



Service. Healing. Transformation.

One World Surgery Medical Missions and Diversity Travel

- **What is Diversity Travel?**

Diversity Travel is a leading travel management company that works with nonprofit organizations to make travel easier for volunteers and teams. One World Surgery is now partnering with Diversity Travel for our medical mission trips to Honduras and the Dominican Republic.

- **Do I have to use Diversity Travel?**

While it is not mandatory for volunteers to book travel through Diversity Travel at this time, we certainly recommend it!

Here's why we recommend using Diversity Travel:

- Access to more flexible and often cheaper humanitarian fares and fares exclusively negotiated between airlines and Diversity Travel
- Travel with additional baggage free of cost with humanitarian fares
- 24/7 support from the Diversity Travel reservations team in case of travel issues, changes to flights, or cancellations
- Dedicated reservations team to help ensure you book flights according to OWS guidelines and to assist with complex itineraries. This is especially helpful for first-time OWS volunteers!
- In addition to earning your own personal miles, OWS will earn corporate miles for flights booked under the Diversity Travel account. This will help OWS fund travel costs for staff and scholarship flights.

Medical missions volunteers interested in booking flights through Diversity Travel will work with the Diversity Travel reservations team by phone or email.

- **How do I book flights with Diversity Travel?**

Reach out to the Diversity Travel reservations team by phone or email and send them your completed travel request form. You will need to let them know you are a One World Surgery volunteer. Please provide them with your full name and date of birth as it appears on your passport, flight dates, any applicable frequent flyer information, meal and seat preferences, and any special assistance needs. With this information, the reservations team will find you applicable flights and send them to you for approval. Once you confirm the flights, you will provide payment information. Please note there is an additional \$20 booking fee for booking through the Diversity Travel reservations team.

- **Can I book flights through Diversity Travel using points?**

Unfortunately, as a third-party travel management company, the Diversity Travel reservations team is unable to book flights for you using points because they are not granted access to your airline account information, rewards, or travel history.

- Can I use my points/miles to request an upgrade?**
 Yes. When you book with the reservations team, you will provide them with any applicable airline memberships/frequent flyer numbers. These will be added to your “traveler profile.” Once your flight is booked and you have received your email confirmation, you can use the record locator/confirmation number from that email to request an upgrade directly through the airline website.
- How do I know if my flights have been booked?**
 Once you have confirmed your flight itinerary and provided payment, you will receive a confirmation email notifying you that your flights have been booked.
- What do I do if I am getting a flight through One World Surgery’s emergency flight scholarship?**
 If you are looking to book a scholarship flight, this will be coordinated by the One World Surgery medical missions team. Please reach out to medicalmissions@oneworldsurgery.org for any questions.
- How will I check in for my flight?**
 Diversity Travel’s confirmation email will include the record locator/confirmation number for your flight. Use the record locator/confirmation number provided to access your reservation on the airline’s website to check in.
- How do I make changes to my reservation?**
 If you need to make changes to your reservation, contact the Diversity Travel Reservations Team for support with changing your trip. Their contact details can be found below.
- Who do I contact if I need after hours assistance?**
 Diversity Travel provides 24/7 dedicated support. You can reach out to them at the phone number and email listed below for help with any questions or travel issues.



Contact the Diversity Travel Reservations Team:

Phone: +1-703-440-7964

Email: rushmore@diversitytravel.com