

GRADWEEK - CHECK LIST



Traveler ID Number: You'll receive a Welcome Packet with your confirmation invoice/statement by email and mail that provides you with a number referred to as your "Traveler ID" number located in the upper right hand corner of the invoice. **This number is like an account number and you'll need it to access your online traveler account (24/7 by logging in at www.gradweek.com) or when you contact GradWeek. Please make a note of your password, you will need this each time login to your account.** This website can also answer most of your questions by viewing our Brochures and Forms section. If you listed two emails on your traveler account, all trip information will be sent to both emails. Please always read the important information emailed or mailed to you. This will help you prepare for your upcoming trip!



Travel Dates: **GradWeek is unable to confirm a group's exact travel dates until after March 1st** Each group is assigned a "Tentative" departure date based on your school's confirmed graduation date. GradWeek books many flights throughout the year but cannot assign the flights until they know how many travelers have paid in full. Groups will typically travel within 2-14 days after their graduation date. We highly recommended not make other travel arrangements within this timeframe.



Roommates/Rooming: **It is your responsibility to find your own roommates.** Trip pricing is based on 4 sharing a room for Hawaii, Cancun & Bahamas, unless noted otherwise (exception - 6 for Panama City). Talk it up with your fellow travelers to ensure you have your roommates figured out when you register and again before final payment. **GradWeek is not responsible for filling rooms or finding roommates for you.** After March 1st, rooming assignments will be confirmed and if there are less than the required occupancy, additional fees will be added and must be paid before you can travel. Invoices received after November will list the various occupancy fees for your destination.



Final Payment Deadline: **Did you know that if you are not paid in full by March 1st, you will be automatically cancelled (no exceptions) and therefore you'll lose your spot on the trip? Monthly payments are mandatory (as per Terms & Conditions) to keep your traveler account 'Active' but the amount is up to you.** Just make sure you are paid in full (\$0 balance) prior to March 1st. Most people that wait until after March 1st to pay and are unable to reinstate due to sold out trips. Don't miss out, pay on time!



Destination Staff: **GradWeek trips do not have Chaperones.** We have Adult Staff that stay at the same hotels as the students. However, everyone is treated as an adult (even if they're 17 years of age). Staff is there to coordinate on-site arrivals and departures, assist travelers with hotel check-in and welcome orientation, with GradWeek sponsored activities and for any potential emergencies or issues. We do not monitor or restrict the student's activities (i.e. bed checks or leaving the resort). GradWeek does not have any staff at the airports in the U.S. Only at the destination!



Name on Registration: **It is your responsibility to ensure the name listed on your confirmation/invoice will match the name on your passport booklet/state issued photo ID. You're required to have a valid passport booklet if traveling to Bahamas or Cancun or a valid government issued photo ID card if traveling to Hawaii or Panama City.** If there's a mistake on the way your name has been listed on your account, you must notify GradWeek prior to March 1st, to ensure the correct name is listed (i.e. all first names, middle names, last names or suffix, as they are listed on your passport/state photo ID)! The name listed on your registration will be the same name we submit to the Airlines or Bus Company to issue your airline or bus tickets. Name corrections as of March 1st, will incur additional fees.



Change of Address/Email/Phone: We send out a lot of valuable information to your home address and emails listed on your traveler account. **View your account to confirm the addresses are correct.** Please let us know if you have any change of address or your email and/or phone numbers to ensure you receive important trip information throughout the year. We mail the final travel packets (Departure Packets) beginning in May to whatever address is listed on your account, so please be sure we have the correct information listed to ensure you receive this extremely valuable information.

PREPARING FOR YOUR SUMMER TRAVEL

GradWeek is a tour operator that organizes a complete travel package for graduating high school seniors using major airlines, bus companies and hotels. We are proud to offer group travel to Cancun, Bahamas, Hawaii and Panama City. We would like to remind our parents and travelers that GradWeek does not have “chaperones” but we do provide 24 hour adult destination staff that are on site at each location and available to help during their stay. Each traveler that books a package with GradWeek is considered to be an adult and will be navigating the check-in process and the airport experience, on their own, even if they are 17 years of age when they travel. GradWeek does not provide any staff on flights to or from these destinations nor do we have staff at any of the airports in the U.S. GradWeek highly recommends that parents discuss the travel process with their student prior to their departure. For those traveling to Panama City Beach, there will be staff a member(s) on the buses for most departure cities.

Once our travelers arrive at their destination airport, GradWeek staff members will be visible, wearing GradWeek staff shirts and ID badges outside of the customs area or baggage claim area to direct them to the designated buses. GradWeek Staff members are not allowed to go to the departure or arrival gates, so passengers must ensure they have all of their personal belongings before they exit the plane/bus and the terminal and follow directions. Your traveler will have bus transportation provided round trip from airport to their hotel. When they arrive at their hotel, they will have a welcome orientation with the GradWeek Staff members to go over all important details to make sure they have a safe and fun trip.

On the return portion of the trip, GradWeek staff will be in the lobby of the hotel to assist with check out and getting your traveler on the designated bus back to the airport. Again, our staff cannot go to the departure gates at the airport so please make sure your traveler is able to navigate the airport with their group. Once they are dropped off at the airport, they will need to check-in, pay for luggage, obtain a boarding pass, go through customs (for international travel) and get to the gates in a timely manner without any staff.

As with all travel, there can be flight delays or cancellations and many times the traveler is made aware before Gradweek is. This is rare but does happen from time to time. In this case we ask that the traveler communicate directly with their parents to keep them informed. GradWeek does monitor all of our group flights and will do it's best to contact the airlines to find out what the options are should delays occur. However, please be advised that the airlines have complete discretion to make decisions on how they handle any kind of flight delay or cancellation. GradWeek is not able to intercede and make any demands that the airline is not willing to do. Each traveler has the option of changing their own flight if they deem necessary should the delay or cancellation adversely affect their trip at the traveler's expense. If a traveler purchased the 'Optional' Trip Protection Insurance, some out of pocket expenses (keep any receipts) may be reimbursed. Please read through the online insurance brochure to see what is covered and know your rights and have it handy should you need to file a claim.

If you do have any issues with your flight we advise that you contact the airline directly to seek compensation. Travelers are required to fill out and submit their own paperwork to request compensation directly with the airline they were confirmed and ticketed on. If a traveler encounters baggage loss or delay, they must file a baggage claim form at the airport before they leave. If travelers need any basic information or help to file their paperwork, our office team would be more than happy to assist.

Please talk to your son or daughter prior to taking this trip to discuss the ins and outs of travel. A prepared traveler is a happy traveler! It is our wish that all travelers have a great trip experience and that their graduation trip is the best week of their life!

GradWeek is proud to be your Travel Partner and has successfully operated Graduation trips for over 30 years! All suppliers used in the preparation of these packages have partnered with us for a very long time but there are situations that may occur that are beyond our control. All passengers must be prepared for any unforeseen circumstances that may occur and know that GradWeek will do all it can to ensure everyone has a great travel experience!