

PARENT FAQ

- **Can we extend our trip to fly home a few days later?**

Unfortunately, we cannot make separate arrangements for individual travelers. The reservations are made as a group. The only option for individuals to extend their stay if they travel with the group would be for them to buy a separate one-way ticket home on their own. It would not lower the cost of the trip for them.

- **Can we book our own airline so we can use points.**

We do not recommend this because it can cause problems for the group if flights don't align, and it would be your responsibility to find a way to join up with the group.

- **Can two moms and their two children share a room and all get the QUAD price?**

Yes. Price is based on how many are sharing a room. Single, double, triple or quadruple occupancy. If one parent and one student share a room, it would be considered double occupancy for both; if two parents and their two students share a room, all would get the quadruple occupancy rate. If two parents and their one student share a room, triple occupancy rate would apply, etc.

- **Where can I find my participant number?**

Once you register, you will receive a confirmation email which will include your participant number. There may be a short lag time.

- **Will the students have to pay their own luggage fees or is that included in the trip fee? And how much will the luggage fees cost?**

Luggage fees are not included in the price of the trip and whether or not there is a luggage fee depends on the airline you are flying with. Southwest Airlines allows one free checked bag, however this could change in the future. Most airlines allow one carry-on and a personal item, such as a backpack.

- **If a kid raises more money than the cost of the trip - can that get moved over to another student, or what happens in the MyTourFund account when it is fully funded?**

My Tour Fund will cut off and not allow anymore donations once the student has raised enough money to cover the cost of their trip.

- **My child has food allergies, are we able to note that in their documents and the restaurants will be able to accommodate?**

If a child has food allergies, the parent will need to contact the restaurants in advance and make the necessary arrangements. You will know which restaurants you will be eating at ahead of time.

- **What is the protocol if my child gets sick on the tour (not sick enough to go home but let's say a migraine that makes it nearly impossible to continue on with the tour for the day, but not an injury that would send them home)**

One of the tour chaperones (or their parent if on the trip) would stay behind at the hotel with them while the group continues on with their tour. We have protocols in place if they need a phone consult, a prescription, or need to see a doctor. That is included in the program.

PARENT FAQS

- **If I register with my child but am unable to go, can I transfer my trip to my husband?**

If a parent cannot travel and needs the other parent to go, they can transfer the money paid to another family member. Customer Service will only transfer funds to immediate family members. This change should occur before we ticket the group to avoid name change fees, so preferably before airline tickets are purchased.

- **I do not see an option to change the rooming while registering. It is only giving me the quadruple price. Can that be changed to single or double occupancy after I register?**

When family members are registering they can put a note in the second line of the address that they are requesting single, double, triple or quad occupancy and Accounting will make the price adjustments. If they have already registered they can call customer service and have the price adjusted. The number is: 866-543-9625.

- **How do I cancel a registration?**

Cancellations need to call customer service. The number is: 866-543-9625.

- **When making a payment for my son, myself and my husband, I have to log into multiple accounts. Is there anyway of combining all of the people you are financially responsible for onto one page and one payment?**

We can link the accounts, so you only have one log in but you will need to make 3 separate transactions. Since each person has their own participant ID #, you cannot make one payment for multiple people. The money will only go to the participant ID # you provide on that one transaction. It does take 2-3 business days to reflect the accounts.

- **How is the MyTourFund distributed? Does it go directly into the account to pay off the trip or does it go directly to a person and then they pay?**

When donations are made through MyTourFund, the full amount of the donation is credited to the student's account

- **I registered my son for the trip, but there wasn't anywhere to add an extra person. His mother and I would both like to attend. How do we add a person?**

Each person will need to register separately.

- **Why can't I see the cost of the trip when I register?**

The price will show up on the second screen, after you enter the information of the registrant.

- **If we add the travel protection plan and need to cancel, is the full price refundable?**

If you add the Payment Protection Plan, the full cost of the trip is refundable if you cancel (excluding the cost of the Payment Protection Plan).

- **Do the kids need picture IDs?**

No picture ID is required for students traveling as a group