

# AmeriCorps VISTA Travel FAQs



Mode	Question	Answer
Air	Do I need my itinerary to board the plane?	You only need to check in at the airline counter or kiosk using your government-issued photo identification. You'll receive a boarding pass that will allow you to proceed through airport security screening and to board the plane.
Air	How do I check in online?	<ol style="list-style-type: none"> <li>1. Access the airline website.</li> <li>2. Input your record locator code (sometimes listed as "carrier locator").</li> <li>3. Select your seat (or confirm the existing seat assignment).</li> <li>4. Review details like departure time, boarding time, and prohibited items.</li> <li>5. Print your boarding pass or send it to your smart phone.</li> </ol>
Air	How do I use an e-ticket?	Please show your travel itinerary and identification at the airline check-in counter. You'll receive a boarding pass that will allow you to proceed through airport security screening and to board the plane.
Air	How will I get to the hotel once I arrive in the training city?	<p>Ground transportation is prearranged by the Travel Desk. The shuttle service information can be located in your "PSO Information Packet" and will accompany the travel itinerary you receive for travel, or it may be found on the <a href="http://vistatrainings.afyainc.com">http://vistatrainings.afyainc.com</a> web site.</p> <p>Please refer to your "PSO Information Packet" for the name, number, and voucher (if applicable) of the ground transportation company providing service to and from the hotel. You should look for VISTA signage and/or the shuttle company's greeters at the airport/train station. They will direct you to the appropriate shuttle.</p>
Air	What if my return flight should be to a different airport or station?	Call the VISTA Travel Desk at 800-893-6353 or <a href="#">submit a Travel Desk request</a> at least 2 weeks prior to your PSO and the Travel Desk will make the necessary changes to your itinerary. Please note that all changes must be approved by VISTA staff.
Air	What should I do if I am experiencing issues with my flight or train (delays, change in flight plans, or cancelled flights)?	If your flight is cancelled or delayed, please contact the VISTA Travel Desk at 800-893-6353 or <a href="#">submit a Travel Desk request</a> for assistance. In addition, the VISTA Travel Desk will help to coordinate your ground transportation needs to ensure your timely arrival at the PSO. The traveler may not make changes to travel itineraries.

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Air	What should I do if I called the airline and they said that my ticket has not been booked?	Don't panic! Government tickets are not issued until 24-48 hours prior to flight departure. Simply take your itinerary to the airport and a boarding pass will be issued there.
Air	What should I do if I cannot attend the training as planned?	If for any reason you cannot attend the training as planned, please alert the VISTA Travel Desk (call 800-893-6353 or <a href="#">submit a Help Desk request</a> ) so that your ticket and hotel room can be cancelled and no cost will be incurred by the AmeriCorps VISTA program. You must also inform the VISTA supervisor at your sponsoring organization.
Air	What should I do if I have special needs (physical or meals, etc.) that were not listed in the portal?	Call the VISTA Travel Help Desk at 800-893-6353 or <a href="#">submit a Help Desk request</a> as soon as possible.
Air	What should I do if my contact information has changed since entering it into the portal?	Call the VISTA Travel Help Desk at 800-893-6353 or <a href="#">submit a Help Desk request</a> and an AFYA representative will update your information.
Air	What should I do if the name on my itinerary does not match my Government Issued State identification?	<p>If the name on your itinerary does not match your government issued identification, please call the VISTA Travel Desk to ensure that your itinerary is changed to reflect the name on your identification. If you have access to e-mail, you may also send your itinerary to <a href="mailto:vistatrainings@afyainc.com">vistatrainings@afyainc.com</a> with the appropriate changes identified. Also, please include the date and location of the PSO you are attending.</p> <p>The following forms of identification are acceptable.</p> <ul style="list-style-type: none"> <li>– Drivers licenses or other State photo identity cards issued by the Department of Motor Vehicles (or equivalent)</li> <li>– U.S. Passport</li> <li>– U.S. Passport Card</li> <li>– Department of Homeland Security "Trusted Traveler" Card (NEXUS, SENTRI, FAST)</li> <li>– U.S. Military ID (active duty or retired military and their dependents)</li> <li>– Permanent Resident Card</li> <li>– Border Crossing Card</li> <li>– Department of Homeland Security-designated enhanced driver's license</li> <li>– Native American Tribal Photo ID</li> <li>– Airline or airport-issued ID (if issued under a TSA-approved security plan)</li> <li>– Foreign Government-issued passport</li> <li>– Canadian provincial driver's license or Indian and Northern Affairs Canada (INAC) card</li> <li>– Transportation Worker Identification Credential (TWIC)</li> </ul>

