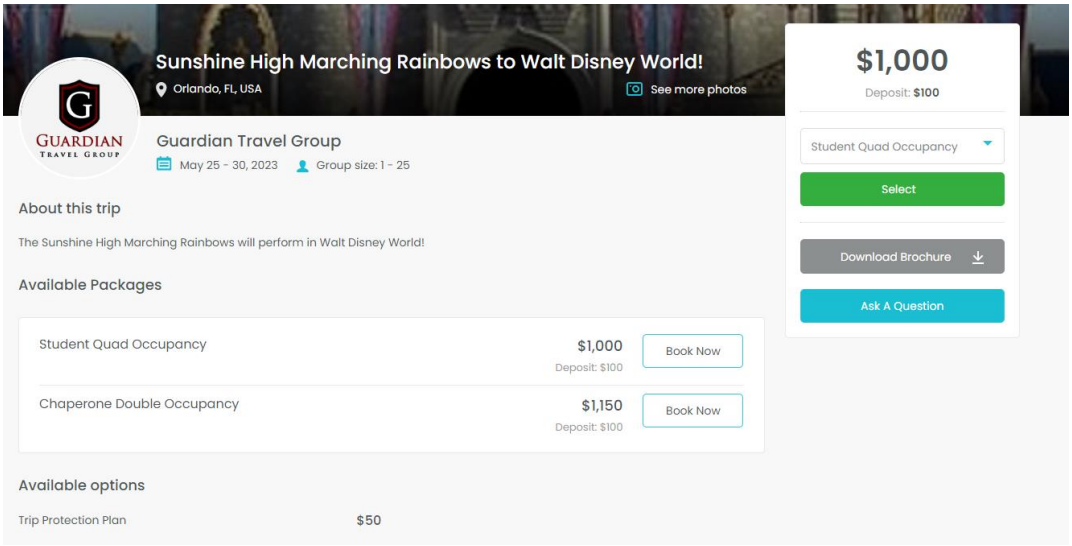
Guardian Travel Group

Online Booking and Payment Guide

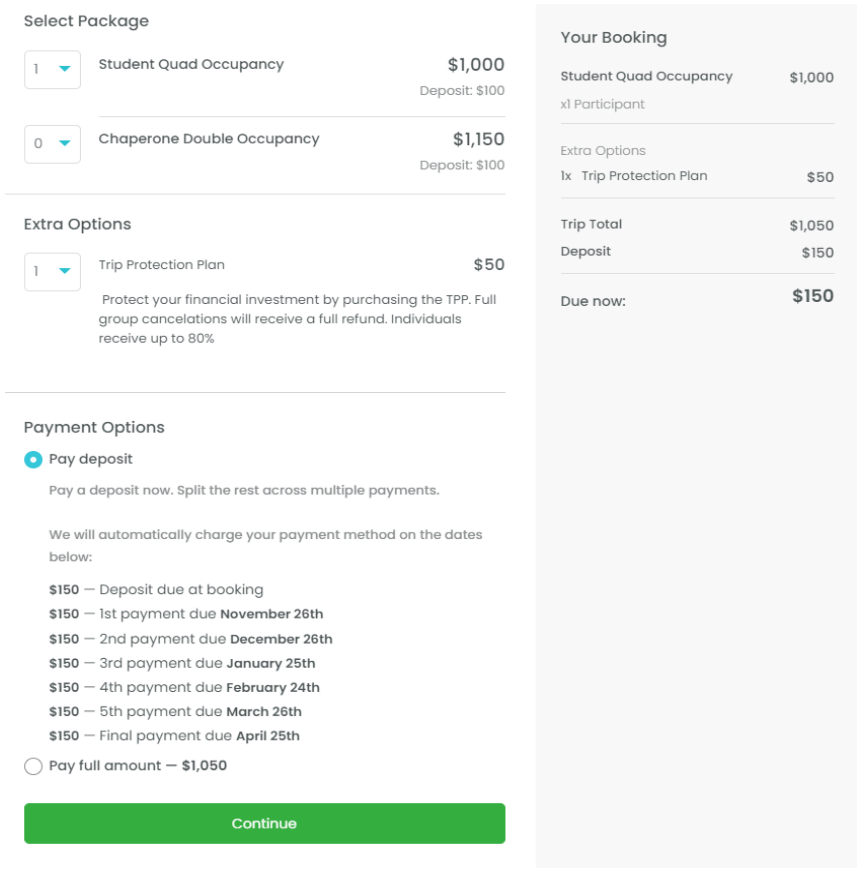
Guardian Travel Group uses WeTravel to enroll trip participants and collect payments online. WeTravel is a booking & payment platform for travel companies and individual travel organizers. WeTravel does not organize trips. Questions regarding your trip's itinerary should be directed to your group leader. Questions regarding payments should be sent to payments@gmgtravel.com. Participants should add noreply@wetravel.com to their email contacts so that payment receipts and other communication sent through WeTravel do not go to their junk or spam folder.

