



INDIVIDUAL ON-LINE ACCOUNT SET UP + PAYMENT PROCEDURE

GROUP: Austin High School

TOUR CODE: WEB2417

TOTAL COST PER PERSON:

Occupancy	Price Per Person
QUAD	\$ 1,642
TRIPLE	\$ 1,730
DOUBLE	\$ 1,907
SINGLE	\$ 2,245

PAYMENT SCHEDULE:

Due Date	Amount Due
10/30/23	\$ 100
11/13/23	\$ 514
12/4/23	\$ 514
1/15/24	Balance Due

*The amount shown per due date is based on QUAD occupancy prices. Please note that should you select a different rooming configuration, the amount per due date will increase slightly to reflect the correct occupancy pricing.

Please Note: Airfare is not included in the above package pricing and will be added to your account no later than 90 days before departure.

CANCELLATION POLICY + SCHEDULE:

Cancel Date	Refund Amount
Before Dec. 4, 2023	Full Refund
Dec. 4 - Jan. 15, 2024	Full Refund less Deposit
After Jan. 15, 2024	No Refund

Please Note: As in accordance with our cancellation policy, all refunds are less any non-refundable payments to vendors that have already been approved by the group leader, and then made. Ex: Broadway Show Tickets, Transportation Payments, Hotel Occupancy Attrition, etc.

SETTING UP YOUR ACCOUNT + FIRST PAYMENT:

Please Note: You will need to create your account and make your first payment at the same time in order for the account to officially be recognized by the system.

- Visit our website: EducationalPerformanceTours.org
- Click **LOG IN | REGISTER** in the top right corner
- Enter your **TOUR CODE** in the left most section & click **Log In**
- View your Tour and click **BOOK NOW**
- **Create An Account** & follow the prompts!
Your selected occupancy / rooming configuration is subject to change based on the Group Director's final rooming list! All changes will be made no later than 90 days from your departure date.
- Review your payment & confirm by clicking **MAKE PAYMENT**
- An email receipt will be sent when payment has gone through

RECURRING PAYMENTS:

- Visit our website: EducationalPerformanceTours.org
- Click **LOG IN | REGISTER** in the top right corner
- Click **Tour Participant Log In** in the middle section
- Log in with your email & password
- Review your payment & confirm by clicking **MAKE PAYMENT**
- An email receipt will be sent when payment has gone through

QUESTIONS ABOUT YOUR ACCOUNT:
Email: EPTPayments199@yahoo.com

CLICK HERE OR SCAN CODE TO VIEW
STEP BY STEP INSTRUCTIONS



HOW TO CANCEL:

- All cancellations must be relayed directly to your Group Director / Tour Organizer. They will notify EPT of your cancellation. This ensures they can monitor their total number of travelers and confirm it meets the minimum requirement for their tour package, as well as make rooming list adjustments as needed in real time.
- Refunds should be emailed to the EPT Tour Director directly from the Group Leader along with a revised rooming list. Refunds will be processed within 10 business days of EPT receiving the email.
- Paying parties will receive an email notifying them that they have been refunded and can use that email as their official cancellation confirmation.

FAQ'S

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INDIVIDUAL ON-LINE ACCOUNT SET UP + PAYMENT PROCEDURE

Can I set up Auto-Payment?

Auto-payment is not an option for our online portal, but you will receive email reminders to the email address used to create your account one week before each payment due date!

What email will my payment confirmation be coming from?

Your email payment confirmation will come from **Payments@EducationalPerformanceTours.org**. Please be sure to check your spam or junk folder if you have not received your confirmation email within 24 hours of making payment!

How do I cancel my traveler's reservation? How long will it take to receive my refund?

To cancel your reservation, kindly let your Group Director or Tour Organizer know. They will notify Educational Performance Tours of the cancellation and re-work the group's rooming list! You can confirm your cancellation has been processed when you receive your refund & refund payment email no later than 10 business days from when your Group Director or Tour Organizer notified Educational Performance Tours.

Why will the portal not allow me to make an "other amount" payment?

The system will require a minimum payment of what is due, to date. That being said, you can always pay your payments ahead of time, but should you make any late payments, the system will not permit you to pay less than what is currently due.

When will my group's transportation cost be added to my account?

Transportation needs like air or motorcoach will be added to each traveler's account no later than 90 days from your departure date.

Why has my rooming list configuration been adjusted?

Your Group Director or Tour Organizer will submit a master Rooming List to their Educational Performance Tours Tour Director by a specified due date. This rooming list will supersede the selected rooming configuration on your account. We encourage the Group Director or Tour Organizer to notify all travelers of the final rooming list before submitting it to Educational Performance Tours! Rooming Configurations will be adjust and finalized no later than 90 days before your departure date!

How do I add a traveler to my reservation?

To add a traveler to your account, please email EPTPayments199@yahoo.com with the name of the paying party on the account and the name of the traveler we are adding. EPTPayments199@yahoo.com will respond confirming the traveler has been added, and your account has been updated.

How do I change the name of a traveler on my reservation?

To add a traveler to your account, please email EPTPayments199@yahoo.com with the name of the paying party on the account, the name of the traveler we're replacing, as well as the replacement's name. EPTPayments199@yahoo.com will respond confirming the traveler has been added, and your account has been updated.

For any additional questions about your payments or your account, please email us at

EPTPayments199@yahoo.com

for the quickest response!