

MOST FREQUENTLY ASKED QUESTIONS:

❖ **Why did I get a bill, my account is paid in full?**

The computer automatically generates a bill to every traveler paid in full or not. If you are paid in full, please disregard the invoice.

❖ **Do I really have to be paid in full by the final payment date?**

Yes. If you are not paid in full by the final payment date, you **will** be cancelled.

❖ **How long is the optional travel insurance available?**

Travel Insurance can be purchased up and until the final payment date, no later. The extra money must be included in your payment. If you choose to cancel the insurance from your account, please make a note on your invoice and return it to us with your next payment.

❖ **Can I pay my account in full now?**

Yes. At anytime, you may pay your account in full. You will still receive monthly invoices thanking you for your payment.

❖ **My invoice says "Waiting" what does that mean?**

At this time the trip is full. We will continue to monitor the available seats and let you know via e-mail as soon as we can guarantee you a seat. You will still need to pay in full by the final payment date in order for your reservation to be accepted for active status.

❖ **I did not receive an invoice, how do I pay?**

You do not need an invoice to make a payment. Invoices are sent out approximately 2 weeks prior to the payment due date. If you sign up in-between invoicing dates, if we have an incorrect mailing address, e-mail address or there is a problem with the USPS you may not receive an invoice. To make a payment simply include the following on your check or money order; Traveler ID and/or Name of Student and School they are traveling with. You can also make payments on-line at www.USASStudentTravel.com.

❖ **Can I make a Credit Card payment on-line?**

Yes. Our website is www.usastudenttravel.com. Please see the bottom of this form for how to log onto my account. We need to have your e-mail address listed in our system prior to you being able to access your account. You may instead fax the return portion of your invoice with the traveler ID# to 916-939-6806.

❖ **Can I make a Credit Card payment over the phone?**

No. We need to have a signature on file before we can charge your credit card. You can make a payment on-line or fax the return portion of your invoice with the Traveler's ID# to 916-939-6806.

❖ **What credit cards are accepted?**

We accept, Mastercard, Visa, Discover and American Express.

❖ **Can I still give my payment to the organizer/Teacher at the school?**

No. For faster processing, please mail your payment to USA Student Travel in the envelope provided.

❖ **Who do I make my check payable to?**

Please make all checks payable to **USA Student Travel** and **always include** your traveler ID#.

❖ **When do I let you know whom I want to room with?**

Roommates (if applicable) are confirmed after the final payment date. Rooming will be worked out by the organizer of your trip and your requests must be submitted on-line. It is your responsibility to request your roommates. Remember, the price of your trip is based on quad occupancy (4 per room) or quint occupancy (5 per room) based on what hotel your group has been assigned to. Your Organizer will be advised of this information after the final payment date.

❖ **I want to cancel my trip, what do I do?**

All cancellations must be in writing. Please either fax, mail or e-mail in your cancellation letter with your Traveler ID #. All cancellation charges will apply. The e-mail address is Info@USASStudentTravel.com

❖ **Can I e-mail you?**

Yes, you can send general e-mail questions to Info@USASStudentTravel.com

❖ **How do I log onto my account on line?**

Go to www.usastudenttravel.com, at the top of the screen, enter your student's traveler ID number **AND** the last name. The system will prompt you to make a password.