

## **GRADWEEK - CHECKLIST**

✓ **Traveler ID Number:** You will 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 will need it to access your online traveler account (24/7 by logging in at [www.gradweek.com](http://www.gradweek.com)) or when you contact GradWeek. ***Please make a note of your password, you will need this each time to log in to your account.*** This website can also answer most of your questions by viewing our [RESOURCES](#) and [UPCOMING DEADLINES](#) pages. If you listed two emails on your traveler account (a parent email is mandatory for non-adult travelers), 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 the Final Payment Deadline. 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/still attending the trip. Groups will typically depart within 2-14 days after their “confirmed” graduation date.

✓ **Roommates/Rooming:** ***It is the responsibility of each traveler to find their own roommates.*** Trip pricing is based on 4 sharing a room (2 per bed) for Bahamas, Hawaii, and Puerto Rico (exception – 3 sharing a room for Mexico, 6-10 for Panama City Beach, and 2 per room (2 per bed) for parent hotels) unless noted otherwise. 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, finding roommates for travelers, or for groups that have an uneven number of travelers to room with. After Final Payment, rooming will start and 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 the deadline date (the final payment date is listed on your online account and on all invoices), you will be automatically cancelled (no exceptions) and therefore you will lose your spot on the trip? Monthly payments are mandatory (as per Terms & Conditions) to keep your traveler account ‘Active’. Just make sure you are paid in full (\$0 balance) prior to the Final Payment Deadline. Most people that wait until after the deadline date to pay their remaining balance and are unable to reinstate due to sold-out trips. Do not 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 are 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 that may arise. 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 destinations!

✓ **Name on Registration:** It is your responsibility to ensure the name listed on your confirmation/invoice will match the name on your passport booklet/government-issued photo ID. You are required to have a valid passport booklet if traveling to the Bahamas or Mexico, or a valid government-issued photo ID card (a [REAL ID](#) is mandatory starting May 7, 2025) if traveling to Hawaii, Puerto Rico, or Florida. If there is a mistake in the way your name has been listed on your account, you must notify GradWeek prior to the final payment deadline, to ensure the correct name is listed (i.e., all names First Names, Middle Names, Last Names, or Suffix, as they are listed on your passport/government 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 after the final payment date will incur additional fees.

✓ **Change of Address/Email/Phone:** We send out a lot of valuable information to your emails and home address listed on your traveler account. Email addresses are required on all accounts, as this GradWeek’s main source of communication, and this is the quickest and most efficient way to update travelers about any trip changes, deadlines, etc. 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.

# HIGH IMPORTANCE - HELPFUL PREPARING FOR TRAVEL INFORMATION

GradWeek is a Tour Operator that coordinates a complete travel package for graduating high school seniors using major airlines, bus companies, and hotels. **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 is on-site at each destination 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 airport (or bus) check-in process and travel experience, on their own, even if they are 17 years of age when they travel. 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!

**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 students prior to their departure. For those traveling to Panama City Beach, there will be a staff member(s) on the buses for most departure cities.

As your summer Grad Trip approaches, it is important to be prepared for the unexpected. As with all travel, there can be unfortunate Flight Delays or Flight Cancellations. This is rare but does happen occasionally, and often the traveler is made aware of this before GradWeek is. If a traveler ends up experiencing a significant Flight Delay or Flight Cancellation, we ask that you direct all communication to the airlines/airport personnel. In addition, parents should communicate directly with their students for flight updates, as they will be receiving first-hand information from the airline at the airport.

While GradWeek is the issuing Agent on the flight tickets, **once your group is within 24 hours of departure, the airline/airport takes complete control of any changes due to flight delays or cancellations.** *Unfortunately, GradWeek is not able to intercede and make any demands that the airline is not able to do.* The airlines have an on-site team at the airport that deals directly with these situations (delays and cancellations) on a daily basis and are the only ones that can make changes to your flight reservation.

Once those flight changes have been made by the airlines, GradWeek will be notified, and we will then send out either a Text-Blast or Email-Blast to everyone in that group regarding their flight changes. GradWeek will also contact our ground team – transfers, hotels, and Gradweek Staff at your destination, so they can prepare for your new arrival time. We realize and understand that Flight Delays or Flight Cancellations can be extremely frustrating for everyone involved! However, it is important that we direct you to the proper individuals that can determine the best options for the group, which is the airline.

If a Flight Delay or Flight Cancellation creates out-of-pocket expenses (keep ALL receipts), you may be able to submit your documents through Travel Protection Insurance (which is a part of your trip package) for reimbursement. Please [read through the online insurance information sheet](#) 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 during business hours.

Once our travelers arrive at their destination airport (Hawaii, Bahamas, Cabo, or Puerto Rico), 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 for their hotel. GradWeek Staff members are not allowed to go to the departure or arrival gates, so passengers must ensure they have all their personal belongings before they exit the plane/bus and the terminal and follow the posted signs for directions. Your traveler will have bus transportation provided round trip from the airport to their hotel. When they arrive at their hotel, they will have a Welcome Orientation with the GradWeek Staff members to go over the week’s schedule and all the 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 travelers are dropped off at the airport, they will need to check-in at the airline counter for their flight, pay for luggage, obtain a boarding pass, go through customs (if traveling internationally), and get to the gates in a timely manner *without any staff.*

We wish all travelers a great trip experience and that their graduation trip is the best week of their life! All suppliers used in the preparation of these trip packages have partnered with us for over 40 years 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!

*Happy Travels!*