Getting Started

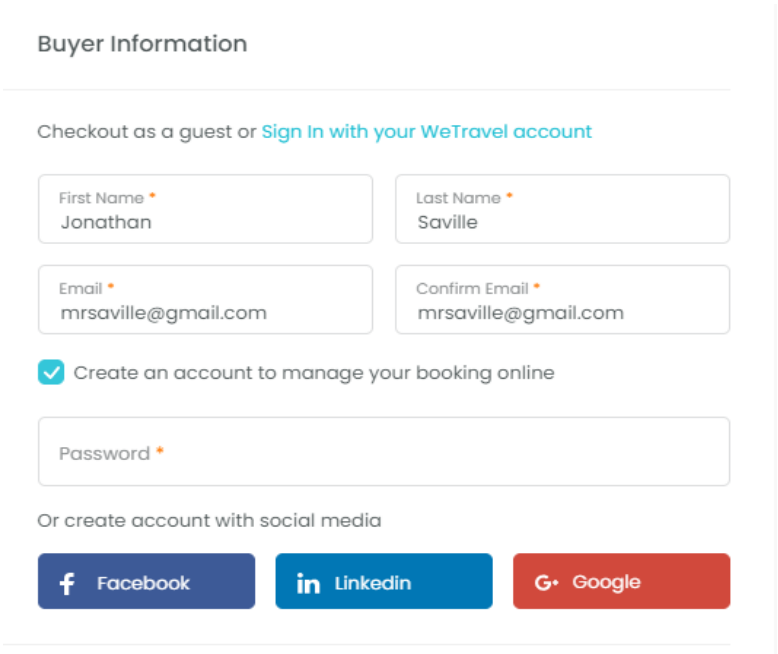
At this point you should have received a link to your school's booking page from your group's director. The link should take you to a page like this



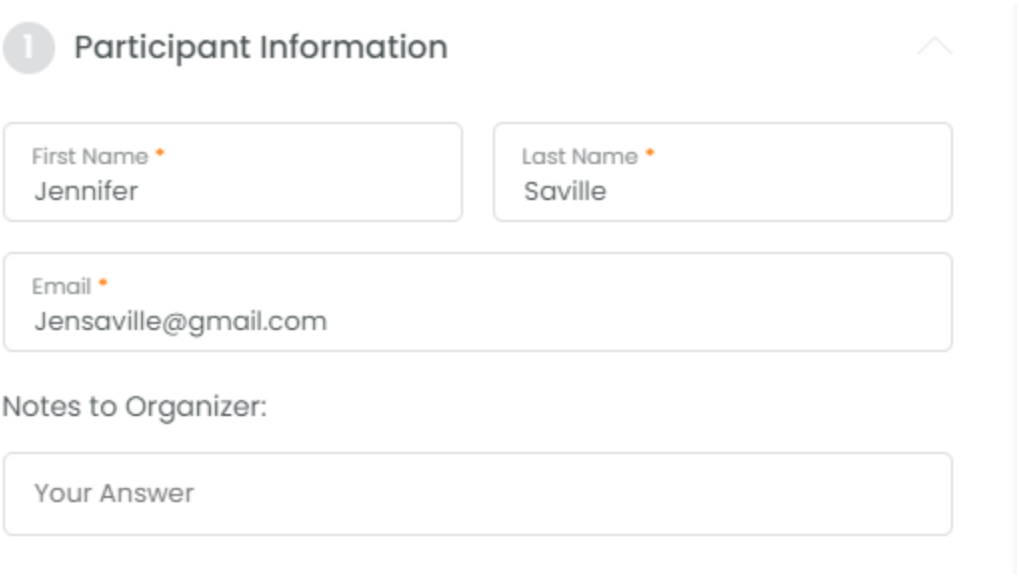
Once you decide on the appropriate package, you will click on the "Book Now" button next to it. Next, another window will pop up. At this point you will have the option to purchase additional packages if needed and the Trip Protection Plan. You will also have the option to pay a deposit with the rest of the trip paid for in installments or pay the entire trip cost at once. All trip payment plans are set to auto-billing by default. Please make note of the dates listed in the payment schedule.



