



Ref: NL 6-2011

July 22, 2011

Dear Travel Agent,

**Student Groups to the U.S. with Domestic Connections**

Please be reminded that during the summer peak travel season, it is very important to ensure student groups with U.S domestic connections have ample transit time for customs and immigration clearance.

It has been brought to our attention that the following situations may cause delay to onward connections:

1. Students bringing in food items such as instant noodles, meat, sausage, fruits etc. into the U.S. have been sent to Agriculture screening and have therefore delayed the process for down-line connections.
2. I-94 form was not properly filled out during the flight and caused delay to immigration clearance.
3. Student group failed to claim their checked-in baggage at first port of entry into the U.S.

Please understand that it is very difficult to accommodate student groups on alternative flights due to misconnections during peak travel season.

It is therefore strongly recommended that student passengers are well-informed of U.S. transit procedures and should complete all necessary immigration and customs documents prior to the arrival into the U.S.

For any further inquiries, please contact the United Solutions Center or the Agency Desk at 2801-8008. For CO inquires, please contact CO Reservations at 3198-5777.

Yours sincerely,

United and Continental Airlines  
Passenger Sales Office