

Global Scholars: Quick Reference Travel Guide

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Sessions begin on Monday, January 11, 2027, and conclude on Thursday, January 21, 2027. Arrival will be on Sunday, January 10, 2027, by 3 PM. If flights aren't available, plan to arrive on Saturday after hotel check-in hours. Departures will begin on Friday, January 22, 2027.

En route to Memphis

- When passing through U.S. immigration, please state that **you are attending a professional development workshop at St. Jude Children's Research Hospital**, as outlined in your invitation letter. Please note that this is for a workshop, **not** an academic or a Graduate School activity.
- Please **download and install the Cvent app** when prompted, as it contains your cohort-specific daily intersession schedule, important travel information, and useful links.

Travel Support Contacts:

While some travel disruptions or cancellations may be outside of St. Jude's control, the GPM Travel Team is available to support you should any unexpected issues arise. Please refer to the contact list below for assistance.

- **Business hours: Monday through Friday, 8:00 A.M. to 5:00 P.M. (Central Time, USA)**
 - **Altour**
 - Phone Number: +1 952-226-9470
 - Email: stjude.globalair@altour.com
 - **GPM Travel**
 - Email: gpmtravel@stjude.org
 - WhatsApp: +1 901-632-0553
- **Emergency Travel Assistance (Outside Business Hours and on Weekends)**
 - Call toll-free +1 888-387-7315 or +1 901-236-0889 from outside the US/CA.

Air Travel

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- Travel must be booked at least **10 days in advance**.
- Review your tentative itinerary and confirm its accuracy before tickets are purchased.
- **Baggage Fees:** The **Global Scholars Program covers the cost of up to two checked bags**. Any additional baggage fees are the traveler's responsibility.
 - When permitted by the airline, checked bags will be prepaid. If prepayment is not available, you will need to pay the baggage charges at the airport and email your receipt(s) to Trayce Fitzgerald and Latoya Gray for reimbursement.
- **Reimbursable expenses:** Visa-related assistance, bus, train, or ferry fares, and up to two checked bags. Lodging expenses may be reimbursed only when same-day travel is impractical or unreasonable.
- **Non-reimbursable expenses:** Minibar purchases, alcohol, in-room entertainment, meals, laundry, tips, and other personal expenses.

Flight Deviations

- The Program may cover approved fare differences when necessary for professional development. **Prior approval is required**.
- Fare differences for **personal travel preferences are the responsibility of the traveler**.
- After a ticket has been purchased, **any fare differences resulting from traveler-requested changes are the traveler's responsibility**.
 - Exceptions may be considered on a case-by-case basis in the event of an emergency.

Delayed or Lost Baggage

- Travelers are strongly encouraged to pack essential items in their carry-on bag in case checked baggage is delayed or lost.
 - Pack at least three days of clothing in your carry-on.
 - Include necessary toiletries, medications, and other personal essentials.
 - Keep important travel documents, electronics, and valuables in your carry-on bag. **These items should not be included in your checked bags**.

Arriving in Memphis

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- **Airport Shuttle Service:** Upon arrival at Memphis International Airport (MEM), a ground transportation representative will meet you near baggage claim and direct you to the hotel shuttle. WhatsApp contact information for the shuttle staff will also be provided should you need assistance upon arrival.
- **Hotel Check-in:** When checking in, you will **only need to present your passport or other valid identification. A credit card is NOT required.** If requested, please let the front desk staff know that you are with the St. Jude Global Scholars Program.
- **Hotel Meal Vouchers:** Meal vouchers will be provided at hotel check-in. Please keep them in a safe place, as they will only be distributed once. A member of the Operations Team will be on-site to assist as needed.

Please Note: Charges may NOT be billed to your room. You are responsible for any incidental expenses.

While in Memphis

Ground Travel

- Program-provided transportation will be available daily. Please refer to the Cvent app for pickup times and **be ready to depart promptly**. Travelers who miss scheduled transportation are responsible for arranging and paying for alternate transportation; **these costs are not reimbursable**.
 - **Morning transportation:** Shuttle service will be provided to pick up attendees at the hotel entrance and take them to the Marlo Thomas Center (MTC).
 - **Evening transportation:** Shuttle service will be provided from the MTC to the scheduled destination.
 - **Airport departures:** Return transportation to the airport will be arranged in groups, with pickup times assigned based on attendees' flight departure schedules.

Transportation services are available ONLY to program students, scholars, staff, facilitators, and members of the Operations Team.

Attire

- Business casual is the recommended dress code.

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- **To comply with St. Jude campus policy, limit or avoid wearing strong perfumes, colognes, and other fragrances.**
- Conference rooms may be cooler in the morning until temperatures are regulated. Bringing a jacket or sweater is recommended.

Laundry

- Laundry services will be provided during the two-week Intersession. Services are expected to be rendered within 24 hours of pickup.
 - **Laundry Pickup Schedule:** Thursday (Week 1) and Tuesday (Week 2)
 - **Laundry Bags:** A laundry bag labeled with your name will be provided. **All laundry bags are to be returned to the Global Scholars Program team after your final laundry delivery.**
 - Drop-off and pickup reminders will be sent through the Cvent app.
 - **Laundry Service Policy:**
 - Service includes wash, dry, and fold only.
 - Items will not be sorted. All items placed in the laundry bag will be washed together.
 - Laundry will not be combined with another attendee's items.
 - Hypoallergenic detergent will be used for all laundry services.

Weather

- January is a winter month, and in Memphis, temperatures may range from 32°F to 52°F (0 °C to 10 °C), though they can fall below or exceed these temperatures.
- Throughout the winter months, rain, snow, and ice storms are expected.

Collaborator Meetings

- Any additional meetings with St. Jude or non-St. Jude collaborators should be scheduled during your designated free time (breakfast or lunch).
- **Attendees are responsible for coordinating these meetings and arranging transportation to and from the meeting location if needed.**
 - If taxis or rideshare services are used, this will not be reimbursed by the Program.

Package Deliveries

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- Attendees are responsible for managing and paying for any packages shipped to or received at the hotel. The Program Team and Operations Team cannot receive, store, forward, or manage packages on your behalf.
 - **Key Policies and Responsibilities**
 - **Notify the hotel in advance:** Provide your name and expected delivery time and date(s) to the Receiving Office or Front Desk
 - **Know the fees:** Any applicable package fees are your responsibility. Fees for more than three packages are not covered by the program or chargeable to your room.
 - **Plan your pickup:** Packages may be collected outside scheduled workshop sessions. You may not leave a session to retrieve a package.
 - **After departure:** Coordinate directly with the hotel for packages arriving after checkout. Program staff cannot receive, store, or forward packages on your behalf.

Additional Information

- For any logistical questions or concerns during the intersession, please contact a member of the Global Scholars team below. They will coordinate with the appropriate individuals to address your needs:
 - Latoya Gray, latoya.gray@stjude.org
 - Whitney Horton, whitney.horton@stjude.org
 - Global Scholars Program, globalscholars@stjude.org