

## 2017 Disney 3v3 Soccer National Championships Terms and Conditions

### **PAYMENT PROCEDURES and IMPORTANT DEADLINE DATES:**

- All Soccer events at the ESPN Wide World of Sports Complex have a housing policy that all teams must abide by. Acceptance of this policy is a part of the official event registration.
- It is the responsibility of the individual booking the rooms to provide every person involved in the reservation(s) a copy of these terms and conditions. All teams must adhere to the official housing policy.

### **DISNEY® Hotel Properties – Deadline Schedule 1**

- Additional room or room nights requested that require GET Sports to add to its contracted room block can be requested to be paid in full at time of booking.
- DISNEY® property guests Group Utilization Date: 11/22/16. Groups are considered 5 or more rooms per team and are subject to a guarantee 80% actualization of room nights reserved at this date.
- \$50 DEPOSIT is due by 7th day of hold. All blocks held without deposit will expire on or before 12/6/16
- DISNEY® property guests are eligible for Disney's Magical Express (DME) airport shuttle service. Guest must provide names of everyone in the room and flight information per person traveling to GET Sports on or before 12/13/16. Information past this date the guest must call DME direct and reduces chances of receiving luggage tags in advance. Service is still available without tags but advance reservation must be on file. DISNEY® services and operates this complimentary shuttle. GET Sports is not responsible for the operation or execution of its service elements.
- Last day to reduce or cancel individual reservations for Full Refund is 12/13/16 before 5pm PST, less a \$10 per room cancelled transaction fee. All Rooms on account become guaranteed and require a credit card and Full Room blocks cannot be cancelled or moved to a different hotel after this date.
- Reservation arrangements on file after 5:00pm on 12/13/16 are non-refundable if cancelled, reduced, or for no shows and early departures.
- All occupant names and age designations are due 12/13/16 before 5pm. It is the responsibility of the account holder to verify all names and age designations are correct by this date.
- FINAL PAYMENT is processed 12/14/16 by 10:00am PST. All credit cards on file will be automatically charged the balance due on account, unless previous arrangements are requested and approved. It is the responsibility of the reservation holder to have the preferred credit card on file with GET Sports prior to final payment processing.
- Bookings made on or after 12/14/16 must be paid in full at time of booking
- Change fees apply after 12/30/16.
- ESPN Complex spectator tickets are not included and are to be purchased at the ESPN Wide World of Sports Complex Box Office.

### **NON DISNEY® Properties (Standard) – Deadline Schedule 2**

- \$50 DEPOSIT due by 7th day of hold. All blocks will expire on or before 12/27/16 at 12 Noon PST.
- For those at off-property / non-Disney hotels, full rooming list information is due per person traveling to GET Sports on or before 12/27/16 at 5:00pm PST. Full Room blocks cannot be cancelled or moved to a different hotel after this date.
- Group Utilization Date: 12/27/16. Groups are considered 5 or more rooms per team and are subject to a guarantee 80% actualization of room nights reserved as of this date.
- Last day to reduce or cancel individual reservations for Refund, less a \$10 transaction fee per room cancelled is due 12/27/16 before 5pm PST.
- FINAL PAYMENT is processed 12/28/16 by 10:00am PST. All credit cards on file will be automatically charged the balance due on account unless previous arrangements are requested and approved. It is the responsibility of the reservation holder to have the preferred credit card on file with GET Sports prior to final payment processing.
- Bookings, once confirmed available, made on or after 12/28/16 must be paid in full at time of booking.
- 12/28/16 – 1/5/17 at 5pm PST – There is a cancellation penalty of one night's room & tax per room cancelled.
- 1/5/17 after 5pm reservations are fully non-refundable if cancelled, reduced, or for no shows and early departures.
- Change fees apply after 1/5/17.

### **NON DISNEY® Properties (Deluxe) – Deadline Schedule 3 - Grande Villas Resort, Embassy Suites, Cypress Pointe Resort, Wyndham LBV Resort, & Grove Resort & Spa reservations.**

- \$50 DEPOSIT due by 7th day of hold. All blocks will expire on or before 12/14/16 at 12 Noon PST.
- For those at off-property / non-Disney deluxe category hotels, full rooming list information is due per person traveling to GET Sports on or before 12/14/16 at 5:00pm PST. Full Room blocks cannot be cancelled or moved to a different hotel after this date.
- Group Utilization Date: 12/14/16. Groups are considered 5 or more rooms per team and are subject to a guarantee 100% actualization of room nights reserved as of this date.
- Last day to reduce or cancel individual reservations for Refund, less a \$10 transaction fee per room cancelled is due 12/14/16 before 5pm PST. After 5pm all reservations are fully non-refundable if cancelled, reduced, or for no shows and early departures.
- FINAL PAYMENT is processed 12/15/16 by 10:00am PST. All credit cards on file will be automatically charged the balance due unless previous arrangements are requested and approved. It is the responsibility of the reservation holder to have the preferred credit card on file with GET Sports prior to final payment processing.
- Bookings, once confirmed available, made on or after 12/15/16 must be paid in full at time of booking and reservations are fully non-refundable if cancelled, reduced, or for no shows and early departures.
- Change fees apply after 12/15/16.

