

TRAVEL AND COMMUNICATIONS

PROGRAM DATES

Participation on a study abroad program involves attending the orientation at Pitzer AND at the host institution/program. Students are required to stay from the first day (including orientations) through the last day of the semester. Late arrivals cause disruption and inconvenience to the program staff. Early departures may result in loss of credit or lowering of grades.

ARRIVING EARLY OR STAYING PAST THE END OF THE PROGRAM

Many programs make special arrangements for your arrival and departure. For health and safety reasons, early arrivals or staying past the departure date at the program site or dormitory are not allowed. Pitzer can take no responsibility for early arrivals or travel after the program end date. Students who arrive in country early or stay in country after the departure date must make their own arrangements for ground transportation, room and board. Students who choose to arrive in-country before the beginning date of the program must contact the program staff well in advance to make a plan for the first day of the program. Late arrivals cause significant disruption of the program, so it is important that you arrive on time.

You are free to depart on or after the departure date. If you think you may want to stay on past the end of the program for personal travel please advise Pitzer's travel agent before you make the final confirmation of your ticket. Otherwise, you will be booked for departure from the program site based on the program departure date and any additional costs due to changes made after your ticket is issued will be your responsibility.

TRANSPORTATION

FLIGHT Arrangements

To receive your ticket, you are required to submit the Pitzer acceptance paperwork and complete orientation requirements by the dates listed in your study abroad application portal. If you complete these requirements less than two weeks prior to your departure, you will be responsible for any charges incurred to expedite your booking. Allow ample time to work with our travel agent to arrange your flight by the date listed in the portal. When you contact the travel agent, identify yourself as a Pitzer student. If you are student from another college/university going on one of the Pitzer-run programs, please contact studyabroad@pitzer.edu to clarify how tickets work for you and with whom you need to make arrangements.

Please note: Some exchange and direct run programs have an examination period, which could run two to three weeks after your final class. The dates we provide to the travel agent will include the last possible day of the examination period. If your exams happen to end prior to the last day of the examination period and you wish to return early, you will be responsible for all costs associated with changing your flight.

Pitzer's Designated Travel Agent:

KIM RUDD at Corniche Travel

Email: pitzer@corniche.com

Phone: 951.698.0089 6:00 a.m. to 4:30 p.m.

Additional agents are available from 6:00 a.m. to 6:00 p.m., (Pacific time zone)

Phone: 310.854.6000 Monday through Friday, closed major holidays

Office Address: 8721 Sunset Boulevard, Suite 200, West Hollywood, CA 90069

www.corniche.com

For emergency after hours service, please call 800.242.7274 within the US or call collect 203.787.6266 outside the US. Advise the agent of your executive code 6TAO (six tango alpha zero). Kim Rudd has been providing flight services to Pitzer College students for many years and is very knowledgeable about airline travel. She has many clients, so it may be necessary to leave a message with a call back number.

AIRFARE POLICY

All program participants are **REQUIRED** to work directly with the travel agent designated by Pitzer College to finalize their tickets by the date indicated in their acceptance letters. Tickets purchased through other travel agencies will **NOT** be reimbursed or credited to your student account. Frequent flier miles may **NOT** be used to book flights. **The maximum airfare Pitzer College will pay is based upon the cost of a round trip ticket from the closest major international airport to the student's permanent address city in the US to the designated international airport near the program site for the exact dates of the program.** For international students, the maximum airfare is based upon the cost of a round trip ticket from Los Angeles International Airport (LAX). The travel agent will bill Pitzer for the approved ticket. Students will pay the travel agent directly for the additional costs of an itinerary that is more expensive than the approved flight. No refund or credit is given if the ticket costs less than the maximum.

The following items may increase the cost of a ticket. Students will only be charged for actual overages.

- Finalizing travel arrangements late
- Travel dates that vary from the dates of the program, including going early or staying after the program ends
- Special requests for routing or stopovers through specific cities or countries
- Open return tickets - these are discouraged and may not be possible due to visa requirements
- Extra luggage charges - airlines may change luggage restrictions without notice.
- Changing the ticket after it is issued. These costs include change fees and any increase in airfare.
- Replacing lost tickets

If for any reason, you are not able to use an airline ticket, the **airline must be notified *prior to the departure of the first flight*** that you will be changing the ticket. **A ticket will become worthless once the plane departs.** You are responsible for the replacement cost of an unused ticket.

FLIGHT CHANGES

If you choose to change the date of your return once you are in the host country, you need to check with the airline and the travel agent of the regulations, required tickets, and fees associated with changing your flight. Pitzer and the travel agent will not be responsible for expenses incurred for changing your return dates and/or itinerary after you make your initial confirmation with the travel agent, especially once you are in the host country.

ITINERARY

Upload a copy of your itinerary to your study abroad portal when you book your flights.

VISA CONSIDERATIONS

Visa and immigration requirements often obligate you to have a round trip ticket for entrance into the country. You cannot buy a one-way ticket and plan to purchase the return portion later. Some destinations require that you have several blank pages remaining in your passport. If your passport does not have blank pages remaining, please arrange to get additional pages added to your current passport or renew for a new passport with plenty of blank pages.



If your itinerary includes layovers or stops in other countries en route you may need a visa for those countries. Please check with your travel agent and the relevant embassy for information.

TRAVEL DELAYS

Unforeseen circumstances (weather, missed flights, equipment problems, etc.) may result in unforeseen expenses due to the delay. Students should travel with emergency funds in the event of unavoidable delays in transit. Pitzer College is not responsible for these expenses. Your Travel Insurance Plan provided by the Claremont Colleges (refer to the insurance section of this handbook) may include basic coverage for costs incurred due to travel delays. Should you have expenses related to such delays, be sure to keep your receipts to make a claim.

