

What Happens on the Day You are Picked Up for the Trip

You arrive at your pickup location



If you requested a pre-call, the driver calls you 10 to 15 minutes before arriving.

The driver arrives in a passenger van or minivan



If you requested it, the driver arrives in a wheelchair-accessible vehicle



The driver gives you your souvenir nametag and attaches 2 ID tags to each piece of your luggage



If it's a flight trip, the driver collects your ID and passport and checks that your suitcase weighs less than 50 pounds, that your carry-on is not oversized, and that any liquids, creams, or gels in your carry-on comply with the TSA 3-1-1 rule.



If Special Journeys is managing your medicine or you need reminders, the driver stores your medicine in a custom bag labeled with your personal information, and verifies your next medication time.



If special journeys is holding your spending money, the driver verifies the amount and places it in a custom bag labeled with your personal information.



The driver loads your luggage and helps you into the van.

The driver picks up other scheduled travelers.



Depending on the time you are picked up, you might stop for lunch.



Bus Trip

Flight Trip

See "Flying with Special Journeys"



Your driver pulls the vehicle up next to the bus. The bus driver transfers your suitcase to the bus and makes sure you have your carry-on with you as you board the bus. Seating on the bus is not assigned, although the first three rows on both sides are reserved for travelers with mobility issues.

Once everyone arrives we leave and then stop at a restaurant for dinner. When we reach our hotel for the night, Special Journeys will deliver your luggage to your room. You bring in your carry on bag.

