Pay Monthly

Pay Monthly by Upgrade is a third party provided payment option that makes travel more accessible, affordable, and rewarding. With flexible payment options, your client can book now and pay over time.* Complete a short application, and learn about monthly payment options.

Frequently Asked Questions

What is Pay Monthly?

- Pay Monthly is a payment program that makes travel more accessible, affordable, and rewarding for your clients. Clients can apply for a loan ('monthly payment plan') through Pay Monthly to pay for their trip, including associated costs like add-ons and extras (Travel Protection plans, Transfers and Transportation, etc.).
- Clients may have up to two loans active through Pay Monthly at any given time.

Why should I offer my client's Pay Monthly?

- Your clients can choose to vacation now – but pay later.
- Pay Monthly offers access to payment plans with low interest rates and no prepayment penalties for qualified clients, following a fast and easy application.
- Pay Monthly handles all of the financing logistics and client inquiries about payment.

Who can apply?

To qualify for Pay Monthly, applicants must:

- Be a resident of the U.S. (unavailable to residents of IA, D.C. and WV)
- Be 18 years old or older
- Have a debit card or bank information available (for the first payment)
- Have a mobile phone

How is the offer determined?

- We look at a number of factors, including your client's credit information, trip details, and more.

Can my client travel before paying off their trip?

- Yes! You do need to allow a few days between booking and your departure date for things to process. Other than that, they are free to travel - even before it's all paid off.

Will applying for Pay Monthly affect my client's credit?

- For US consumers, there's a soft inquiry when you check for offers, but no hard inquiry at any time. Thus, inquiries may appear on your client's consumer report but their credit score should not be impacted.

Is my client's personal information secure with Pay Monthly by Upgrade?

- Upgrade has the industry's highest level of data security (PCI Level 1). We encrypt all sensitive data – including social security numbers. We also maintain physical, electronic, and procedural safeguards to protect your client's information.

Applying for Pay Monthly

How do I apply?

- Agents will send clients an email with a link to the payment page. The Travel Advisor will then send a payment request via email to the guests which will be live for 24 hours from the time the email was delivered. If not used within the timeframe, the Travel Advisor will have to send another payment request. On the payment page, select Pay Monthly and complete a short application. If approved, the client will see their monthly payment options in seconds. Your client can accept the offer or proceed with a different form of payment. They are not locked in until "complete booking" is selected. If their application is declined, we'll send them an email explaining why.

Why wasn't my client's loan approved?

- If your client's application is declined, we'll send them an email with the specific reason(s) why. That information will also be available in their account at upgrade.com/pay

Can my client cancel a purchase made with Pay Monthly?

- Clients can cancel their purchase directly with a travel agent. Upgrade will automatically apply any refund to the outstanding principal balance of the customer's loan, if applicable. Timing of the credit varies, but typically the account will be updated within 7-10 days.

Can my client make changes to travel made with Pay Monthly?

- Any travel related changes would need to be discussed with a travel agent directly. The effect of any changes to travel arrangements on the loan balance depends upon the nature, type, and dollar amounts involved in the change made.

Are all itineraries eligible?

- If your client's vacation package is between **$150- $15,000** and booking at least **5 days** in advance, they may be eligible for Pay Monthly.

When does my client pay for travel insurance?

- Your client's first loan payment will include the cost of travel insurance, if purchased.

When does interest start to accrue?

- Interest begins to accrue once the loan is originated, which is typically within 24 hours of booking.

Making payments

When does my client make the first loan payment?

- Depending on your client's offers, they will either make a down payment at time of purchase, or make their first loan payment 30 days after booking.

Where can my client review loan details?

- To see loan details and payment history, customers must sign in to their account at upgrade.com/pay and click on the Loans tab.

How does my client make loan payments?

- Your client can make payments by visiting upgrade.com/pay and clicking the Loans page. On the Loans page, click the Make a Payment button. To keep things simple, Upgrade can automatically process payments and notify them with email and text messages.

Can my client make additional loan payments?

- Yes, customers can make additional payments to pay down their balance or pay the trip in full.

If my client makes additional loan payments, will the monthly payment change?

- Making additional loan payments won't change the monthly payment amount, but it will decrease the total amount of interest they pay over the life of the loan.

Are there any penalties for paying the loan early?

- No, there are no penalties for paying off the loan early.

Can my client change the form of payment used to make loan payments?

- Yes, simply sign in to upgrade.com/pay and click on the Accounts tab.

Does Upgrade send payment reminders?

- Yes, we send reminders via both email and text message.

When are my client's payments due?

- Your client's monthly due date is the same as the day the trip was booked. So, if your client booked on the 10th, each payment is due on the 10th. In shorter months, due dates on the 31st, 30th, and 29th fall on the last day of the month.

What happens if the client doesn't pay?

- While Upgrade doesn't charge late fees for the Pay Monthly product, interest on a missed payment accrues daily, and their trip may be canceled if loan repayment goes too far behind schedule. Upgrade reports all payment activity including non-payment.

How to update my phone, email or home address:

- To update contact information, reach out to customer service at **(844) 257 – 5400** or support@upgrade.com.

For more information, click here

Please note that Pay Monthly by Upgrade is the same program as Flex Pay by Upgrade.

*Down payment may be required. Actual terms are based on your credit score and other factors and may vary. APRs range from 0% to 36%. Minimum $150 purchase required. Not everyone is eligible. Loans made through Pay Monthly by Upgrade are offered by these lending partners, Privacy Policy. Terms of Use. Address: 275 Battery St 23rd floor, San Francisco, CA 94111