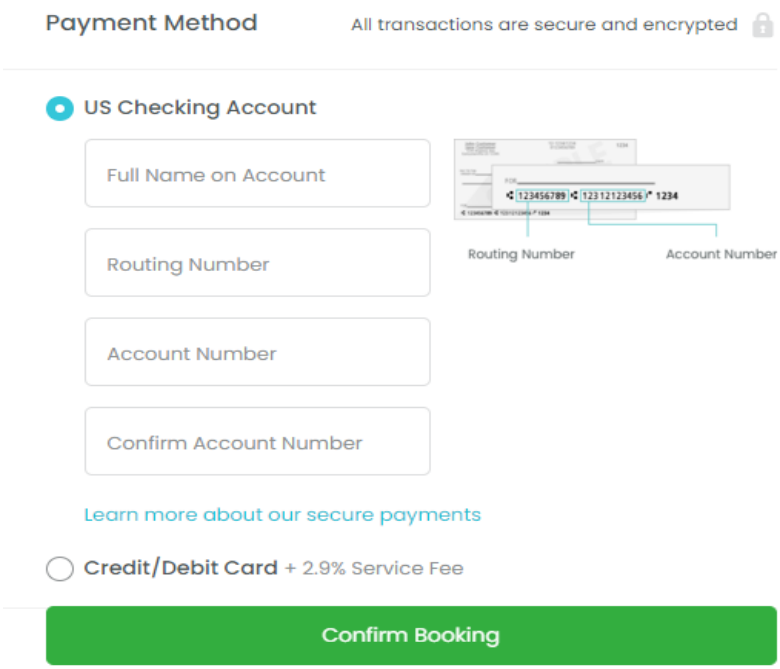
Once you select continue, you will enter the name and email address of the **Buyer,** which should be a parent or guardian that will be responsible for the trip payments. All payment receipts and notifications will go to this email address. This will also be the email address used to log into your account. Please do not use your child's name and email address here! You may choose to create an account and set up a password as shown below.



The next field you enter will be **Participant Information.** The participant information will autofill with the buyer's information filled out above. This should be changed to the name and email of the person that will be traveling.



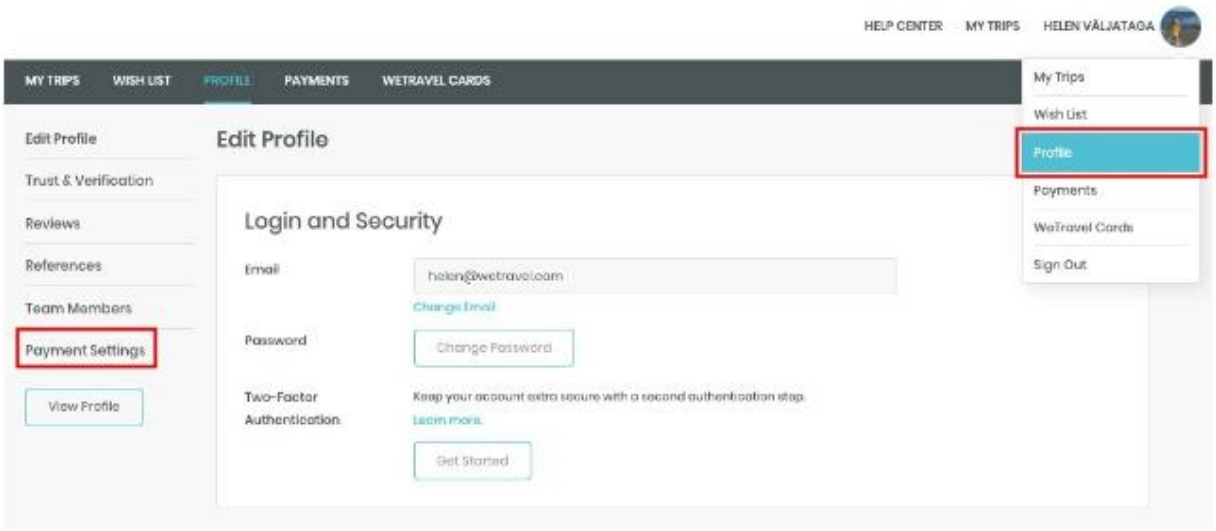
Once you have entered your information into all the required fields, you will select the "Continue to Payment" button. From here, you will enter your preferred payment information.



