Dear Parents of Edsel Ford High School Students,

Brightspark Travel is thrilled that you and/or your child will be joining the Chicago trip this year. It has become a Holiday Tradition for Edsel Ford, and we are so excited to operate the trip year after year.

Registration for the trip has been going well so far, and we wanted to remind you that you **must register you/your child by this Friday (November 3rd) if they plan to attend the trip.**

We understand that some of you might be having difficulties with the login/registration process. Two things to remember:
 1) If you had an account set up in the old portal from previous years, you will need to enter that email address but then click “forgot password” instead of entering your password and logging in. You will then receive an email walking you through the set-up of your new account.
 2) If you are using the old web code, it will not work. Please ensure that you are using TTYUANQ. Further, we recommend typing this into the box instead of copy/pasting it, as many people have reported issues with a blank space before the code starts, and that will give you an error.

If you continue to have any issues, please reach out to our customer service department at
877-545-0070, and they will walk you through the process.

Finally, we understand some of you may have received an exorbitantly high bill, please accept our sincerest apologies for that. There was a glitch in the system that led it to send out bill payment reminders for the cost of the entire trip for fall passengers, instead of what was due for the individual. The problem was identified immediately, and we do not expect any further issues.

We are looking forward to another great Chicago trip during our city’s wonderful holiday season.

Thanks again for giving your children this great experience, and please do not hesitate to reach out if you have any questions or concerns.

Best,

The Brightspark Team