

## MASS EXODUS FAQ

**Q: Does MWR sell discounted airfare?**

A: Please go to the official DoD leisure Travel website, [www.americanforcestravel.com](http://www.americanforcestravel.com), for all your travel needs. Discounted airfares, hotels, cruises, rental cars, and local attractions are offered for Active Duty personnel with safe, secure booking. For additional assistance, please call the Tickets & Travel Office at 847-688-5417 during hours of operation.

**Q: I purchased a flight earlier than 9:00 am on Friday, December 16<sup>th</sup>?**

A: To ensure you will arrive to the airport on time for your flight, no shuttle tickets will be sold earlier than the times listed above.

**Q: What do I do if I lose my shuttle ticket?**

A: If you took a photo of your receipt, take this to the MWR facility you originally purchased your ticket from. They can reprint a ticket for you. If you do not have your receipt or a photo of your receipt, you will need to purchase a new ticket from one of the designated MWR facilities. All bus riders, must have a valid ticket to hop aboard a shuttle bus to the airports.

**Q: I no longer need my shuttle ticket, can I sell/giveaway my shuttle ticket to another shipmate?**

A: All tickets have your information attached to them. Please do not give away/sell your ticket to another shipmate. All sales are final. No refunds or exchanges are authorized.

**Q: I switched flights after purchasing my shuttle ticket, can I exchange my shuttle ticket for a different shuttle time and/or location?**

A: Unfortunately, all sales are final. No refunds or exchanges are authorized. A new ticket will need to be purchased if a different shuttle time and/or location are needed.

**Q: Will there be return shuttles upon my return in January?**

A: MWR will not be offering return shuttles from the airports. We recommend ride sharing via taxi or Uber/Lyft from the airport or utilizing public transportation.

**Q: What time should I arrive at Gym 440 for my shuttle?**

A: Please check your receipt for your shuttle bus departure time. Departure times vary based on airport selection and flight departure. Doors will open at 0400 at Gym 440.

**Q: What should I wear the morning of my departure?**

A: Official dress uniform or appropriate civilian attire. No PT gear should be worn to the airports.

**Q: How many bags am I allowed to bring with me on the shuttle?**

A: As much as you are able to carry on your own. Please note – you will want to verify bag fees and policies for the airline(s) you are flying on.

**Q: What happens if my flight does not leave until much later in the day?**

A: You will be on the last shuttles for the day. Upon your arrival at the airport, a USO facility will be available to lounge in.