

Guide to Flight Procedures

Operation Serve International

It is important to send your applications to OSI and receive acceptance for your team members before you book your flights!

Passports

Before you start looking for flights, you need to make sure that everyone who is traveling has a current passport. You can apply for a passport at: www.travel.state.gov/passport or at most United States Post Offices. If your passport has expired, you can go to: travel.state.gov/passport/renew.

Passports are required for travel to Mexico City. You cannot travel with just a copy of your birth certificate. Passport cards are only good for land travel into Mexico; you **cannot** use a passport card for air travel into Mexico.

For safety reasons along the border; Operation Serve **requires** that you fly to Mexico City.

Finding a Flight

Do your homework when looking for flights. Check with travel agencies such as: Orbitz, Kyak, Travelocity, etc. to see what deals are available. You should also check with airlines directly to see if they are offering any special deals.

Prices on flights can change rapidly so be prepared. If you find that the prices are too high; try waiting a couple of days. The airport code for Mexico City is **MEX!** If you just type in Mexico City there will be two airports that come up for travel. Toluca is a lot farther away and it would require special transportation from the airport. Only fly into and out of Benito Juarez International Airport - **MEX!**

Forward Your Flight to OSI

When booking your flight on-line, you will receive your ticket by e-mail. Please **forward the e-mail** to: missions@operationserve.org. You do not need to type out the flight itinerary. We can get all of the information that we need from the ticket.

Operation Serve uses your flight information in order to: make sure there is someone to pick you up when you arrive, make sure that you make it to the airport when you are going back home, and to check on any delays or cancellations with your flights. The information that we ask for is used for your benefit.



Record Locator/Confirmation Numbers

If we ask you for the Record Locator/Confirmation Number for your flight, **we are asking for the number from the airline.** If you book your flight through an on-line agency such as Orbitz, we do not need their number. The confirmation number will be on your ticket.

Some people are hesitant to give out this information, we only use it to make sure that you are safe when you are traveling and that we are aware of any delays in your schedule.

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