



## Frequently Asked Questions

**What is Automatic Billing?** Automatic payments save consumers the hassle of having to remember to make a payment month after month. It's a convenient and free service. When you elect automatic billing, your credit card on file will automatically be charged each month around the same time with a predetermined amount set on initial deposit. The number of payments is based on how many months there are from the time you book to the final payment date. You will see your exact payment plan when making your reservations.

**Do I have to select Automatic Billing?** No, you have the option to select and pay in full or select automatic billing.

**What if I start with Automatic Billing but need to stop Automatic Billing prior to the final payment due date?** You can stop automatic billing anytime by contacting Burch Travel LLC at [info@burchtravel.com](mailto:info@burchtravel.com) or 407-900-9787. You must make your request at least 5 days in advance of your next scheduled due date.

**Once I stop Automatic Billing can I restart it?** No, once automatic billing has been terminated, it cannot be reactivated.

**What if my credit card is going to expire?** If your credit card is going to expire prior to your final payment, you can login to the customer portal at <https://burchtravel.fortapay.com/user/account/show/billing> and update your credit card information there. You must make the update at least 5 days prior to your next scheduled payment.

What if my credit card is declined? We will make an attempt to charge your card every 2 days for a maximum of 3 attempts. After the 3<sup>rd</sup> attempt is declined, you will receive an email to make a payment immediately or your reservation(s) will cancel.

**What if I want to discontinue Automatic Billing and pay the remaining balance in full?** To make additional payments or make one lump sum payment in full, go to <https://burchtravel.fortapay.com/payplan/list> and make your payment there. Once payment is made in full, you will not receive any additional automatic payments.