

FAQ's

FINANCE:

Q: What if I have an odd number of students? Will I still have to pay the full hotel rate if a room isn't fully occupied?

A: No. We understand that not every room block fits into perfect fours. With our guarantee of up to six triple rooms at the quad rate, we promise not to charge you more money for rooms that only have three in them.

Q: How do you handle payments?

A: We accept payments in the form of checks, cashier's checks, and credit cards. We always try to make things easier on you by breaking up your total cost into multiple payments, so you may have 3-5 payments total. Before you register for a trip, your consultant will inform you of the specific trip payment deadlines. These deadlines will be included in your Registration Agreement.

Q: Is my deposit non-refundable?

A: Your deposit is refundable if satisfactory air prices can't be located. We'll never put you in a compromising position with your district by quoting you a price and then locking you into paying more. Bus deposits and registration fees are non-refundable.

Q: Are all payments non-refundable at the due date? What about our payment terms?

A: We'll always let you know up front and in writing what your payment and cancellation terms will be. Everything will be crystal clear so there's no confusion about finances prior to your departure. Any changes before your

departure must be submitted in writing, so please contact your consultant via email to request the change. Feel free to call us, day or night, if you have any questions.

Q: When's my final payment due?

A: For most trip packages, the final payment is due 30 days prior to your group's departure date—depending on what's included in the package. We'll always let you know upfront exactly what we need and when. To obtain the official, final due date for your specific trip, you can always refer to your agreement or ask your travel consultant.

Q: Are checked baggage fees included in my trip package cost?

A: Unfortunately, no. Because of ever-changing airline policies, we don't feel safe adding checked baggage fees into our quotes. We do this so you're not stuck when an airline suddenly decides to charge more.

Q: How do we pay for baggage fees?

A: You'll pay in one lump sum at the airport, after a tally of checked bags has been taken by the airline for each flight. Alternatively, each individual participant can be responsible for paying his or her fees. Credit or debit cards are encouraged, airlines do NOT accept checks, and most will not take cash for baggage fees. The airlines have the ability to change their checked baggage fees and policies at any given time.

Q: Is every trip package all-inclusive?

A: That's up to you. We realize every ensemble, every trip, and every performance is unique. The great thing about fully customizing your trip is that you can decide how much or how little you want us to arrange for you. Your trip can be all-inclusive—where we coordinate all lodging,

transportation, performance, meals, etc.—or you can choose to have Director’s Choice book only certain items, while you take care of other aspects using additional resources.

Q: Will your insurance be enough to cover my students?

A: Yes. At Director’s Choice, keeping your students safe is our top priority. Every package we book comes with our \$2 million liability insurance policy. So you can rest easy knowing you, your students, and your district are covered.

Q: What extra fees will I encounter?

A: None. When you get a quote from Director’s Choice, the price is real and accurate. We always include gratuities, taxes, tolls, parking, and driver lodging in our quotes.

Q: How do you figure airfare quotes?

B: Director’s Choice realistically estimates airfare based on an average from the same period of the previous year. We’ll line-item our quotes so you can review the potential costs. We’ll always give you the airfare options before we purchase.

REGISTRATION & BOOKING:

Q: How late can I register for a trip?

A: Every trip is different. There’s no official deadline or “last day” to register for a trip. However, the possibility to register for a trip may grow more limited as the event date approaches, due to availability. If options are available, we’ll do whatever we can to help you out. That’s why we’re here.

Q: How do you choose your hotels?

A: We've got a lot of connections in the travel industry, and we'll put our buying power to work for you. We'll take your unique needs into account, and we'll always book you in student-friendly locations that are safe, clean and secure.

Q: How do you book airfare?

A: Airlines give us a deadline in which to contract and deposit on seats. Once we've received a price from the airline, a \$100 non-refundable deposit per seat is required to hold the seats. The deadline date will be shown in your Package Options and relayed by your Director's Choice consultant. If the deadline passes, we'll lose the seats if you have not accepted the airfare. In that case, we'll have to begin the process again. Depending upon availability, the same flight(s) and price may not be available.

Q: What info do I need to secure airline tickets?

A: You'll need each participant's full name (first, middle, last), matching the government issued photo ID they'll bring to the airport, plus the student's date of birth and gender. The initial manifest is due to your travel consultant a minimum of 90 days prior to departure. The final (proofed and approved) flight manifest is due to the airlines a minimum of 60 days prior to the date of departure.

Q: Okay, I'm ready to go. How do I register?

A: First, ask for a quote. [Link to "Find a Quote"] A personal travel consultant will get in touch with some figures and everything will be clearly lined out so you'll know where the payments are going. Once you and your

consultant have settled on the details included in your trip package, we'll send you the necessary paperwork. You'll become officially registered for a trip once you submit a signed agreement to us, either via fax or email. The registration becomes fully complete upon payment of the registration fee and/or deposit for the trip package.

INFORMATION CHANGES:

Q: What happens to my flights if student info changes?

A: You can still make changes after submitting the manifest to the airline. However, there's a charge for each change made. This amount changes according to the airline. Refer to your consultant for the specific amount that may apply to your trip. We may also be able to add flight seats after your initial booking, depending upon availability and cost.

Q: When is the final deadline to make any changes to my trip?

A: Every trip is unique. The specific deadline and penalty dates for changes to your specific trip are listed on your Registration Agreement. All dates are dependent upon when your trip is occurring, and what's included. Any changes requested must be submitted in writing, so please contact your consultant via email to request a change, or feel free to call if you have questions.

Q: My participant numbers have changed. What happens now?

A: Send your Director's Choice travel consultant an email with your new participant numbers (all changes once you're registered must be submitted in writing). Your cost per person and complimentary packages may not change, depending upon your trip package. You can always contact your travel consultant to see how any changes may affect your trip.

Q: Will my motor coach price go up if I have to lower my number of students?

A: We build into the price an expectation that your numbers may vary slightly. We'll always let you know ahead of time at what number your price will begin to be affected.