BAGGAGE CLAIM/LOST LUGGAGE

In the unlikely event that your baggage is lost en-route, you will most likely first realize this in your host country. File a claim with the airline before you depart the airport. Keep your baggage tags. Usually lost baggage is recovered in two to three days.

WHERE TO MEET THE PROGRAM STAFF

Some of the programs will have staff meet you at the airport, while other programs will require that you make your own way to the program site or other meet-up point. Clarify the arrival procedures with your program sponsor. Should you need to reach someone while traveling, remember when calling, be careful not to be distracted and keep an eye on your luggage. You should avoid accepting help from people outside the airport you do not know.

VISITORS AND INDEPENDENT TRAVEL

The details of your class syllabus, exam schedule, or the final schedule for your program will be given to you during your on-site orientation or the first day or classes. It is crucial that you **not** plan independent travel until you receive the schedule during orientation and check with your program director.

VISITORS

Having visitors during the regular program is not allowed. You will be too engaged in program activities, homework, reading, exam preparation, home stay activities etc. to attend to a visitor properly without major conflicts arising. **Participation in all program activities, classes, and exams is required.** Moreover, we expect you to maximize the time you spend using the language and engaging the host culture. Visitors interfere with this. The idea of playing tour guide during the program to a friend or family member may sound wonderful now, but it inevitably leads to frustration and resentment. The best time to have a visitor is either before the program begins or after the end of the program when your language and cultural knowledge are at their height, and you can devote full time to hosting. **Pitzer has a firm policy for all of its programs and exchanges regarding visitors. Visitors cannot participate on study trips, attend classes, or go on other program activities.**

INDEPENDENT TRAVEL

Independent travel within the country during the program may not be possible due to health, safety, and educational considerations. All travel within the host country must be sanctioned and/or supervised by the program staff or university coordinator. Pitzer College and your host program or institution need to be aware if you're traveling. Should an emergency take place, your program coordinator, and the study abroad office need to be able to account for you. **Independent travel outside of the host country is only possible before or after the end of the program.**

WAYS TO MAKE CONTACT WHILE ABROAD

Email, mail, Skype, Facetime, Whatsapp, text, and mobile phone calls are all options for contacting the US from abroad or for family and friends to reach you. Internet access may vary depending upon your locations.

MOBILE PHONES

Pitzer **requires** that you have a mobile phone while abroad (*it doesn't need to be a smart phone/fancy, just needs to be able to send/receive calls and messages*). You will be responsible for maintaining a working mobile phone (charged, paid up and ready to use in an emergency) on your person throughout the program. You must provide the study broad office at Pitzer with your mobile phone number. If you bring your own phone, make sure you unlock it before you depart the US or your home country.

Pitzer expects all students to use mobile phones in ways that are appropriate and responsible. In particular, mobile phones should be turned off (including texting) during classes, program discussion sessions and study trips when interacting with program staff, faculty, or guest speakers. In addition, students need to learn and practice appropriate mobile phone use in their homestays. For some families it may be considered rude, for instance, to make or receive calls or text messages during a family meal or while engaged in conversation after dinner.

EMAIL

Before, during, and after your study abroad experience someone from the Office of Study Abroad and International Programs or another Pitzer College office may contact you with information about orientation, health, safety, academic, finances, or other matters. Your family may also email you throughout the program. Faculty may need to contact you about academic issues, invitations to do a senior thesis, etc. **For Pitzer students, the official means of contacting you will be your Pitzer College email account.** For non-Pitzer students we will use the email you provided in your application in your study abroad portal. **Students are responsible for managing their email accounts and reading their official school email on a regular basis before, during, and after studying abroad.**

VPN (VIRTUAL PRIVATE NETWORK) AND DUO

Most online resources (e.g.: Sakai, Workday/Kronos, etc.) can be accessed from any location. Some online resources (e.g.: Shared Drive, Remote Desktop, Onbase, Cognos) are restricted to the campus network. By using Cisco AnyConnect (VPN) software, you create a secure, encrypted tunnel between your computer and the VPN remote server. This will make it appear as if you were on the campus network, to access these resources.



How to access the service: Students should reference [VPN Instructions](#) for information on VPN and contact help@pitzer.edu if they have questions or need assistance.



Access to the study abroad application portal is authenticated by Duo. If you do not have cell service, you can use the passcode feature inside the Duo mobile app to continue to gain access to your Pitzer resources. Passcodes regenerate after use and work without cell or wifi signals.

You may download the Duo Mobile app the App Store or Google Play. Then, from a computer, log into Sakai or MyCampus2 to get the Duo prompt. Choose My Settings and Devices on the left of the screen. Add or reactivate your device there. Please refer to the [DUO Quick Guide](#)

If you get an alternate phone or sim abroad, download the Duo mobile app and add a new device from the Duo interface. If you do not have access to your old phone or app for authentication, email the help desk at help@pitzer.edu for assistance in setting you up.

MAILING AND SHIPPING

Regular mail is quite reliable in some countries but may not be in others. International mail can take anywhere from 5 days to 3 weeks to arrive in various countries. Occasionally, mail can be misplaced or lost by the postal service abroad, just as it can be lost by the postal service in the US. Postcards are at a different rate and may take even longer. You will be provided with your

address on site, if not before you leave. Please be sure to provide the Office of Study Abroad and International Programs at Pitzer with your mailing address and phone number.

Although you can ship almost anything abroad, please keep in mind that certain items may require a special tax or exorbitant fees to clear customs. Think twice before shipping expensive items, such as computers or books. In lieu of sending a package (e.g., care package, birthday gift), we recommend families and loved ones simply deposit something extra in your ATM account and send you a note with best wishes to enjoy a nice dinner out on the town with your friends or host family.