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GRADWEEK | EUROGRAD | IST SPRING BREAK | INVASION SNOW TOURS | GRAD EVENTS

Parent Information & Fact Sheet

General GradWeek Information

Thank You For Considering GradWeek

Over the years, we have found that there are many questions parents have regarding a Graduation Trip. Through countless conversations with parents we have found that once they receive the answers to these questions, they feel much more comfortable about the trip and letting their son or daughter participate. We hope you feel the same!

Who is GradWeek?

GradWeek is a nationally recognized tour operator and travel company. Since 1976, we have specialized in student graduation trips to tropical destinations such as Hawaii, Bahamas, and Mexico. We are proud to say that we have traveled over 500,000 young adults on what they often refer to as their trip they will remember forever!

Over the many years in the travel industry, we have taken pride in providing a quality experience for our travelers. At GradWeek, we use brand-name hotels and airline partners, provide full itineraries, and outstanding customer service. When you travel with GradWeek, you'll know you're getting the best value in the market.

Credentials & Affiliations

- Member of the Better Business Bureau
- Member of the National Tour Association
- Member of the American Society of Travel Agents
- Member of the International Air Transportation Association
- Member of the International Airline Travel Agents Association

Financial Protection & Insurance

- All funds protected in a Trust Account with Wells Fargo Bank
- GradWeek participates in the California Restitution Fund
- \$1 million in Professional Liability Insurance
- \$1 million in General Liability Insurance
- \$1 million in Errors & Omissions Insurance

For a complete listing of all our credentials, affiliations, financial protections, and insurances, call our customer service agents at 1-800-448-4444

Frequently Asked Questions

What's included in the package?

Trips are either up to 4 or 7 nights, and include roundtrip airfare, hotel accommodations, airport/transfers, 24 hour on site staff, hotel taxes, \$5,000 sickness/medical insurance, \$10,000 medical evacuation insurance, and GradWeek wristband, good for exclusive discounts and events. For details and specifics, please call our customer service center at 916-850-1976, or go online at www.gradweek.com.

What is the responsibility of the staff?

The GradWeek on-site staff are at each destination to assist with questions, problems, or concerns during your son or daughter's trip. They will meet the group at the airport and assist with Customs and Immigration, board the travelers on buses, and get them to the hotel where the group is given a complete orientation. At this orientation, your son or daughter will be told all the important information about the destination. Although they are not chaperones, the staff is available 24 hours a day from the time the students land, until the time they board the plane to go home. Rest assured, every effort will be made to assist your son or daughter with anything they should need.

Our staff is:

- Easily identified by their GradWeek staff shirts and ID badges
- Housed in every hotel in which we have students
- Available 24 hours a day
- At every event listed on our Destination Guide
- Will assist with any problems that might arise during your son or daughter's trip

What if my son or daughter gets sick or hurt?

Once notified, a GradWeek staff member will assist your son or daughter in getting them medical attention. All travelers with GradWeek are covered under an insurance policy for the following:

- \$5,000 sickness and/or injury
- \$10,000 emergency medivac

This is primary coverage with a zero deductible. We recommend that you read the information sent to you prior to departure as some restrictions apply.

What happens if my son or daughter gets into trouble with the local authorities?

All our travelers are given a GradWeek I.D. bracelet during the welcome orientation. If any traveler gets into trouble with the local authorities, GradWeek is notified at our 24-hour office.

We advise our travelers in the welcome orientation that the local laws are similar to those in the U.S. We also advise them to respect the destination, and to use common sense with respect to their actions.

What is the legal drinking age at each destination?

In Mexico and Bahamas, the legal drinking age is 18 years of age. In Hawaii, the legal drinking age is 21 years of age.

It is GradWeek's policy not to provide, promote, or profit from the use of alcohol at any of our destinations. Although some events take place at venues where alcohol is sold to the public, it is at the discretion of each traveler whether or not to purchase alcoholic beverages.

Does my son or daughter need a passport?

When traveling to Mexico or Bahamas, all travelers will be required to have a valid U.S. passport. Travelers going to Hawaii will need a valid state or government I.D. Documentation requirements vary depending on destination and are subject to change. We recommend visiting www.travel.state.gov/travel for the most current travel documentation requirements so your son or daughter is not denied boarding. For entry into Mexico you can also visit www.mexico.online.com/consulate.htm to find your local Mexican consulate to obtain specific information. For Bahamas, you may call (305) 373-6295. Additional documents may be required if your son or daughter is under the age of 18 at the time of travel. Non-U.S. citizens should contact their appropriate consulate office for specific documentation requirements.

When does the trip take place?

Your son or daughter will depart within 10 business days of their graduation date, unless their graduation date falls before the last week of May. The exact date will be assigned in April. This is because we travel thousands of students each year and this practice allows us to ensure the entire group will travel together.

Are meals included?

Meals are not included unless otherwise noted. However, discounts and specials are made available to the participants with their GradWeek wristband at their hotel and local restaurants. Discounted meal plans are also available for participants to purchase at most destinations.

How many people per room?

Trips are based on quad occupancy (4 per room). It is your son or daughter's responsibility to choose their own roommates. No coed rooming is allowed unless all parents for the traveler in the room grant written permission. Travelers staying in rooms with less than 4 are subject to an additional charge.

Can parents or older siblings go on the trip?

Parents and older siblings are welcome to attend the trip. They may even stay at a different hotel from the main group. The price is based on four to a room and triple or double occupancy prices are available.

How does my son or daughter get around town?

Everyone gets from place to place by either taxi or local bus. In most cases, the fares are very inexpensive and the taxis and buses are easily accessible. Renting an automobile is not an option because you must be 25 years of age with a major credit card in your name. We highly recommend that travelers DO NOT rent scooters or mopeds.

How do I get a hold of my son or daughter during their trip?

Every traveler will be given easy options on how to call home from their destination. We also send out "Travel Tips" prior to departure with your son or daughter's hotel phone number for you to have easy access to them.

Can we have a parent information meeting?

GradWeek has local sales representatives in most major cities in the U.S. and we are happy to conduct a parent meeting for the group. We appreciate the questions and concerns that you may have and can do a parent meeting at your earliest convenience. Simply have our campus organizer contact their local sales representative.

If you need additional information on GradWeek or graduation trips, please call us at 916-850-1976 and one of our customer service agents will be happy to discuss all aspects of the trip with you. A complete listing of all our terms & conditions can be found on the back of our brochure.

Again, thank you for taking the time to consider GradWeek! | www.gradweek.com | 800-448-4444

