



# KANAKUK®

## OVERVIEW OF SHUTTLE SERVICES

We understand that putting your children on a plane to travel to our Kamps comes with a lot of apprehension and faith. With this in mind, we would like you to know the following about flying to Kamp. The Springfield/Branson Airport (SGF) in Springfield, MO and the Branson Airport (BKG) in Branson, MO are both very small airports with only one security checkpoint. Our staff is familiar with the airline and security personnel in these airports and wear Kanakuk Transportation Staff apparel as well as carry a roster of Kampers' names and flight information. We will meet your child at the security gate, so please ask your child to go to the security gate BEFORE using a phone or the restroom. For shuttle times, time parameters, special requests, late fees, and more, please see the information under option two online at [kanakuk.com/transportation](http://kanakuk.com/transportation).

**BOOKING YOUR FLIGHT:** When flying into either of these airports, we recommend using Adelman Travel, as they have been our trusted partner for over 18 years. "One call does it all" as shuttle service is automatically confirmed when booking your Kamper's flight with them. Adelman Travel can be reached at 800-749-7116. *Note: there is a \$35 per ticket booking fee assessed.*

If you book on your own, please login to [MyKanakuk.com](http://MyKanakuk.com) and provide your Kamper's flight information to secure shuttle service. Please visit [www.kanakuk.com/flying](http://www.kanakuk.com/flying) to see time parameters and other details BEFORE booking.

**REQUEST AND/OR CONFIRMATION OF SHUTTLE SERVICE:** To request or confirm shuttle service for your Kamper, login to [MyKanakuk.com](http://MyKanakuk.com) and select My Account > View Itineraries > Select Your Kamper > Transportation > Add/Modify/Cancel Transportation. Here you will see if your Kamper has Shuttle Service confirmed and their flight details. If you need to add, change, or cancel any transportation, you can do so here. All shuttle requests and flight details must be received 2 weeks in advance of your Kamper's term. If we receive your itinerary last minute, your child may experience lengthy delays getting to Kamp, and will also incur a \$25 late fee.

**SHIPPING YOUR LUGGAGE TO/FROM KAMP:** Each airline has their own luggage restrictions regarding weight, size, and quantity. If your luggage is in excess of the weight allowed by the airline, or you wish to avoid additional charges for convenience sake, you may ship your Kamper's luggage directly to their Kamp by UPS or similar carrier.

**RETURN TRAVEL CASH:** If your child is returning home by plane, Kanakuk will provide \$20 cash for food in case they have connecting flights or flight delays. Fees for luggage (if not prepaid or means of payment has not been given to your child) will be paid for by Kanakuk staff and then these fees will be applied to your Kampers account. We realize that not every Kamper may need or use this amount, but this procedure is applied universally to all Kampers flying home to cover any possibilities they may encounter. We instruct the Kampers to only use this money for luggage fees or for food (if connecting or delayed), and to give any remaining funds to you upon their arrival home.

1353 Lake Shore Drive > Branson, MO 65616 > (417) 266-3100 > Fax: (417) 266-4100

[www.kanakuk.com](http://www.kanakuk.com)

**UNACCOMPANIED MINOR (UM)/ESCORT SERVICE:** If your Kamper is flying to Kamp and has to make connections, you may be required, or wish to purchase, Unaccompanied Minor (UM)/escort service directly from the airline. The age of your child also determines if UM service is required, so please check with your airline for age and other requirements to see if this is applicable to you. When you purchase this service, an airline representative will assist your child at the connecting city, escort your child to his or her next flight, and deliver your child to the person meeting him or her at the destination airport. If you utilize this service to Kamp, the information you need to provide to the airlines who is meeting your child is:

Sharon Smith, 1353 Lake Shore Drive, Branson MO 65616. Phone: 417-266-3100.

Special Notes and Considerations: If UM service is required or desired for return flights, PLEASE pay for this service in advance, fill out the necessary form and enclose your receipt/voucher, etc. with your child's itinerary and have them give it to the Kanakuk staff member that meets them at the airport. Please check with the airline you are flying with for their specific UM ages, restrictions, and cost. Please also remember NO UM can fly on the last flight of the day if they have a connection, so verify this is not the case with the airline.

**STANDBY / BUDDY PASS FLIGHTS:** Kanakuk realizes the desire to use these methods for travel, but please understand we cannot allow the use of standby or buddy passes on outgoing flights from Kamp on our term change dates. Before booking any such travel, call and ask to speak to the Transportation Director (417-266-3100) for possible solutions.

**LUGGAGE TAGS:** Two luggage tags will be sent to you before your Kamper's beginning term date. Please attach these to your child's luggage, as this will allow for immediate identification and proper delivery to your child's Kamp. Lack of identification is the #1 reason for misplaced, lost, or delayed luggage getting to your Kamper.

**CANCELLATION POLICY:** If you wish to cancel your shuttle reservation, you must do so 30 days prior to your Kamp's beginning date for a refund. All cancellations must be in writing via email ([transportation@kanakuk.com](mailto:transportation@kanakuk.com)) or by USPS.

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