

## ONLINE SIGN-UP PROCESS

### → Go to [portal.brightsparktravel.ca](https://portal.brightsparktravel.ca)

Click on “Accept All Cookies”

*This site uses cookies to store information on your computer. Not all mobile devices are compatible. These cookies are essential for our online registration and payment portal to function. By using the site, you consent to the placement of these cookies. If you do not Accept All Cookies or Accept Strictly Necessary Cookies, you will not be able to register the participant or pay for the trip through the portal. Read our [Privacy Policy](#) to learn more.*

### → Register for a tour

1. Enter the parent/guardian email address
2. Click on “Get Started”

### → Fill out the parent profile

Click on “Create Account”

*Password must be six or more characters long and contain at least one capital letter, lowercase letter, number, and symbol.*

### → Register for a new tour

Enter the seven-character **Tour Web Code** found in the top right box of the parent letter.

### → Register my child

1. **Child's information:** Fill out the participant's information.
2. **Tour options:** Overview of cost, room occupancy, and Terms and Conditions.  
*You must check the box to agree to Terms and Conditions, and we kindly ask that you review the Cancellation Policy before moving forward.*
3. **Insurance:** If travel insurance is optional, you have the choice to select or decline it. If travel insurance is mandatory or not offered for your tour, no further action is required. Please take a moment to review the insurance policy.

#### 4. Review and confirm

- **Tour amount:** Total trip cost.
- **Payment amount:** Deposit, pay in full, or other amount (must be equal to or greater than minimum deposit amount).
- **Payment Schedule:** All payment dates and amounts are listed.
- **Payment method:** Select your preferred payment method.

#### 5. Payment (required to confirm registration)

- If paying by Visa, Visa Debit, or MasterCard, you will be transferred to Moneris platform to provide your payment information. If autopay is selected, your credit card will automatically be processed as per the Payment Schedule due dates. If you do not wish to use autopay, please deselect this option.
- When payment by Visa, Visa Debit, or MasterCard is successful, you will see a “Success” message on your screen. A confirmation email will not be sent.
- If making an online payment through BMO, Scotia, TD, CIBC, or RBC, you will be redirected to your banking institution to make the payment. This transfer only occurs during your initial payment on Brightspark's portal. For subsequent payments, please go directly through your banking institution's website or teller. To complete your payments, add “Brightspark Travel” as the payee and use your child's individual Participant Code as the account number (not the Tour Web Code). The Participant Code will be provided at the end of your registration and starts with the letter C. **Please note that bill payments can take up to 72 hours to reach Brightspark.** Registration will be confirmed once we receive your payment from the bank. After 72 hours, you can log back into Brightspark's portal to confirm your child status is marked as Confirmed.

**For customer support please contact us at 1-800-267-6425 ext. 2, Monday to Friday 8:00am to 5:00pm EST.**