



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.



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.

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

Warmest Regards,
HE Operations Team

