (2340)
- Fiji Nadi (2355)
- Fiji Taveuni (2355)
- Japan (1420)
- Mongolia (1420)
- Nepal (2340)
- Philippines Cebu (0005)
- Philippines San Pablo (0005)
- Samoa Apia (2355)
- Samoa Upolu (2355)
- Tonga Fua (2355)
- Tonga Tapu (2355)
- Vanuatu (2355)

FIJI AIRWAYS, CHINA AIRLINES, SINGAPORE AIRLINES
(*flight times subject to change*)

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SAN FRANCISCO (SFO)



- India (2205)
- Indonesia Bali (2205)
- Indonesia Jakarta (2205)
- Malaysia: Love (2205)
- Malaysia: Build (2205)

SINGAPORE AIRLINES
(*flight times subject to change*)

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HOUSTON (IAH)



- Thailand Chiang Mai (1910)
- Thailand Udon (1910)

SINGAPORE AIRLINES
(*flight times subject to change*)

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FLIGHTS EXPO

NEW YORK (JFK)



KENYA AIRWAYS, BRITISH AIRWAYS
(*flight times subject to change*)

- Kenya Masaimara (1245)
- Malawi: Heart of Africa (1245)
- Malawi: Refuge (1245)
- Mozambique Aventura (1245)
- Mozambique Kruger (1245)
- Romania Bucharest (1850)
- Romania Transylvania (1850)
- Uganda Nile River (1245)
- Zimbabwe (1245)

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FLIGHTS EXPO

MY FLIGHTOUT OF NEW YORK IS KIND OF EARLY — WHAT SHOULD I DO?

1) Come in the night before — builders aren't old enough to check themselves into hotels. If you can, fly in with your builder and enjoy the city for a day or two (or reach out to family/friends in New York). If that is not possible, an HXP staff member (and occasional Trip Leaders) will be stationed at a hotel near JFK and will be available to assist Builders in checking in to a room for the night (further details will be communicated upon finalization)

2) Utilize overnight flights — Delta offers nonstop overnight flights from all major west coast cities that will get you to JFK in time for your Builder to meet their group (if there are no delays). However, if your overnight flight has delays, you risk missing your international flight. Last year, air traffic control issues and airline delays caused a lot of missed international departures. Your builder may have to wait up to a few days for the next available flight with out international partners.

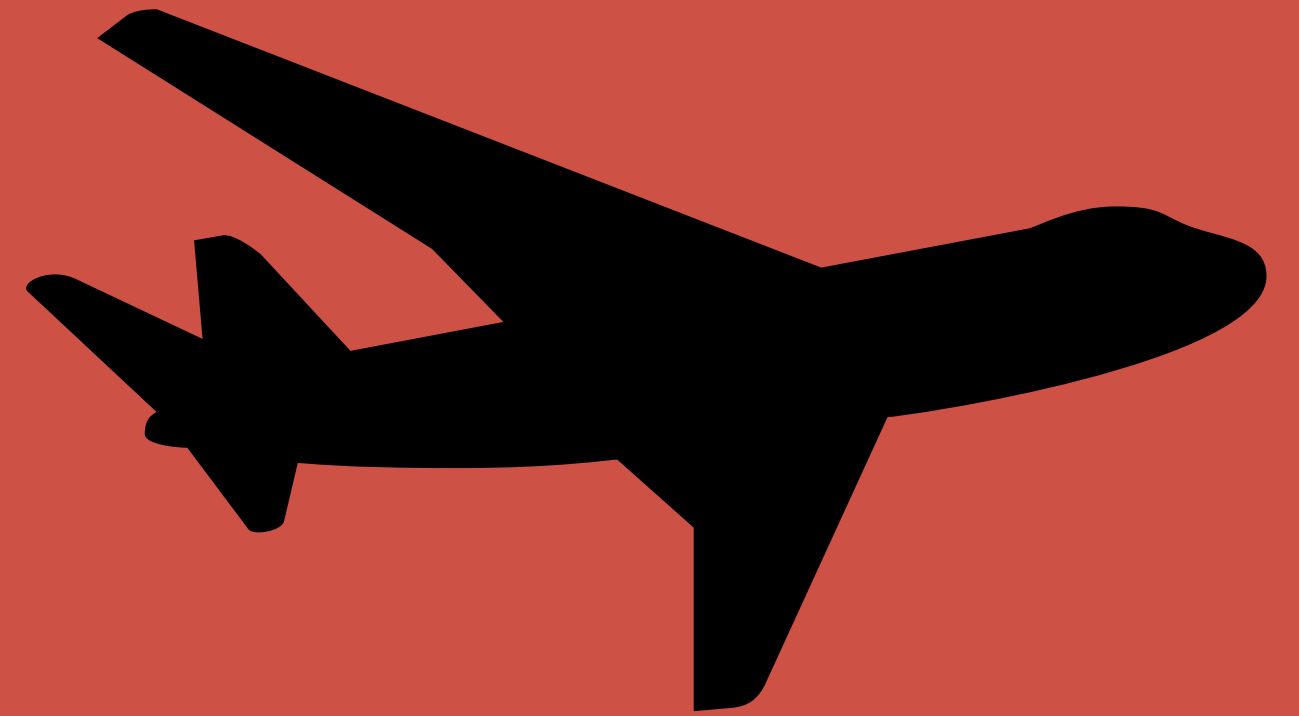
****Trips from other HXP airports (LAX/SFO/IAH) leave late enough in the day that flight availability is more extensive****



FLIGHT DISCLAIMERS

— If you miss your domestic flights or are significantly delayed to the point where you will miss your international flight, HXP will do everything possible to amend your international ticket with no additional cost. However, each airline is different and last-minute flight changes may incur further charges from the airlines, which will be added to your HXP account

— If you miss your flight and decide to book a last minute one-way international ticket to meet your group (rather than waiting for the flight changes HXP is able to acquire), you will not receive any reimbursement for flight costs (airlines DO NOT give credit, miles, or refunds for partially used tickets. It can also cause issues getting your return ticket reinstated)





FLIGHT PROBLEM RESOLUTION



— On-call HXP staff members are available 24/7 during the HXP Summer travel period to help Builders get to their destinations

— If your Builder knows they will miss a flight, reach out immediately to their Trip Leader (they will be put in group chats in GroupMe). Then the Trip Leader will notify our staff so we can make amendments to international tickets where needed (Builders who miss their international flights will be responsible for all necessary expenditures before boarding their new international flight)

— We suggest putting a tracking tile in luggage for when you are traveling on your domestic carrier. Your Builders are responsible for their luggage, and getting it to their international meet up location. If your domestic carrier does not get your bags to the meetup location on time, HXP will try and assist, but the responsibility will be on you and your Builders to work with the Domestic airline (we can then liaise with our international airline partners to help get bags to their final destination)

FLIGHT FEEDBACK SURVEY (2 MIN)

Help us, help you!



ANY FURTHER QUESTIONS:

INFO@HXP.ORG

801-900-4111