



## GENERAL QUESTIONS

**WHO ARE WE?** Queen Victoria Travel, Inc. (QVT) is a licensed, insured, & bonded virtual-based travel service management agency.

**ARE WE ACCREDITED?** Yes, with ARC (Airline Reporting Agency & IATA (International Air Transport Association).

**WHAT ARE OUR HOURS OF OPERATION?** We are available via email: [info@queenvictoriatravel.com](mailto:info@queenvictoriatravel.com) throughout the day. Our phone hours are Monday - Thursday 5:00 pm - 9:00pm (EST). Friday appointment only

## PAYMENTS

### WHAT METHODS OF PAYMENT DO YOU ACCEPT?

We accept VISA, MASTERCARD, DISCOVERY, AMERICAN EXPRESS, PAYPAL

**DO YOU PROVIDE REFUNDS?** No, we do not provide refunds nor do we transfer funds. Each client is required to accept our Terms and Conditions before reservation is accepted. To protect your investment, each and every client is encouraged to purchase travel insurance.

**DO I MAKE A PAYMENT EVERY MONTH?** You should make every effort to make a payment every month. If you find yourself not being able to make a payment, please email us at [payments@queenvictoriatravel.com](mailto:payments@queenvictoriatravel.com). If you fail to make a payment for 60 days without any communication to us, your reservations will automatically cancel with no refund nor transfer options.

**WHAT HAPPENS IF I MAKE MY PAYMENTS & MY ROOMMATE(S) FAIL TO PAY?** You will be responsible for finding a new roommate or you must pay the additional cost for the room occupancy change.

## RESERVATIONS

- **CAN I MAKE A RESERVATION AFTER PAYMENTS HAVE BEGUN:** Yes, you can make reservations for any event at any time as long as the reservations are not closed. You will need to make the first deposit and then make monthly payments.
- **WHEN WILL I RECEIVE MY ITNERARY:** Itineraries are sent to each client 30 days before the event via email, free of charge.
- **CAN MY DOCUMENTS BE MAILED TO ME:** Yes, your documents can be mailed. However, you will be charged a service fee for mailing documents. Please email your request for mailing documents to [info@queenvictoriatravel.com](mailto:info@queenvictoriatravel.com). Subject line: Mail Documents.

Email us with any additional questions at [info@queenvictoriatravel.com](mailto:info@queenvictoriatravel.com).