

HXP.



FLIGHTS EXPO MIAMI

WELCOME!

- Argentina
- Belize
- Bolivia
- Brazil
- Chile
- Colombia
- Costa Rica
- Dominican Republic
- Ecuador
- Guatemala
- Panama
- Paraguay
- Peru
- Uruguay

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FLIGHTS EXPO



What we will discuss:

PASSPORTS

DOMESTIC FLIGHTS

FLIGHT DISCLAIMERS

MIAMI HOUSE INFORMATION

FLIGHT PROBLEM RESOLUTION

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— **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)**

— **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) as some airlines will not let you board without required validity**



PASSPORT



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MIAMI AIRPORT FACTS

- 44% of HXP international trips leave out of MIA (that's around 2300 builders!)
- MIA transported 2nd most international passengers in the USA in 2022
- All HXP Central America and South America trips leave from MIA in 2024



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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 problems last year 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



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)



MIAMI HOUSE QUICK FACTS

- Available as an additional service for airport pickup, lodging, and dropoff at MIA at group meetup time (15 person capacity)
- Staffed by 2-3 HXP employees (One will primarily be at the airport with groups, the other will oversee pickups and drop-offs). There may be times where Builders will have to be left unaccompanied at the house due to flight demands.
- Miami House employees are NOT your builder's Trip Leaders. They will not be constantly overseeing Builders. Builders are responsible for their own meals at the Miami House (bar some snacks and continental breakfast options that HXP will purchase), and are expected to follow HXP safety policies.
- The house is in a residential area close to the airport, where food options and entertainment are limited.
- Services at the house are very basic (Builders will share rooms, and some may need to sleep on air mattresses provided by HXP) If you would like your builder to have an overnight stay that is more than just a place to sleep to make their flight, please make arrangements to travel with your Builder to stay the night before, link up with friends in Miami, or utilize red-eye flights



MIAMI HOUSE REGISTRATION

- **The Miami House address cannot be given out, as a safety concern. If you are traveling from a local area or state, your Builder will need to be dropped at the airport so that HXP staff can pick them up**
- **Spaces are limited to approximately 12 builders per evening, and are on a first-registered-first-served basis**
- **The Builder Experience Team will be sending information shortly regarding the official registration process for the Miami House**
- **Spots will not be secured until the Miami House fee has been paid**
- **Every effort possible will be made to accommodate your Builder as needed, but as the house is limited on spots, late requests may not be able to be filled**



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HXP MIAMI HOUSE SUGGESTIONS

Below, you will see the departure times for a few of our Central and South America destinations. Considering the early departure times, please plan accordingly. Locations with an asterisk are super early departures. If your destination is not listed below, you will have a later departure time from the Miami house. Remember! Builders must be at the departure airport 4 hours before international flight departure!



- * Belize Orange Walk (1205 departure)
- * Belize Cayo (1205 departure)
- Colombia de Flores (1735 departure)
- Costa Rica Pura Vida (1735 departure)
- Costa Rica San Jose (1735 departure)
- * DR La Cienaga (1535 departure)
- * DR Tamboril (1535 departure)
- Ecuador Cotopaxi (1735 departure)
- Ecuador Galapogos (1735 departure)
- * Guatemala Mayan (1205 departure)
- * Guatemala Atitlan (1205 departure)
- * Panama (mid-morning departure)
- Paraguay Iguaza (1640 departure)



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). Then the Trip Leader will notify our staff so we can make amendments to international tickets where needed (Builders who miss their international flights can be housed at the Miami House until their new 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 liase with our international airline partners to help get bags to their final destination)**