



## Frequently Asked Questions for Parents and Teachers:

### 1. *How much does the trip cost?*

The trip price is listed on your trip website at [www.grandclassroom.com](http://www.grandclassroom.com) and on your registration brochures. It is important to note that the trip covers:

**Round trip airfare (if applicable)**

**All meals (3 per day),**

**All lodging (students are placed 4 to a room unless otherwise noted),**

**All transportation (Motor Coach or van),**

**All programs, activities, admissions, taxes, gratuities**

**24-hour guides (They meet the group when you arrive, are with you the entire tour including at the hotel, and see you off at the end of the trip)**

**Medical Insurance**

**All customer service and accounting**

\*The only things that are not covered are any **souvenirs or snacks** you purchase, **checked bag fees** at the airport and a **tip for your Grand Classroom guide (we recommend tipping your guide \$5 per person, per day)**

### 2. *When are we travelling?*

The trip dates are listed on your trip website at [www.grandclassroom.com](http://www.grandclassroom.com) and on your registration brochures.

### 3. *How do we register?*

Visit [www.grandclassroom.com](http://www.grandclassroom.com), click "Find My Trip / Register" and search "your school name." Or you can call 1-800-839-6424 and we will happily take your registration over the phone. Enter your contact information, agree to our Terms and Conditions, and pay your \$99 deposit, and you are registered!

### 4. *What are my payment options?*

Registrants are offered the following options:

- Pay in full at the time of on-line registration or schedule your payment in full anytime within 21 days of the on-line registration.
- Spread the cost of the program into easy installments at the time of on-line registration, or call Customer Service at 434-975-2629 to customize a plan that fits your budget and

schedule. Scheduled payments can be made to draft your credit card or bank account automatically.

- There is a \$5 charge for each individual installment for customers that are enrolled in our automatic programs. All payments made by credit or debit card will be assessed a 3% convenience fee.
- If a draft or credit card is declined, or a monthly payment is late, a \$15 fee will be assessed to the account. Returned checks will be assessed a \$35 fee. If your account is unpaid at the final payment deadline you will be assessed a \$49 late fee.
- All paper checks should be written to Grand Classroom and mailed to P.O. Box 7166, Charlottesville, VA 22906. UPS or FedEx payments should be sent to 1455 East Rio Road, Suite 1, Charlottesville, VA 22901. Please include your child's name and school on the Memo Line.
- Once your payment plan has been scheduled, you may make extra payments by calling Customer Service at 434-975-2629.
- You must choose a payment schedule within 21 days of registration if not paying in full. The final monthly installment will be due 70 days before departure.

**5. *Is the \$99 deposit refundable?***

No, the deposit is non-refundable unless we cancel the trip due to insufficient numbers.

**6. *I am fundraising. Do I still have to select a payment schedule, and when is the fundraising money due?***

Regular scheduled payments are required. One time payments of fundraising money can be applied at any time, and will evenly reduce the amount of the remaining scheduled payments. Any overpayment will be refunded. Payment in full is due by the final payment deadline, 70 days prior to departure.

**7. *The registration deadline has passed. Can I still register?***

There is a good chance that space may be available, so go ahead and register. If you are placed on a waitlist, you will be notified. If you register after the final payment deadline, then full payment is required with your registration. In addition, participants who register after the final payment deadline may be required to pay additional airline fees. Parents should call Customer Service at 434-975-2629 to register after the final payment deadline.

**8. *How many students will be going on the trip?***

We will know for sure after the registration period ends. The registration deadline is listed on your trip website and on your flyers.

**9. *What adults will be on the trip?***

Teachers from the school will chaperone. Typically the chaperone-to-student ratio is 1:10. Some schools also allow parents to travel on the trip. Check with your school's trip leader to see if parents may travel. You will also have at least 1 Grand Classroom guide with you for the duration of the trip.

**10. Can I participate in the trip as a chaperone?**

Please speak with your Tour Director, as he or she will choose the chaperones for the trip.

**11. What hotels will my child be staying at? What will the rooming situation be like?**

Grand Classroom uses nationally-recognized, student-friendly hotels such as Spring Hill Suites, Hampton Inn, or Courtyard by Marriott. Specific hotels are determined after we know the group size. Students stay 4 to a room unless otherwise noted.

Chaperones and non-chaperone adults stay 2 to a room unless otherwise noted.

Double-occupancy is also available for students, or for a student and his/her parent, for an additional fee. Single occupancy for adults is also available for an additional fee. Contact Grand Classroom for more information.