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Air	What should I do if the training occurs within the next week and I have not received a travel itinerary?	Call the VISTA Travel Help Desk at 800-893-6353 or e-mail <a href="mailto:vistatrainings@afyainc.com">vistatrainings@afyainc.com</a> and we will resend your itinerary.
Air	What should I do in the event of inclement weather?	Please check your email frequently for updates from VISTA about weather-related changes to the training schedule. If you run into weather-related flight cancellations, contact the VISTA Travel Desk at 800-893-6353 for assistance. We will support you until you have reached the final destination.
Air	Where do I pick up my ticket?	Paper tickets are rarely utilized for domestic air travel. Your itinerary serves to confirm that an electronic ticket has been purchased for you. You will receive your itinerary by e-mail. Use the itinerary information to check in online or at the airport airline check-in counter to receive your boarding pass.
Air	Will I be reimbursed for my transportation to the airport?	Yes, you will be reimbursed for related travel costs approximately 8 weeks after the PSO training. Receipts are required for certain reimbursements, including those listed below. <ul style="list-style-type: none"> <li>- taxi, Uber, or Lyft (reimbursable only with prior approval)</li> <li>- parking</li> <li>- airport shuttle</li> </ul> <p>If you drive your personal vehicle, you are entitled to monetary compensation for the miles traveled to and from (one roundtrip) the airport or train station. Note your mileage when driving to the airport or train station and mention it when completing a travel voucher at PSO registration.</p>
Bus	Can I use the itinerary attached in the email to board the bus?	No. The attached itinerary will not serve as a ticket for passage on Greyhound. However, in special circumstances if an “advance purchase” ticket fare becomes available at a lower fare after you have confirmed with us, you will receive an actual ticket via email. In this case, the ticket instructions will indicate that the Greyhound bus ticket is attached, and you will need to print it and bring the copy with you. Note, you cannot open and show this attachment on your smartphone.
Bus	Do I need to pay extra for my baggage? (Bus)	Each ticket holder may check in one bag for free. For adults only, a second bag may be checked in for \$15. Passengers will be charged Greyhound Package Express rates for any additional bags. Each ticket holder may bring one small bag up to 25 pounds, and it must fit in the overhead compartment or under the seat.

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Bus	How early should I arrive at the bus station?	If you are departing from a small to mid-sized bus station, please arrive at least one hour before your scheduled departure time. This will give you plenty of time to get your ticket and check in your luggage. If you are departing from a major bus station, such as the New York Port Authority, please arrive at least two hours early to avoid long lines.
Bus	If I find an alternative means to get home, what should I do with the unused return ticket?	If changes are required after your Greyhound ticket has been purchased, the actual ticket must be returned to AFYA to complete the process. Unused Greyhound tickets (for any reason) should be returned to AFYA staff.
Bus	What do I need to bring to receive the ticket?	To receive a ticket, you must provide photo ID and the confirmation number to a Greyhound ticket agent at the counter. Please do not use the kiosk or ticketing machine to try and print out your ticket.
Bus	What if I lose my ticket?	Once the ticket has been printed from the Greyhound counter, it cannot be reprinted without additional payment. Please hold onto your ticket, including the return ticket. Tickets are nontransferable, and if presented for transportation by another person, it will be voided and possibly confiscated by a Greyhound agent or an authorized employee of the bus carrier for which the ticket is issued.
Bus	What if I missed my bus; do I need to buy a ticket?	If you missed your bus, please go to the ticket counter and Greyhound staff should be able to put you on a later bus without an additional charge (if your ticket is refundable). At that time, please contact the VISTA Travel Help Desk at 1-800-893-6353 so your ground transportation may be adjusted accordingly.
Bus	What should I do if I experience Issues with my bus (i.e., delays, change in bus schedule, or cancelled bus)?	If your bus is cancelled or delayed, please contact the VISTA Travel Help Desk at 1-800-893-6353, or submit a request for assistance by emailing <a href="mailto:vistatrainings@afyainc.com">vistatrainings@afyainc.com</a> so your ground transportation needs can be coordinated. AFYA will make necessary arrangements to ensure your timely arrival at the Pre-Service Orientation (PSO). You should not make changes to travel itineraries on your own.
Bus	What should I do if the departure bus station is labeled incorrectly?	Prior to receiving the final Greyhound itinerary, you will receive a tentative one that includes the departure bus station address and bus schedule. At that time, if you have questions regarding the schedule or the departure station, please contact the travel coordinator as soon as possible.
Bus	Where can I pick up my Greyhound ticket?	You must pick up your ticket at the designated station. It is your responsibility to do this in advance or on the day of travel.

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Train	Can I use the attachment in the email to board the train?	Yes. The attached eTicket serves as a ticket for passage on Amtrak. Please print and bring it with you for viewing by the Amtrak ticket agent before boarding the train.
Train	Do I need to pay extra for my baggage?	No. Each passenger may board with two carry-on bags, each not to exceed 50 lbs. (23 kg) and 28 x 22 x 14 inches (700 x 550 x 350 millimeters). Passengers may also check in two additional bags free of charge.
Train	How early should I arrive at the train station?	Please arrive at least 30 minutes prior to your scheduled departure.
Train	If I lose my eTicket, what should I do?	Your eTicket (PDF document) may be printed (and reprinted). If your eTicket is misplaced, you should print another copy. An Amtrak agent can also reprint your ticket at the counter.
Train	Where do I pick up my ticket?	When traveling by Amtrak, you can take your itinerary and appropriate identification to the Amtrak ticket agent and they will provide you with a paper ticket to board the train. You can also print your ticket at the kiosk in the train station. You must have a paper ticket prior to boarding the train.
Train	If I miss my train, do I need to buy another ticket?	If you miss your train, please call the VISTA travel help desk at 1-800-893-6353 to assist with re-ticketing. Travelers will not be reimbursed, and should not pay out of pocket for fees associated with re-ticketing.
Train	If my departure train station is labeled incorrectly, how can it be corrected?	If there are any discrepancies with your ticket, please contact the VISTA travel help desk immediately by calling 1-800-893-6353. Errors must be corrected prior to your travel date.
Train	What do I need to bring to receive my ticket?	You must provide a photo ID. Each ticket is valid for only the passenger listed on it.
Train	What if my train is delayed?	If you experience any delays or issues during travel, please email us at <a href="mailto:vistatrainings@afyainc.com">vistatrainings@afyainc.com</a> or call 1-800-893-6353.
Drive	How do I obtain driving directions to the training site?	If you are driving, you will not receive a travel itinerary from AFYA. Instructions are contained in your "PSO Information Packet," with training details (i.e., location, time, date, etc.). Use an online map site like Google maps to plan your route to the training.