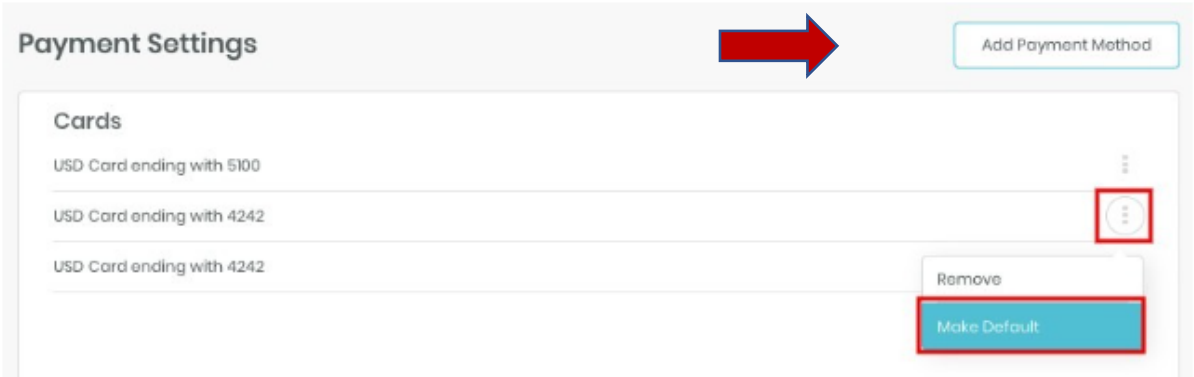
Once you have entered your payment information and selected "Confirm Booking" you will be sent an email confirmation and receipt to the buyer's email address. If you do not have noreply@wetravel.com added to your contacts, the email may go to your spam folder. Please mark this email address as safe to avoid missing notifications, payment receipts, and other important communication.

Auto-Billing

All trips are set to Auto-billing by default. Installments will be taken from the default payment method in your account on the scheduled due dates. Email notifications will be sent 3 days prior to payment dates. If you need any adjustments made to the payment dates, you should contact payments@gmgtravel.com prior to the due date, Monday-Friday 9 am-5 pm central. Correspondence received between 5 pm Friday and 9 am Monday is not guaranteed to be seen or responded to until normal business hours. You may also choose to change your default payment method at any time by logging into your WeTravel account, selecting “Profile” from the main menu, then “Payment Settings” on the left-hand side.

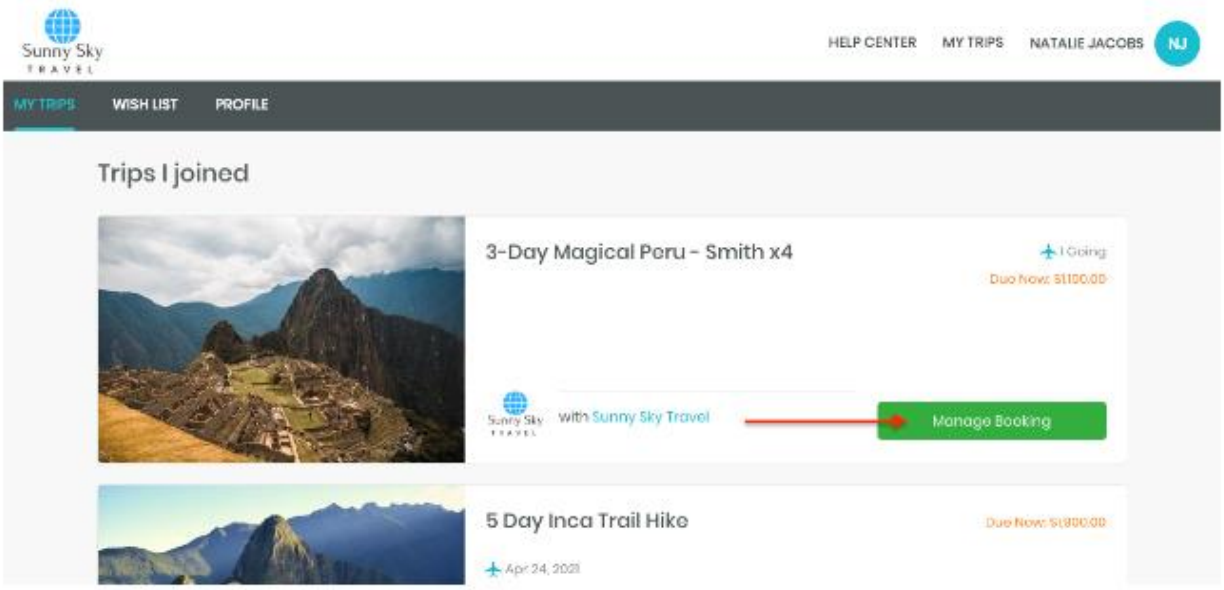


Here, the top payment is your current default payment method. You can switch the default payment method by choosing between existing payment methods or adding a new payment method. Choosing to remove all payment methods and missing trip payments may result in being removed from the trip!

