



HOW TO HANDLE PAYMENTS

JOINING THE TRIP



Submit to the Group Leader: A completed & signed Reservation Form along with a deposit payment & any applicable Optional Insurance Upgrade Forms (American Groups)

➡ If participants decide to pay by check, it should be made out to: Prométour or to your School

➡ Payments can also be made by Credit Card (MasterCard or VISA)

Good luck with your meeting, and please do not hesitate to call your Prométour Tour Project Manager for further assistance

HANDLING PAYMENTS



Now that your itinerary is set and your parents/participants are informed you will need to begin to collect payments, here are a few hints on how to handle it.

➡ In order to help you keep track of payments a downloadable ACCOUNT STATUS SHEET is available on our web site at

Prométour does NOT impose late payment fees - in order to maintain this practice we require your co-operation. Notify your Prométour Tour Project Manager as early as possible if you are unable to make a payment according to your Payment Schedule. If a parent needs more time to make a payment, have them contact us directly.

PAYMENT BY CREDIT CARD (Master Card or Visa Only)



Use the **PAYMENT FORM** enclosed with this guide for participants who choose to pay by Credit card, two payment options are possible.

Option A: Onetime payment

Parents can choose to pay partially or in complete with a onetime charge credit card transaction. If partial payment is chosen, another method of payment will be required for the subsequent payments according to the payment schedule.

Option B: Automatic payment

We can also automatically process the credit card. We do not require a new form for each payment. We will keep a copy on file and Prométour will process the payments as per the payment schedule.



HOW TO HANDLE PAYMENTS

1) FIRST PAYMENT



Do not delay sending first payments. Prométour can only confirm your group reservation at the time we receive your deposit, this is important in securing flights, hotels, bus, guide preferences and Insurances.

- ➡ Photocopy all checks and keep the photocopies in your Travel File. By doing this & by keeping your Account Status Sheet up to date, it will facilitate finding missing or erroneous payments
- ➡ Each participant must fill & return the PAYMENT FORM, the INSURANCE COVERAGE FORM (for American travelers, front & back), & send a payment along with the submitted RESERVATION FORM. If you are missing one of these items, do not forward this participant's information to Prométour until complete.
- ➡ For groups or individual participants with optional Insurance Package Upgrades; a payment for the extra premium must be added to the first deposit amount. If not the insurance upgrade premium cannot be issued. The Basic group certificate of Insurance is emitted once the group's confirmation reaches the minimum number of required participants
- ➡ If payments are made by check, make sure checks are identified. The memo section of the check should mention the full name of the participant and the group name

Send first payments by FedEx (1-800-GOFEDEx) or, any other reliable registered courier services

2) SUBSEQUENT PAYMENTS (except Final Payment)



Option A:

The Group Leader continues to collect all payments & sends them in one envelope to Prométour by regular post.

Always make sure all checks are identified and that you have kept a photocopy.

Option B:

Ask your Prométour Tour Project Manager to arrange for each participant to send their remaining payments directly to their attention at the Montreal Office.



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3) FINAL PAYMENT



Respecting the final payment date is VERY IMPORTANT



Final payments must be received at the Prométour Montreal office 90 days before departure for trips with flights or train and 45 days before departure for trips by bus
If it is not possible to respect the final payment date, only money orders, school checks or certified checks will be accepted

GROUP / SCHOOL CHECKS (If your school issues one check for the entire group)



Along with the check submit your Account Status Sheet or a list showing how much each participant contributed towards the school check. Repeat this routine for every subsequent payment made by the school.

INSUFFICIENT FUNDS OR REFUSED CHECKS



Refused checks are subject to a \$50 Prométour Fee

