

TRAVEL INFORMATION

The International Organization for Migration (IOM) arranges and manages all travel for newcomers to Sponsor Circle communities. IOM organizes and facilitates travel for refugees and other migrants globally and has detailed processes in place to ensure safe and organized travel for newcomers to communities.

Sponsor Circles should not arrange travel or transit accommodations for newcomers, even in the case of a flight cancellation. If there are questions or issues that arise with travel, Sponsor Circles should contact their SCU for additional information. The International Organization for Migration (IOM) arranges and manages all travel for newcomers to Sponsor Circle communities. All details for newcomer travel to communities will be secured and overseen by IOM all including the following:

- Ground transport to the airport,
- All flight bookings,
- Transfers while in route, and
- Rebooking flights due to cancellations or other unforeseen events.
- Meals and accommodation as needed during transit.

Communicating Travel Details to Newcomers

IOM provides information individually and in group settings in appropriate languages to newcomers. However, newcomers may still have questions or be nervous and may reach out to their Sponsor Circle with questions if they are a named case (i.e., where the Sponsor Circle named an individual in their Welcome Plan). In such cases, the Sponsor Circle is well-placed to assure newcomers that IOM is aware of each case that is traveling and has systems in place to ensure their safe travel.

Newcomers will travel either by air or via ground transport. Ground transport is used in cases where the Sponsor Circle location is close to the Safe Haven. Both air and ground transport is arranged and managed by IOM.

Ground Transportation

- The Sponsor Circle Program/ Sponsor Circle Umbrella will contact the Sponsor Circle to arrange a location for IOM transport to drop off the newcomers.
- The Sponsor Circle designated contact (named when the travel arrangements are made) will need to be at the location with a photo ID.
- IOM will provide the date and approximate time of the drop off. IOM/the driver will also have the contact number and information of the Sponsor Circle coordinator/lead as well as the designated contact for ground transport if different from the coordinator.

Flights: The process for air travel may differ depending on the specific Safe Haven where newcomers are located.

- Transport to the airport is arranged by IOM. All newcomers departing on a certain day may be transported together to the airport
- IOM checks that those departing have their luggage weighed and are provided bag tags, food, water, a lanyard with their travel information printed on it and the Sponsor Circle contact information, and an IOM bag with medical records, information about resettlement, and other relevant travel materials such as masks.
- Newcomers may be transported to the airport early, but IOM will ensure that those needing to stay at the airport for extended periods will have all they need during that time.

IOM will provide newcomers:

- Information about their flights
- Assistance checking in
- Assistance boarding
- Access to food and beverages, including if the wait is long

IOM will be at the airport the entire time newcomers are departing, although may not be sitting with each newcomer for their entire waiting period.

If newcomers are transferring flights, particularly at major airports, IOM often has people on the ground to provide assistance with transfers if needed. In addition, the lanyards that newcomers wear around their necks have a telephone number to call as a secondary mitigation measure and that phone line is manned 24 hours a day



Upon arrival at the final destination, the Sponsor Circle should meet the guests at baggage claim and look for the iconic IOM bag that passengers will be carrying as a means of identification

Although guests may be nervous about traveling or have questions about the transit process, they normally are also very happy to be on their way to their new homes.

Sponsor Circles can support this initial journey into their new homes by continuing to assure them that IOM will be supporting them in their travel process.