**12. Does my child get to choose his or her roommates?**

Most students do get to choose their roommates at the discretion of the Tour Director. Approval of final roommate selections rests with the Tour Director.

**13. Will my child have access to Wi-Fi & cell service on the trip? How will I check in?**

The U.S. hotels we stay at typically offer Wi-Fi. 4G will be available in certain locations while we are on tour, but may not always be available. You may check in with your child via cell phone during the trip, though you should note that cell service is often spotty in National Parks. On international trips, most hotels have Wi-Fi, but connections are not always reliable. You may choose to use a global data plan on your child's cell phone to stay in touch, but reception can be spotty.

For the reasons listed above, we recommend that teachers create a Facebook page, webpage or Instagram account for the trip so that they can update parents when service is available.

**14. How can I reach my child in case of emergency?**

Grand Classroom provides on-call staff 24 hours a day and will be able to put you in touch with your child in case of an emergency. This emergency number is located on your itinerary. In addition, each child on the trip will receive a card that provides a toll-free number to our 24 hour staff.

**15. What airlines will you use?**

We use nationally recognized airlines such as Delta and Southwest. Our airlines will depend greatly on group size, flight times, and availability during our trip dates. Baggage fees are the responsibility of the traveler. International travelers will need a passport that is valid at least 6 months after the date of travel.

**16. What will my child eat?**

Your child will eat 3 meals per day served in hotels, food courts, restaurants and local eateries. We stay at hotels that provide a hot breakfast. Lunch is typically a boxed lunch including a

sandwich, chips, fruit and a drink to be eaten while touring. Dinner is typically a sit down meal. If you child has any food allergies or restrictions, please inform Grand Classroom and we will make sure that the proper accommodations are made!

**17. *Where can I find my child's itinerary, medical and behavior contract, packing lists, and release forms?***

Check with the Tour Director first. In most cases, all of these documents can be found on the school's Trip Page as they become available, and can be downloaded from there.

**18. *How much spending money does my child need?***

A general guideline for snacks and souvenirs is \$50 - \$100.

**19. *What is done to ensure the students' safety?***

Many steps are taken to ensure safety. First, the chaperone ratio is low, so we will have plenty of adult supervision. Second, we have contracted with a specialized company that provides comprehensive on-tour assistance, including a 24 hour emergency call service. Third, Grand Classroom covers each student for medical insurance while on tour. Fourth, many Grand Classroom staff and guides are Wilderness EMT certified, CPR, First Aid and Lifeguard Certified.

- For select locations such as New York City and Washington, D.C., we also provide night security at the hotel.

**20. *What happens if I sign up and decide to cancel?***

- All cancellations must be made in writing either to P.O. Box 7166, Charlottesville, VA 22906, or emailed to [customerservice@grandclassroom.com](mailto:customerservice@grandclassroom.com). Please include the date, student name and school name. Cancellations are determined solely by the date they arrive in the Grand Classroom office regardless of reason.
- Refunds are processed within three to five weeks from the date of your written cancellation request. Refunds are issued in the original form of payment on the account.
- For your convenience and protection you will be opted into the Guaranteed Refund Program with your registration unless you choose to opt out (opt out is on the Terms and Conditions Screen; scroll down and uncheck the box to opt out). The additional fee for the program is listed in your registration letter and/or our Terms and Conditions with your on-line registration and will be added to the trip price. The program provides a refund\* of the tour price minus the non-refundable deposit. Participation in this program is optional and you have 30 days from the date of registration to opt in or opt out before your decision becomes binding. The program protects your payments and provides a refund minus the GRP fee and deposit if you, the leader, the school or the administration needs to cancel up to 48 hours before departure for any reason.

\*Exclusions: The program does not apply in the event of an Act of God, war (whether declared or not), terrorism or civil unrest. Fees for non-refundable deposit, returned checks, late fees, handling fees, credit card processing fees, merchandise purchases and fundraising monies are not refundable, nor are plane

tickets purchased for individuals or the cost of the program itself. Airline tickets purchased for a group are non-refundable. Late payment(s) may void the benefits provided by the program.

- If you cancel and you are not enrolled in the Guaranteed Refund Program, our standard cancellation policy will apply:
  - 70 days or more prior to departure: Grand Classroom retains 25% of the trip cost.
  - 69-36 days prior to departure: Grand Classroom retains 50% of the trip cost.
  - 35 days prior to departure: Grand Classroom retains 100% of the trip cost.

In the event the departure needs to be rescheduled for any reason, the standard cancellation charges remain effective.

- Canceled Registrations are not transferable to other travelers.