

Overview of Shuttle Services

We understand that it is with much apprehension and faith that many of you put your children on planes to travel to our Kamps. With this in mind we would like you to know the following. Springfield, Branson and Durango airports are very small with only one security gate point. Our staff is familiar with the airline and security personnel within these airports and we will be wearing Kanakuk Transportation Staff clothing and carry a roster with your child's name and flight information. We will meet your child at the security gate so please ask your child to go to the security gate BEFORE using the phones and restrooms. Our shuttle fee is \$45 each way (Springfield, MO) and \$25 each way (Branson, MO) and this does include lunch when applicable.

Request and/or Confirmation of Shuttle Service: Go to www.kanakuk.com , login and under PARENTS click on mykanakuk. Select your Kamper, then the Kamp they are enrolled in and Under Transportation Options click on Fly to Kamp. If your kampers flight information is listed here then they are confirmed for shuttle service. If not choose *Transportation (Add / Modify)* fill-in the appropriate information and click submit request. You will get a reply / confirmation back within 24-36 hours. All shuttle request must be received 2 weeks in advance. If we receive your itinerary last minute, your child may experience lengthy delays getting to Kamp and will incur a \$25 late fee. Please note: that all we need is the segment in and out of Springfield and Branson rather than the whole itinerary so this may be all you see. Also, if we were not given the time a flight leaves a city bound to us it may read 12:00 am as default. What is important is that we have the correct arrival and departure times.

Airline Baggage Fees and Return Travel Cash: All airlines have new restrictions limiting the amount, the size, and the weight of baggage. Charges for oversized/overweight baggage can be very expensive, so please check with your airline before travel. Most airlines have now adopted new baggage guidelines allowing ONE or even NO checked bag without cost. For example, some airlines are charging \$25 for the first bag, and most airlines are currently charging \$35 for a second bag. If your child is returning home by plane, Kanakuk will provide \$60 cash to pay for these new baggage fees and also for your child to have money for food in case they have connecting flights or flight delays. The \$60 we provide will be charged to your account. We realize every kamper may not need/use this amount, but this procedure will be applied universally to all kampers flying home to cover any possibilities they may encounter. We instruct the kampers to only use this money for baggage fees or for food (if connecting or delayed). We also instruct them to give unused money/change to you upon their arrival home.

Shipping Your Baggage to/from Kamp: Each airline has their own luggage restrictions regarding weight, size and quantity. If your baggage is in excess or heavier than the weight allowed by the airline and you wish to avoid additional charges or for convenience sake want to you can ship your kampers luggage directly to their Kamp by UPS or similar carrier. UPS delivers anywhere in the U.S. within 3-5 business days and you may return-ship from our Kamp offices at the end of the term as well.

Unaccompanied minor (UM)/escort service: If your Kamper is flying to Kamp and has to make connections you may be required or want to purchase unaccompanied minor (UM)/escort service directly from the airlines. The age of your child also determines if UM service is required so please check with your airline to find out the age and other requirements and see if this is applicable to you. When you purchase this service a airline representative will assist your child at the connecting city, escort your child to his or her next flight, and deliver your child to the person meeting him or her at the destination airport. If you utilize this service to Kamp the information you need to provide to the airlines as to who is meeting your child is: Sharon Smith, 1353 Lakeshore Drive, Branson MO 65616. Phone: 417-266-3100. On many UM forms there is a place for a Password that must be given by the person receiving the child. If you desire you can list your kampers ID number here as only our chaperone/driver would have access to this information.

Special Notes and Considerations: If UM service is required or desired for return flights PLEASE pay for this service in advance, fill out the necessary form and enclose it with your child's itinerary. Please check with the airline you are flying with for their specific UM ages, restrictions and cost. Please also remember NO UM can fly on the last flight of the day if they have a connection so please verify this is not the case with the airline.

Standby / Buddy Pass Flights: Kanakuk realizes the desire to use these methods for travel but please understand we cannot allow the use of them on outgoing flights from Kamp on our term change dates. Before booking any such travel call and ask to speak to the Transportation Director (417-266-3100) for possible solutions.

Luggage Tags: Two luggage tags are sent to you within the Parents Magazine. Please attach these to your child's luggage as this will allow for immediate identification & proper delivery to your child's Kamp.

Cancellation Policy: If you wish to cancel your shuttle reservation you must do so 11 days prior to your Kamp date for a refund. All cancellations must be in writing via email (transportation@kanakuk.com) or by USPS.