



The *Most* Frequently Asked Questions

1. What types of trips does Air Care Travelers (ACT) offer?
 - A. We offer three types of trip services:
 - i. **Meet & Greet** is when we meet the traveler at their arriving gate and escort them to their loved ones waiting in the car right outside the terminal. We also do meet and greets for connecting flights within airports.
 - ii. **Point-to-Point** is when we travel with the passenger from their airport of origin to their destination airport. We connect them to families that are waiting for them at their destination. We also offer door-to-door service in which we pick them up from their home and escort them to the door of the loved ones they're visiting.
 - iii. **Extended-Stay** is when we remain in-town with them for overnight vacations or visits, accompany them on tours and attractions and complete the round-trip back to their point of origin.
2. Is ACT licensed and insured?
 - A. Absolutely! We are also BBB accredited! You may contact us for any questions.
3. Who is the ideal client?
 - A. We are a *Friend to Fly With* so we support “flight-ready” travelers with a variety of ages, abilities and destinations. We can also travel with a family member who might need an extra hand when they travel.
 - B. Flight ready means the traveler:
 - i. Can perform their own personal care (brush teeth, use restroom, feed self, etc)
 - ii. Has “presence of mind” (are aware of present conversations and situations like going on a trip with a new friend and can identify themselves when asked).



- iii. If needed, able to provide a release from their primary care giver to fly via airplane specifically. For example, it's critical **not** to fly the first few weeks after a surgery due to complications that may occur at high altitudes.
- iv. Note: At this time we do not offer medical transport, however we can recommend related companies.

4. How long has ACT been providing this service?

- A. The official company was started in 2015, however, my family and I have been caring for great-grandparents, grandparents and a heap of brothers and sisters since 1992 (Very young family!) ACT was inspired because of this very reason.

5. How much does it cost?

- A. It's like buying groceries - it depends on the occasion. Buying groceries for two for a quick dinner at home is different than buying for Thanksgiving dinner for a family of 15.
- B. With that in mind, one-way trips would be a different cost than a weeklong, international cruise. In general, it would be the cost of the companion plus travel expenses for two.

6. How much notice does ACT need before a trip can be booked?

- A. For new clients we'd like to have about two weeks prior to their trip departure date. This allows time to set up their member account, make sure the traveler has proper ID to fly, and gives time to order things like a medical bracelet, allergy pen, travel cards, and personal GPS locaters if desired. We also prefer time for the client to meet their travel companion via video conference, to find out their preferences such as meal planning and interests, and to set up rewards accounts so they can earn points when they travel.
- B. Trips for returning clients can be booked with 72-hour notice or even less time if there extenuating circumstances.

7. When do I meet my companion?

- A. Clients actually meet their companion a few days after booking their travel via either Skype sessions, FaceTime or other forms of video conferencing.

8. How do I get started?

- A. Trips can be booked by calling 888.702.0255 or by going to the website (www.AirCareTravelers.com) to schedule a time to speak with us.