Online Payment Information

Tour Booking ID	2005049		
Group Leader	Roisin Meaney		
Destination	Barcelona		
Total Price	€734.00		
First Deposit	€200.00	**Due By:**	06/Nov/2026
Deposit Second Instalment	€250.00	**Due By:**	22/Jan/2027
Final Balance	€284.00	**Due By:**	05/Mar/2027

Once an account has been set up, you can make further payments at any stage for any amount, as long as the above dates are adhered to.

We are organising this tour on behalf of the school and to facilitate the directive that all payments must be made directly to the agency. Please see below:

HOW TO PAY ONLINE:

Go to our website: www.schooltour.ie

Select '**Payments**' from the options at the top of the page.

If you have an **Existing Account**.

- Login to your account and go to the "**Passengers**" section.
- If you are adding a tour for an existing passenger, go to their name and click "**Add Tour**" and enter the Booking ID **2005049** and destination **Barcelona.**
- If you would like to add a new passenger, click on "**Add Passenger**" and enter the **traveller's** details exactly as they appear on their passport, along with the **Booking ID 2005049** and **Destination Barcelona**.

Please double-check all information before submitting, as you won't be able to make changes afterwards.

If you are a new customer, **create a new account** using your own email address.

- Once your account is created, you'll receive an email with a verification link.
- After verifying your email, follow the steps above for those with an **Existing Account**

To make a payment

- Navigate to the passenger you wish to pay for in the **"Passengers"** section.
- Expand the tour you would like to pay for by clicking on it.
- Below the tour details, click on **"Make A Payment"** and enter the amount you would like to pay.
- **Please note**, payments for a passengers tour cannot be split across multiple accounts.
- Click **"Pay Now"** and you will be redirected to a new secure page to enter your card details.
- Complete the payment using a debit or credit card.

You will receive an email receipt, please keep this for your records.

Payment terms & conditions:

- **The first deposit instalment confirms your place on the tour. By paying this you are agreeing to these terms and conditions.**
- **All deposits are non-refundable. Cancellation charges: 29-56 days before departure - 80% of tour price. 28 days or less – 100% of tour price. Cancellation is effective only once we have been advised by the group leader.**
- **If this payment schedule is not adhered to then your child's place on the tour will be in jeopardy.**
- **If you would like to cancel your place, please inform the group leader as we will only accept cancellations in writing from them. You will still be liable for applicable cancellation penalties.**

Please contact the group leader and not The School Tour Company with any queries that you may have regarding the tour. Due to GDPR regulations we are limited in the amount of information we can give you.

FAQ's

Account Setup and Login

Q: I created a new account but can't log in. What should I do?

- Verify your email first. Check your inbox (and spam/junk folder) for the verification email.
- If you didn't click "Send Verification," restart the setup process.

Q: I'm having trouble creating an account. Can you help?

- Use a laptop/desktop (not mobile/tablet) and Google Chrome
- If issues persist, try an incognito window in Chrome (click the 3 dots > New Incognito Window).

Tour Info

Q: Can you confirm my child's tour details?

- Contact the school/group leader for all tour-related info (dates, flights, hotel, etc.).

Passport Details

Q: Do I need to add my child's middle/second last name?

- No, unless it's hyphenated (e.g., James-John or Thompson-McCormick).

Q: My child's passport expired. When should I update it?

- Submit details at least 7 working days before travel. If late, notify the group leader 3 working days before the flight (to potentially avoid airline check-in fees).

Q: I entered incorrect passport details. Can I fix it?

- Email our info box the correct info (with booking ID and child's name). Note: Airlines may charge fees for changes.

Cancellations

Q: My child can't travel. How do I cancel?

- Only the group leader can request cancellations in writing. Having clicked 'Confirm & Pay' and made payment, you agree to our Booking Conditions and the payment terms outlined on our website, any queries regarding refunds must also come through the group leader.

Payments

Q: Can I extend the payment deadline?

- Contact the group leader to request an extension

Q: I didn't get a payment receipt.

- Check your spam/junk folder. Receipts are sent automatically

Q: The website is down, but payment is due. Is my child's spot safe?.

- Inform the group leader. Try again after 4 PM (or next business day if on weekends/holidays)

Visas

Q: Does my child need a visa for the country they are travelling to?

- Contact the destination's embassy in the country you are travelling from, **i.e. an Australian citizen living in Ireland travelling to Barcelona should contact the Spanish embassy in Ireland.** If required, inform the group leader to request a visa letter

For all other queries, please email **info@schooltour.ie**