



American Travel Consulting Trip Registration Instructions

American Travel Consulting (ATC) is partnering with your school organization to provide services for your upcoming trip! We have worked closely with your school director to organize a fantastic travel experience and we are glad you are ready to take the next step and register for the trip! ATC utilizes a wonderful online registration/payment platform (Group Collect Register) to help make your entire experience with ATC easy and enjoyable. Please follow the instructions below to register for the trip through our registration site. For your convenience, we have also included a FAQ PDF with clickable links on the 2nd page of this document, as well as a full registration tutorial video link at the bottom of this page.

There are two ways to access your trip registration page:

1. Visit <http://www.americantravelconsulting.com/login> and insert the following trip code in the trip code box: **chelseasanantonio26**
2. Copy and paste (or type) the following URL into your address bar:
<https://americantravelconsulting.grcoll.co/v2/go/chelseasanantonio26>

Using one of the above methods will land you at the trip registration page where you will see pertinent information about your trip. (Inclusions, Per person cost, Payment schedule, Cancellation Policy, Overview of itinerary, etc.)

- o At the registration page, click the blue "Register for this trip" button and create your account. Creating an account does not add you as a traveler. You will do this later after verifying an account. All account holders MUST be over 18 years old and have a VALID email address that you will use to verify the account.
- o Check your Email to confirm your information is correct and click to verify the account.
- o Once signed in, you will be asked to add a traveler. Follow all prompts and fill out all information as completely and accurately as possible. You may then add additional travelers. Verify that all information looks good before proceeding.
- o Once all passengers are added (you may be able to add additional passengers at a later date subject to the school's policy), digitally sign the three required forms (Terms & Conditions, Payment & Cancellation Policy, ATC Medical Release). Please be aware that the forms may not display on some mobile device software. If this occurs, please finish the registration on a laptop or desktop computer.
- o Choose your desired Insurance option (Standard, Enhanced), or choose to deny insurance. Please read the insurance summaries CAREFULLY and FULLY to understand which, if any, insurance is right for you. Access the summaries by clicking the blue link beside the options for each. This trip Insurance is sold through Trip Mate, Inc. and is in no way associated with American Travel Consulting, LLC (ATC). ATC cannot discuss trip insurance inclusions or summaries and cannot give hypothetical coverage statements. Trip insurance is an additional cost per traveler and must be paid at registration with the first deposit. Insurance costs will vary depending on the trip package chosen.
- o Verify that all information is correct and click the blue pay button to add your payment method and make your deposit. You will have two options for adding a payment method. ACH (adding a checking account) is free for you. Making a payment with credit/debit card will incur a 4% fee. Follow the instructions to add your payment method. Most bank accounts will qualify for "Instant Verification". If you have trouble with Instant Verification, you can enter your account details by clicking the blue "Manual Verification" button. Be aware that the manual verification option could take as many as 4 days to verify. Keep this in mind if facing a registration deadline.
- o Pay the deposit and insurance premium (if chosen).

Congratulations! You are now registered for the trip! You may access your account at any time to view account balances, edit traveler details, or request a cancellation for a traveler.

ATC Online Trip Account Frequently Asked Questions And Registration Help

If you have trouble registering for the trip or have account questions, ATC can be reached by email at chris@americantravelconsulting.com or by phone at 256-572-0669.

A full video tutorial of the registration process can be accessed [HERE](#) or by entering the URL below into your web browser. In addition, you may access the Full Tutorial by scanning the QR Code below

<https://groupcollect.helpscoutdocs.com/article/247-parents-guradians-how-to-register-your-child-for-a-trip>



GC Registration Help Code

Q: How do I register myself or my student for the trip?"

A: Follow the steps on the attached Instruction sheet carefully and complete all required information. You may add additional passengers once the account has been set up by an adult with a valid email address. Access full registration Tutorial video [HERE](#)

Q: "I'm already registered. How do I log in?"

