



2010 FREQUENTLY ASKED QUESTIONS

Following are questions that are typically asked from travelers once they are registered for the trip. Please take the time to read them, as this may answer questions that you may have. If you need additional information, check out our website at www.gradweek.com, or call our office and a customer service agent will be happy to assist you. Our office is open Monday through Friday, from 8:30am – 5:00pm, PST.

<p>Are the trips chaperoned/school sponsored? The trips that Grad Week offers are not school sponsored or chaperoned because they take place after graduation. Grad Week does provide a team of adult staff members on site, and they are available 24-hour per day for emergencies and general assistance. Although our staff does not enforce bed checks or curfews, they are present at all of the Grad Week activities throughout the week, and are stationed at the same hotels the students use. The majority is CPR trained, and several are bilingual. Staff members are very familiar with the destinations and our program and are able to assist with most situations.</p>	<p>What travel documents do I need? For travel to Mexico & Bahamas, a valid U.S. passport is required. For travel to Hawaii, a valid government issued picture ID is required. Non-U.S. citizens should contact their local consulate for documentation requirements. Go to www.gradweek.com and click on "LINKS" for detailed information and how to apply for a passport. You will be denied boarding if you do not have the proper proof of citizenship. If you are traveling internationally and are under the age of 18, a notarized letter of permission signed by both parents on the birth certificate may be required by the airline.</p>
<p>Are only High School Seniors allowed on the trip? No, seniors and their guests are invited to participate in our trips. Siblings, parents, or friends from other schools can travel together, as long as they register with the same group. Keep in mind that your trip date is based on the graduation date of the group you are traveling with. Travelers from different schools should make sure their graduation date doesn't conflict with the grad trip.</p>	<p>Is Medical insurance provided? The enclosed Travel Protection brochure gives the schedule and description of benefits for the medical portion that is provided at no cost to you, which is Part B. Part A is the optional insurance that you can purchase, which is highly recommended in the event you need to cancel for medical reasons. This valuable Travel Protection Plan also includes trip interruption and lost or delayed baggage. Please review the brochure for detailed schedule and description of benefits. This insurance must be declined in writing or paid prior to cancellation or final payment.</p>
<p>Do I Need to Make Payments? Yes. Mandatory payments are required in order to keep your status active. Anyone that has not made these minimum payments will be moved to a Pending status and be space available with a late fee. DO NOT SEND CASH in the mail and be sure that your traveler id # is on any payment that is mailed in. You can also pay off your trip early. For added convenience, you can make your payments online at anytime. <u>Keep in mind that the credit card price is \$19.00 more than the cash discounted price. This \$19 fee will be charged only once with your first credit card payment no matter how many credit card payments you make.</u></p>	<p>What date is our trip and do you know the name of the airline? Your departure will be within 14 days of your graduation unless graduation is before May 20, 2010. Tentative dates are assigned and are subject to change until 30 days prior to departure. We use both scheduled and chartered air. Assignments of your group's exact airline and dates are decided once we know the exact number of students that have paid in full. Our priority is to keep your entire group together on the same flight. You can check your account online for updates to your itinerary beginning in May 2010.</p>
<p>What if I can't find enough roommates? The price is based on four to a room, and you choose your own roommates. If you do not have a total of 4 people in your room, you will incur an occupancy fee that must be paid in full prior to receiving your travel documents. You will submit your final rooming by April 9, after the final payments are processed. Coed rooming requires a coed permission form signed by all roommates and their parents by April 9. Grad Week can assist with rooming but is NOT responsible for filling rooms.</p>	<p>What hotel will we stay in? Our goal is to keep you and your group in the same hotel. Every effort will be made to accommodate your group in its first choice hotel. In the event your first choice category is unavailable, your group will be assigned to the next available category and you will be notified via invoice. You will find out what hotel your group has been assigned approximately 30 days prior to your departure.</p>
<p>Do I really need to be paid in full by March 1, 2010? Yes. Your balance is due in our office by March 1, 2010, no matter how late you register. There will not be any extensions or exceptions to this date. All travelers not paid in full by March 1, 2010, will be automatically cancelled. All payments received after March 1, 2010, will be processed on a space available basis with a \$40 late fee.</p>	<p>What are the cancellation fees? The cancellation fees vary depending on when you notify us in writing that you wish to cancel. Your deposit is non-refundable and the complete schedule of cancellation fees can be found in the terms and conditions on the back of the statement received in this packet.</p>
<p>When do I get my airline tickets? Tickets will be mailed to your home, in most cases, approximately 7-10 days prior to departure. Valuable information will be included in this packet, including hotel phone numbers. Please take the time to read everything along with your parents and leave the contact information with them while you are on your trip.</p>	<p>Can I purchase any activities? Yes, we offer an "Action Pac" for an additional cost, which is unique to each destination. We will post the Action Pac events and pricing online in April and you will have the opportunity to purchase them online or at your destination.</p>