FANS Travel FAQs (Frequently Asked Questions)

You will receive the FANS Travel Benefit if you are eligible for the Basic Grant. This benefit will help with travel costs for you and your eligible dependents. The Travel Benefit provides for roundtrip excursion airfare between your home community and the nearest school offering your program if you are going to school in the North. If you are going to go to school in the South, the travel benefit pays return excursion airfare from your Nunavut home community to the gateway city nearest to your school.

Gateway Cities for the FANS program			
Whitehorse	Yellowknife	Vancouver	Victoria
Prince George	Kamloops	Edmonton	Calgary
Lethbridge	Saskatoon	Regina	Winnipeg
Brandon	Thompson	Thunder Bay	Sudbury
North Bay	London	Hamilton	Toronto
Ottawa	Montreal	Quebec City	Fredericton
Moncton	Halifax	Sydney	Charlottetown
St. John's	Cornerbrook	Happy Valley / Goose Bay	

The FANS Travel Benefit includes travel for eligible dependents. Eligible dependents include your married spouse, common-law spouse and your children under 18 who are financially dependent upon you. A common-law spouse is eligible if he or she has lived with you in a family relationship for a year.

How do I make travel arrangements?
When you are approved for FANS, you will need to contact the airline directly yourself. If you have connecting flights, please book with Top of the World Travel. You must call the airlines to make your own travel arrangements if you are only traveling to a gateway city. You will be responsible for any costs for missing tickets or any change fees if you change your ticket once it is issued. Arrange for travel as soon as possible. FANS will pay only excursion airfares. This means that travel must be arranged at least one week in advance of the travel date. The telephone numbers you may need are:

FIRST AIR	**1 800 267 1247**
CANADIAN NORTH	**1 800 661 1505**
CALM AIR	**1 800 839 2256**

I have to stay overnight while traveling, what does FANS cover?
If the portion of your travel paid for by FANS includes a stay-over because of flight schedules, FANS will make arrangements and pay for your hotel at an approved rate. Any other stay-over costs including food are your responsibility. FANS will not cover hotel costs during travel at or beyond gateway cities nor will FANS cover any expenses beyond what is approved such as other stay-over costs, meals, damage and/or stolen items, change fees, excess baggage or cargo fees. Any hotel charges due to damage or stolen items from the hotel that are charged to the FANS account will be invoiced to the student and deducted from the students funds.

I am going to school in the south. Why does FANS only fly me part way?
FANS must operate within the money granted to it by the Nunavut Government. In order to help control travel costs, travel is only approved between the student's home community and the gateway city.

I paid my own way to school, will FANS reimburse me?

FANS has negotiated some special travel arrangements and if the ticket costs more than what FANS will pay, FANS will only cover the amount it would have paid for your ticket. The ticket must be for travel between the student's home community and the gateway city nearest the school. FANS will need the original receipt for the ticket. You must submit your request for reimbursement within three months of the date of travel.

Can my dependents join me after I started school?

Yes they can. If you travel to school by yourself, any dependents that you claimed on your FANS application may join you. Only students who traveled by themselves receive a trip home at Christmas. If a dependent joins you, you will not receive a Christmas trip home.

Can my boyfriend/girlfriend join me?
FANS only covers travel costs for a married spouse or common- law spouse. A person is considered a common- law spouse if you have lived as a family for at least a year before application to FANS was received.

Will FANS pay my way home because of a family medical emergency or death in the family?
Unfortunately FANS cannot pay for emergency travel. Many airlines have special fares for emergency travel. Call the airline and explain your situation.

Will FANS pay for spring break travel?
No, the basic grant travel benefit is not intended for spring break or reading weeks.

Will FANS cover practicum travel?
Unfortunately the FANS travel benefit does not cover travel for practicums or internships. You can apply for a Needs Assessed Loan if you do not have the money to cover this cost. Needs Assessed Loans must be repaid.

Can I travel earlier than two weeks before school starts?
FANS will give special permission to travel two weeks before school starts if the student is traveling with their family and needs the time to enroll their children in school. The FANS office must approve this in advance.

Can I stay later than two weeks after school ends?
FANS will not pay for your return airfare if you stay later than two weeks after school ends. An exception will be made if you will be staying because you have summer employment. You must notify FANS as soon as possible if you are staying because of employment.

Can I travel from someplace other than my home community to school and have FANS pay for it?
In most cases NO, the FANS Manager will consider special cases.

Will FANS pay for extra boxes or extra baggage while traveling between home and school?
No. You must pay for anything extra than what your ticket entitles you.

Can I use my Christmas trip at some other time?
No. This benefit is only for use during the Christmas holiday so the student can spend time with his or her family during the holiday.

If I have my family with me, will you provide me with Christmas travel?
Unfortunately FANS cannot provide you with Christmas travel if FANS paid for travel for your family. The purpose of Christmas travel is to allow the student to spend time with his or her immediate family. Since FANS paid for your family to travel, you are not entitled to this benefit.

What happens if I change my travel reservation?
Most airlines charge a fee if you change the dates on your ticket. FANS will not pay for change fees. Please remember this when you make reservations.

What if I miss my flight? Will FANS pay for another ticket?

No, FANS will not pay another ticket for missed flights. You must reschedule so you are on the next available flight. If there is a change fee you must pay for it. If FANS must pay for another ticket because you missed your flight, you will be invoiced for the full amount.