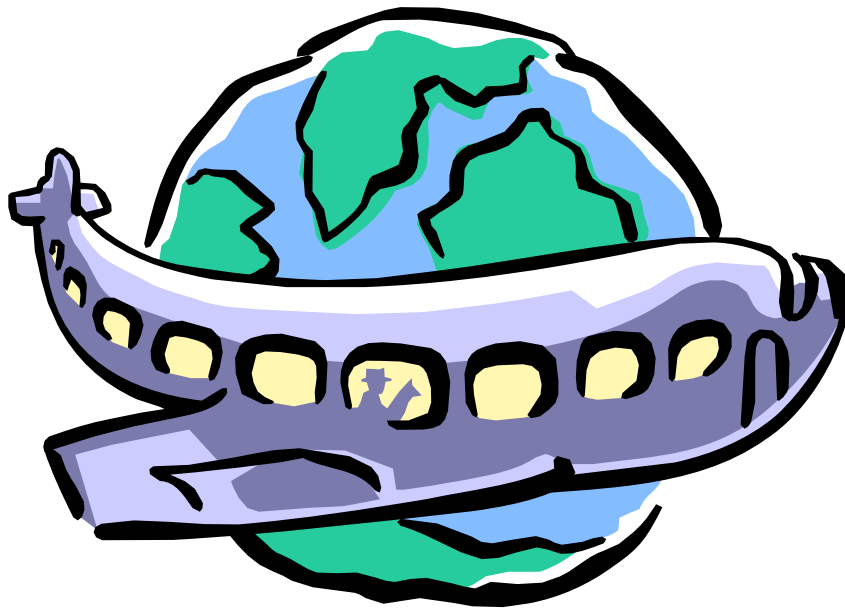




## Your Trip to Australia



### Important Information for travelling to Australia

Soon it will be time for you to leave your country and commence your AFS journey to Australia. This booklet will ensure your travel is hassle-free.

Please read the booklet carefully, it will help you with your arrival in Australia and travel to your host community

## **BAGGAGE ON DOMESTIC FLIGHTS IN AUSTRALIA**

Australia is a geographically large country with many domestic airlines. Since the luggage restrictions vary by each airline, AFS Australia is not responsible for any overweight, oversize charges by the airlines. Almost all of the Australian carriers have their weight limit to **20** kilograms for checked baggage and **7** kilograms for Cabin baggage. Please follow the airline's rules to avoid paying very expensive excess baggage fees.

## **AFS BAGGAGE TAGS**

You need to have your AFS yellow name tags on your luggage when you arrive in Australia. The yellow tag makes it much easier for our staff and volunteers to find you.

## **ARRIVAL AT THE AIRPORT**

Upon arrival in Sydney, Melbourne, Adelaide, Brisbane or Perth, you will need to collect your baggage and go through Customs. Please pass through Customs and Immigration as quickly as possible, you do not have much time between your flights if you have a domestic connecting flight to your host community.

You will then be met by AFS staff and volunteers immediately outside the Customs area. Staff or volunteers should be carrying AFS signs. It is every important that you meet the AFS person at your first Australian international airport. This way we know that you are safe and we can assist you with your transfers. If you can not find anyone, please call AFS Australia on 0414 594 694 or 0424 504 605.

## **RETURN TICKET COLLECTION**

Your return international tickets will be collected by our staff and volunteers when they meet you. Please have them ready to hand over to us.

## **TRAVEL TO THE HOST COMMUNITY**

If you do not have any domestic connecting flight from the international airport to your host community, your host family will drive you home from the airport.

If you have domestic connecting flights from the international airport, our staff and volunteers will help you to transfer from the international terminal to the domestic terminal and help you to check in for your onward flights. Your host family will meet you at the local airport.

## **ORIENTATION**

Your arrival orientation will be at your local group few weeks after your arrival. Your local volunteers will advise you the date and time for your orientation.

## **AFS AUSTRALIA EMERGENCY CONTACTS**

24 hours AFS emergency phone:

If ringing from within Australia: 0414 594 694 or 0424 504 605

If ringing from outside Australia: 61 414 594 694 or 61 424 504 605

AFS phone contact during working hours, Monday to Friday ( free call if calling within Australia ): 1800 023 982

## Important Questions & Answers

**Q. *My Plane is delayed what do I do?***

✈ If your international flight is delayed you may find the time to connect with your domestic flight is very short. If this is the case you will need to advise the airline staff when you disembark from your flight. They may be able to assist you to quickly collect your luggage and go through Customs.

**Q. *My luggage is too much, what will happen?***

✈ Check in luggage allowance for your domestic flight is 20 kilograms plus 7 kilograms for handbag. If you cannot carry your luggage it is too heavy.

✈ You could be asked at your domestic check-in to repack or leave some items behind if your luggage is too heavy.

✈ Heavy luggage is stressful and costly. Carefully consider any decision to carry extra luggage. The responsibility is yours. Be prepared to either leave luggage at the airport or you must pay for excess baggage and this can be costly.

**Q. *I want to wait to go through Customs with my friends.***

✈ No, you can be late for your connecting flight. Go immediately to Customs. Do not wait for others; it can delay your departure.

***Q. What if something goes wrong. I am lost, confused, lose something or I am feeling sick?***

- ✈ Ring the contact number that has been provided to you.
- ✈ Stay calm. Help is always available.
- ✈ Go to the airline office/ counter/information desk/ Staff member for assistance.
- ✈ At all times exercise caution and ensure that you do not leave your luggage unattended.

***Q. What happen if I my international arrival date and my domestic departure date are not on the same date?***

- ✈ You will be looked after and will stay overnight with our AFS staff or volunteer. Details will be given to you when you meet them at your arrival airport.

**Remember - Timeframes can be confusing!**

- ✈ Never think that you have plenty of time;
- ✈ It can take longer than you expect to transfer and check-in;
- ✈ Ensure that your watch is changed to the local time.

Have a safe and enjoyable trip to Australia.

Keep this booklet handy with your passport and other travel documents.