A: Visit your trip registration page by visiting www.americantravelconsulting.com/payment and entering your trip code (found on the Registration Instructions PDF attached). Then click the blue "log in" button below the registration box. Access the Tutorial [HERE](#)

Q: "My child set up the account using their email and now the system needs an adult to be the Account holder. How do I do this?"

A: An adult (someone over 18) will need to be added to the child's account. Log into the child's account and you will be prompted to send an email invitation to the adult. Click the link at the bottom of the account holder invitation email you received. You'll be taken to a page where you'll be asked to enter a password. You're not logging in, you're creating an account associated with your email where the invitation was sent. The only thing you have to do is:

Enter in a password of at least 8 characters
Agree to the terms and privacy policy, and Click Create account.
Access the Tutorial [HERE](#)

Q: "How Do I Register a Child for a Trip after being invited to be an Account Holder?"

A: When someone under the age of 18 attempts to register for a trip in this system, they'll be prompted to invite an adult. The adult who is invited will receive an email with a link to begin the process of becoming the adult account holder for the student traveler. The adult account holder will then be able to register the child passenger for the trip. Access the Tutorial [HERE](#)

Q: “How do I add a Payment Method and make my deposit payment?”

A: You can add a checking account (ACH -free) or a credit/debit card (4% convenience fee) into our system through our payment processor STRIPE. Follow the tutorial below if you have trouble adding your payment method into the system. Note: If you choose to add a checking account into the system, you will receive a confirmation email from us that verifies you have authorized “direct debits” from your account for trip payments. This does NOT mean you have enabled “Auto Pay”. ATC will not debit payments from your account without you manually initiating the payment, unless you have toggled on the “Auto Payment” feature in your account. Access the Tutorial [HERE](#)

Q: How do I navigate my traveler account dashboard?

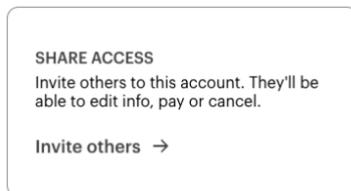
A: Once you've completed registration, you'll be taken to your passenger dashboard. Here you'll be able to do things like:

- Edit your profile
- View your payment timeline
- Manage your payment methods
- Manage users on your account
- View other trips you're registered for
- Manage emergency contacts

For a complete Tutorial on your Dashboard click [HERE](#)

Q: “My ex-spouse and I are separated but each of us would like to pay for a portion of our child's trip. Can this be done easily?”

A: Yes! The account holder will need to log in and click the “Invite Others” button in the “Share Access” Box of their account dashboard. The account holder will then enter the email address of the invited user. Once the new user completes the email verification and required prompted steps, they will have access to the account. Account holders cannot see the invited user's financial information and vice-versa. In the event of a cancellation, all eligible refunds are returned to the user who made the payment.



Q: “I need to cancel my trip. How do I do this and how can I get a refund?”

A: To cancel a traveler, log into your account and click “request cancellation” under the personal information of the traveler's dashboard. ATC will then process the cancellation and send you an email confirmation. If there is an eligible refund, the refund will be processed back to the method of payment. If the eligible refund consists of a payment made 180 days prior, ATC will issue the refund in the form of a check. Be sure to read the cancellation policy for your trip (available in your dashboard) so you can better understand what refund amount, if any, will be returned to you. ATC will strictly adhere to the cancellation policy for your trip. If you purchased trip insurance from Trip Mate, Inc through our site, please read the policy document available in your dashboard for specifics on coverages. The customer service number for Trip Mate, Inc is 1-844-777-6856. When you call, you will need your Plan Number (available on your policy document). As a reminder, ATC cannot, and will not, give coverage statements (“will I be covered if?”). All questions regarding the insurance policies need to be directed to Trip Mate, Inc. When ATC processes a cancellation, the traveler will be emailed trip insurance claim instructions (if purchased). Please follow the instructions in the email to submit your claim with Trip Mate, Inc.

Access the Tutorial [HERE](#)