



Frequently Asked Questions

When can I expect a refund?

Group Travel Network has been contracted to work on your behalf to facilitate a complete travel package. In addition to the initial work to create the experiences agreed to, we are committed to continuing to work on your behalf to obtain any possible refunds. These refunds will come from the vendors that the funds were paid to, and that process will take time. Due to the unprecedented everchanging nature of this crisis we ask for patience. We are on your side!

Why can't I have my refund now?

As stated above, Group Travel Network was contracted to create a complete travel experience package on your behalf. Part of our process includes the negotiation of contracts with numerous vendors, and the payment of deposits on your behalf, to those vendors. Due to the timing of cancellations, the funds paid to us have already been paid out on your behalf. The sheer volume of requests our vendor partners are receiving will require time to process. We assure you that we are doing our part and ask for continued patience.

How much will my refund be?

As a legitimate tour operator in business for over 16 years, and vetted by many industry associations, we recognize that it is our job to ensure that everything is done to secure/recoup any possible refunds on behalf of our clients. Again, we are doing our best to work with our vendor partners and ask for patience.

Can individual travelers have the tickets that are non-refundable?

In short, the answer is no. Tickets purchased were date specific and cannot be used at alternate dates/times. These tickets were also agreed to be purchased as part of a group package and cannot be used for individual travel

Why is there a delay in communication?

Please understand that we are diligently working on your behalf to communicate with our numerous vendor partners. The sheer call volume we, and our partners, are receiving is inconceivable. We are attempting to respond to requests in the order in which inquiries are received. We cannot stress the importance of patience as we continue to work through this process.