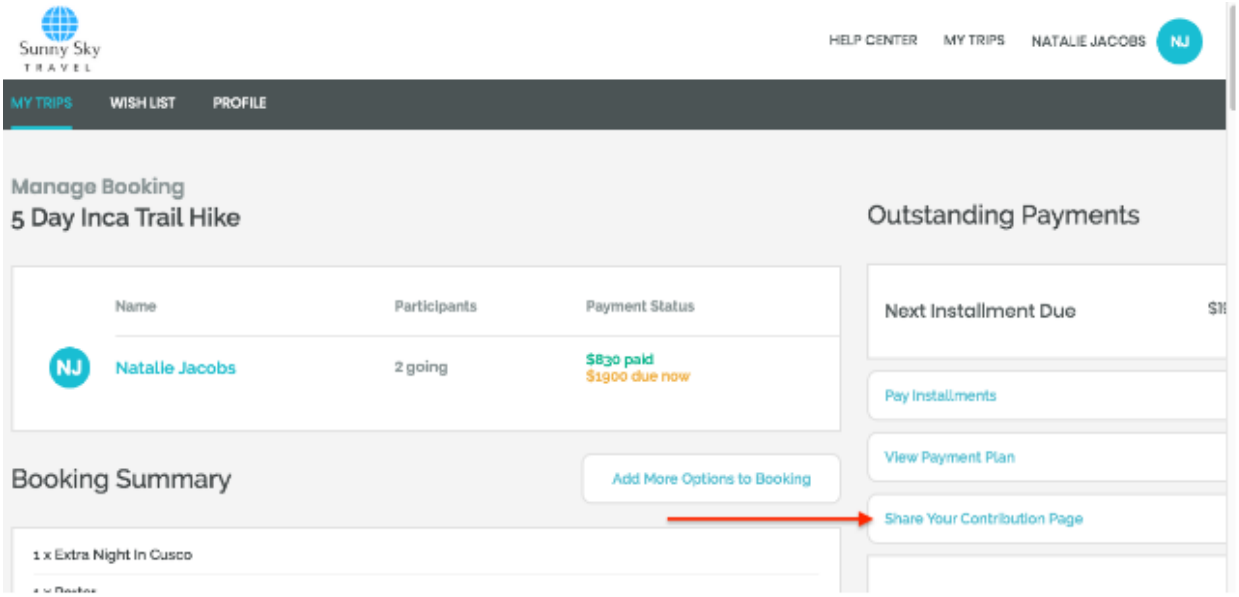


Contribution Page

If you would like for your friends, family and other supporters to help with the cost of your trip, you can easily create a contribution page for your booking. Start by signing in, click on “My Trips” and choose the trip you would like contributions for. Then select “Manage Booking”.



Next, you will select “Share Your Contribution Page”



You will now be able to share the link with friends and family members so they can donate to your trip. Contributions can be made in any amount over $5 and will be automatically deducted from the trip balance. Contributors will receive an email receipt and their name and payment amount will be visible to the buyer.

Fundraising Money

If your organization is doing fundraising to be applied to your trip, the organization will send one check along with a list with the amount to be applied to each participant's booking. Once Guardian receives these items and the check has cleared, the fundraising money will be applied to the appropriate bookings by Guardian and will show in your payment history as a cash payment. If fundraising money is received after the final trip payment deadline, the fundraised amount will be refunded to one of your original forms of payment (typically to the most recent payment method used).

Late enrollment

If you wish to sign up for a trip past the booking deadline, you will need to email payments@gmgtravel.com for approval. The decision to make exception will be made by the organizers along with the group's director based on several different factors and may result in a higher priced package.

If you are signing up for a trip that is not past the booking deadline, but after payment deadlines have already past, WeTravel will automatically deduct those "missed" payments from the payment method used to make the deposit. If you are not able to have the missed payments deducted from your account at that time, you should contact Guardian at the email above **before** finalizing the booking of your trip to discuss alternate options.

How your payments will show on your statements

Participants will see "WT*" and the first 18 characters of the trip name as the statement descriptor. Example: If your trip title is "Enchanted Hills Adventure Retreat: Hiking and Views" the statement descriptor will say "WT* ENCHANTED HILLS AD".