

Travel Support Package

Culture and Safety:

To best prepare you for your time abroad, we strongly recommend you review these resources to be best prepared for your term overseas.

The U.S. Department of State has created "[A Guide to Answering Difficult Questions Abroad](#)" covering cultural, cross-cultural communication and more to help you prepare to engage in a new culture abroad.

[The U.S. Department of State – Bureau of Consular Affairs](#) provides citizens with international travel tips, country specific information and emergency information to prepare you for your term abroad. Learn more about your study abroad location on the countries information page, learn about local laws, sign up for the [U.S. Department of State Smart Traveler Enrollment Program](#), and more.

For all students studying abroad, Fairfield University highly recommends that students enroll in the Smart Traveler Enrollment Program (STEP). STEP is a free service to allow U.S. citizens and nationals traveling abroad to enroll their trip with the nearest U.S. Embassy or Consulate. By enrolling in STEP you are able to:

- Help the U.S. Embassy contact you in an emergency, whether natural disaster, terrorist attack, civil unrest, or family emergency.
- Help family and friends get in touch with you in an emergency.
- Receive important information from the Embassy about safety conditions in your destination country, helping you make informed decisions about your travel plans.
- More information can be found at step.state.gov/step/

Banking Abroad:

Students should search if their current bank has ATM's abroad or if they have international partners where students can withdraw funds. Typically, these partner banks will not charge usage fees for withdrawals but may charge a fee for converting USD to the local country's currency.

Students should also notify their bank that they'll be traveling so the bank doesn't cancel their debit credit due to perceived suspicious activity.

Although bringing the proper currency is not required for travel into the country, it is certainly helpful for the first few days before the student is able to locate an ATM, as taxis and some small businesses do not take credit cards. Students can purchase local currency prior to their program start date directly through their bank. We do not recommend students travel with large sums of cash – please visit [The U.S. Department of State – Bureau of Consular Affairs](#) website and read your country specific information. This website will tell you any currency restrictions for entry. Though these restrictions are typically 10,000 dollars or more, is strongly recommended if students want to bring local currency with them, it should be less than 300 dollars.

Credit Card Tips:

As per the Fairfield University Study Abroad Policies and Procedures, all students are required to have a credit card while abroad. While the Office of Study Abroad does not recommend any specific

credit card, it is important to know that Visa and MasterCard are the most widely accepted cards internationally. American Express and Discover are often not accepted in smaller businesses and less populated locales. Please be sure to check with your credit card company and bank prior to travel to understand the exact fees that will be incurred for transactions abroad. We also recommend students get a credit card that has no foreign transaction fees. Don't forget to notify the credit card company where you'll be traveling so they don't cancel your credit card!

Cell Phone Tips:

Since all students are required to have a cell phone that works off of Wi-Fi, many students will obtain a SIM card abroad that gives them an international phone number. All programs will discuss SIM card providers during orientation; however, prior to departure, we recommend students have their current phone active for at least the first three days they are in country so when they arrive, they can call/text home that they've landed, contact our site staff in case of delay or baggage issues, etc. Please remember also to have the phone active if the students' flight has a layover in another country.

International Insurance Tips and Safety:

If you currently take prescription medication and will need this medication during your semester abroad, it is important you contact your programs international insurance provider to discuss your needs and options. You need to ask (1) is my medicine legal in the country in which I am studying and in the locations to which I plan on traveling (2) am I legally allowed to bring xxx month(s) of medication with me or am I able to fill my prescription abroad. Depending on the answers to these questions, the insurance provider may advise you to contact your primary care physician to discuss your options.

Not sure what insurance you have while abroad? Please see your studioabroad account for information.

If you are traveling before and/or after the program dates and would like to purchase additional insurance for this period of your trip we recommend you review page 6 of the CISI Participant guide found below (Purchase Individual Coverage) for information.

All students enrolled in CISI are encouraged to review the CISI Participant guide to learn more about the CISI portal and the services they provide. [myCISI Participant Guide.pdf](#)

International Travel Log:

For purposes of Risk Management, and to ensure your optimal safety during your program, Fairfield University requires that all travel done independently from the program be registered with CISI. You will register your independent travel through CISI by logging into your CISI account. Access to your CISI account will become available once you receive your CISI card (Fall – August / Spring – December).

All students enrolled in the **CISI medical insurance** policy must complete a travel itinerary *no later than 12 noon local time every Thursday*. The travel log must be completed even if the student

does not intend to travel away from their program site. The mandatory travel log is part of Fairfield University's Risk Management protocol and facilitates the safety and wellbeing of our students abroad.

CISI will work with Fairfield University and affected students in the event of an emergency to assist with local support and instructions on how to proceed to safety. Failure to submit a weekly log may result in dismissal from the program.

The CISI app allows students to update their travel in real time and ensures that CISI is able to anticipate and respond to emergency situations that may affect our students based on reported locations. At pre-departure, students will be provided step-by-step instructions on how to log their travel. These simple instructions are also available on our website for easy reference. Students are also required to abide by any additional policies and procedures that their host institution may have in place.

Students who receive medical insurance coverage directly from their program or foreign institution will also be required to log weekly travel as well. Your program will provide you with their travel log requirements during onsite orientation. In an emergency situation, students on these programs will receive direct communication from their on-site program staff. Students are also required to abide by any additional policies and procedures that their host institution may have in place.

Booking Your Flight with STA:

As part of the International Travel Policy, Fairfield University requires all students book their round trip flights through this [STA travel portal](#).

For all Fairfield Center programs, students must fly into the designated airport, on the designated program start date and within the specified arrival times. There are no exceptions to this policy. Should students plan to travel prior to the start of the program, they must arrange their travel so as to arrive at the designated airport, on the designated program start date and within the specified arrival time. Early or late arrivals are not approved.

Who is STA Travel?

STA Travel is the world's leading student and youth travel agency, successfully enabling young adults to explore the world since 1968. STA works with over 700 universities to book international and domestic group and individual travel. They are the world's largest travel agency that caters specifically to needs of students and faculty for over 30 years.

Why STA Travel?

- **ADVANTAGE of STUDENT TICKETS**
 - Student tickets are special contracts with very flexible terms and conditions. We have negotiated with STA airfare options that provide the optimal airfare with all the risk management needs for changeability.

- For example: Need to change your flight? With a non-student ticket, you could be paying \$300+ plus airfare difference or have to purchase a brand new ticket. With STA Travel, most of our student contracts allow you to change your flight for \$75 + difference in airfare.
- BOOK NOW, PAY LATER
 - STA Travel's exclusive Airfare Deposit Program. Guarantee your airfare with a nonrefundable. Full payment is due 7 days prior to departure. Click here to view/download the Airfare Deposit Program Flier
- PERSONALIZED SERVICE
 - STA emphasizes personalized, high quality service and has a team of "real people" who are experts in booking flights and travel arrangements specifically for study abroad programs
- 24/7/365 TRAVEL HELP
 - Available any time, the Travel Help department has access to all bookings created by STA Travel so they can assist in emergency situations.
 - Available via live chat or phone/skype
 - STATravelCares – comprehensive website for safety and security of STA's travelers

Health, Safety and Security – Pre-departure Session

The Office of Study Abroad will have a mandatory pre-departure meeting to review health, safety, and security while abroad. Students will hear from the Dean of Students, the Director of Study Abroad, and the Director of Public Safety. The Dean of Students will reinforce the academic and student code of conduct, the Director of Study Abroad will reinforce our policies and procedures, and the Director of Public safety provides the students with the [following PowerPoint presentation](#).