



## LOST PASSPORT

If a passport is lost, please understand the following procedures which will be required to be activated for replacement:

1. Any lost passports should be reported immediately to your Ambassador.
2. A Police Report will be requested. Please file a formal report and retain the copy which will be needed for both the consulate as well as for potential insurance reimbursement.
3. Once reported, our team will locate the nearest Consulate Office and initiate an appointment request. Please be advised that Consulate offices are not open on weekends so a midweek appointment will be made. This most often results in a missed day of activities.
4. One adult and the student will be required to travel to the Consulate to apply for a replacement passport. Please be advised that the Consulate may or may not be located within an easy reach. At times, flight travel will be necessary.
5. The Trip Leader or his/her delegate will be required to make flight reservations for the student and adult traveling if required; monetary expense can amount to \$1000 or more per person. Flight reservations may usually be made on a hotel computer. The credit card used to purchase the flights must be the adult that travels with the student as tickets may not be purchased using an independent party's credit card within 48-hours of travel. The adult traveling will need to ensure that the credit amount required for the tickets will be available for use on the card.
6. If traveling via coach/transfer company/taxi, the Trip Leader will need to make independent transport arrangements. In this case, we will be happy to assist you with our local contacts.
7. The party will be responsible for all transportation fees to/from the hotel, the airport and the consulate for both the student as well as the adult accompanying him/her. Upon arrival in the Consulate city, an adult will generally need to hire a taxi or rent a vehicle to drive as needed.
8. If under the age of 18, a letter must be written and signed by BOTH parents granting their permission for the adult accompanying the student to seek a replacement passport on behalf of the child. This must be notarized and requires both parents' signatures. A copy of the parents' passports must accompany the parents' letter. Please be aware that even if the child's parents live in different parts of the world or one is traveling, both parents' notarized signatures are required for replacement.
9. The child must be transported to a location to get two duplicate passport pictures.
10. Dependent upon the location of the Consulate, a variety of paperwork will be required to be completed. Some of the forms required will also need to be signed by both parents and fully notarized.



Hammock Expeditions, LLC  
51 Hillcrest Way  
Bluffton, SC, 29909 USA  
P: 984.223.9866  
[www.STEMstudytours.com](http://www.STEMstudytours.com)  
[www.HammockExpeditions.com](http://www.HammockExpeditions.com)



11. The cost for a passport replacement may be high and in excess of \$150. Please plan on a cash payment as many Consulate locations will not accept credit cards.
12. If a flight is required, each person traveling will be required to show picture identification to pass through security to board the aircraft. If this is not available, please make sure to bring your photocopy of the passport as well as all documents. Arrive early and speak to the Officer in charge to ensure that boarding will be allowed without an official identification card. Be prepared to show all documentation, including your appointment confirmation at the Consulate, to the Officer assisting you to expedite any potential issues.
13. In some instances, Travel Insurance may cover some or all of the costs associated with replacement of a lost passport. We urge Trip Leaders to review their insurance policy prior to travel to fully understand what will be covered and what documents that will be required in the event of a claim.
14. In the event activities are required to be forfeited for the student and teacher accompanying him/her due to travel required, please be advised that refunds may not be issued. Please check with your insurance company to determine if scheduled activities may be eligible for reimbursement.

**Best Practice:**

- Make a photocopy of each passport that is clear and easy to view. Check the actual copy to make sure it is not too light/dark or unreadable. In addition to your copy, each student should also keep a photocopy of their own passport in their hand luggage.
- If an international visitor and traveling from abroad into the USA/Canada, all passengers should bring a photocopy of their ESTA/ETA authorization in their carry-on luggage in case of need.
- Upon arrival at your departure airport, students should be broken into small groups of 10 or less with one teacher assigned to each set of students for passport collection. Immediately following boarding (if not before), passports should be collected by the teacher responsible and placed in a sealed/closable bag.
- During your international flight, passengers should use their passport photocopy to gather the information necessary to fill out any required immigration forms. Many students forget their passport and leave it on the plane.
- When preparing to enter Customs & Immigrations, students should gather in their small pre-assigned groups. Teachers should again pass out the passports for each individual student. The teacher responsible for the small group should enter the Customs & Immigrations queue first and when finished, wait for his/her students on the other side to immediately collect all passports. The passports should not be given out again until the return journey home.
- Upon arrival at the hotel, teachers should place all passports in a safety deposit box or the hotel safe until it is time to return home. Please check with your Ambassador upon arrival to determine what facilities are available at your accommodation.
- On return home, follow the reverse procedures.

We hope the above serves as a helpful reminder and are here if you have any questions.



Warmest Regards,  
Operations Team



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