### **For Disney Hotel Reservations other than the Pop Century and Caribbean Beach Hotels:**

- GET Sports can inquire and assist with reservations at other Disney Resorts upon request only on a space available basis. This is separate from the official program and done through a Disney Travel Agent program. This method of reservations has different requirements and deadlines than the official program on our website and will be provided by your GET Sports service representative. Differences will be in deposit amount due at time of booking and information/cancellation policies or dates.
- Confirmed hotel reservations through GET Sports at other non-host Disney Resorts will minimally require a one night's room and tax deposit at time of booking. The deposit amount is determined by what resort and room types are booked. Magical Dining options are available for these Disney reservations but will require a Disney vacation package that includes a room reservation, full-priced ticket purchase and dining plan. GET Sports' specially priced tickets cannot be applied in this situation.
- Any resort or room night reductions/cancellations/changes/moves, Dining Plan, Disney's Magical Express and/or occupant name updates through this method of reservations that result in a lower overall cost may be charged a change fee and will be applied to your account if charged.
- All Disney reservations booked outside of GET Sports' official program properties listed on our website will be subject to the same cancellation/change cutoff dates, and final payment dates as the official program properties.
- There is an additional cost (charge varies by property/length of stay) for having 3 or more adults in a room regardless of when they are added to the reservation. If a 3rd or more adult is added after the initial reservation, there WILL be an additional charge and guest is responsible for that additional charge.
- Requests to change the lead guest name after booking will result in a new reservation having to be made through this alternate reservations method and Disney, with the new person as the lead guest name. Should the cost of the room gone up between original time of booking and the change being made, the guest is responsible for the change in cost.

### **ALL HOTELS**

- GET Sports accepts the following major credit cards: Discover, Visa and Mastercard. We do not accept cash or ACH payments.
- \$50 deposit, of which \$40 is refundable if cancelled by the deadline dates stated above, per room is due upon booking. A deposit holds your reservation and full payment confirms it.
- Any 3rd party credit cards usage must have a signed credit card authorization on file prior to confirming reservation.
- All credit card payments are processed through **WORLDPASS TRAVEL GROUP** on behalf of GET Sports. Final confirmation/receipt will be emailed to you and the email address supplied unless otherwise requested.
- Lakeland Tours, LLC is the overall company legal entity.
- Price Match Guarantee Does not include hotel's direct corporate rates, non-refundable pay in advance rates, employee, government or AAA rates meant for leisure, individual room bookings. The account holder must produce written evidence that relates "apples to apples" to the GET Sports room rate and inclusions offer and be brought the attention of GET Sports within 7 days of booking.
- When you the client provide a check as payment, you authorize us the company either to use information from your check to make a one-time electronic fund transfer from your account in the amount noted or to process the payment as a check transaction. For inquiries, please call our corporate offices at 916-939-6805

### **CANCELLATION, CHANGES, DECLINED CREDIT CARD/NSF & ROOM DAMAGE FEES:**

- All cancellations and changes must be made in writing to the GET Sports & Event corporate office in writing to [info@gettravel.com](mailto:info@gettravel.com) and are not guaranteed until a return confirmation in writing is received back. Changes are not accepted within 72 business hours of arrival.
- Declined credit cards will be charged a \$10 transaction fee per instance and a NSF check fee will be charged a \$30 transaction fee per instance.
- Cancellations received in writing by the appropriate dates will receive a full refund, less the stated transaction and/or change fees. Email Read Receipt sending option is recommended.
- Changes that result in additional fees or charges for falling below any stated minimum to qualify for "group or discounted" rates will be passed onto the account holder and payable prior to departure.
- Groups:** (5 or more rooms) Cancellations received on or before specified deadline dates above are fully refundable if group remains at or above 80% of the room nights reserved by the utilization dates. For cancellations that bring the group below 80% utilization there is a minimum fee of (1) Nights Room and Tax plus any other supplier fees up to the full value of the cancellation that may apply. Total fee depends on the hotels ability to resell the cancelled rooms.
- Cancellation of pre-purchased Disney® theme park tickets within 14 days of the scheduled event date, are assessed a \$5 restocking fee.
- Changes affecting outbound flights or first night's accommodation must be made at least 14 business days prior to arrival and are subject to rate changes. Airlines/hotels/suppliers do not permit changes in certain situations.
- Administration Fees – Rate reflects a discount for payment by cash (check, e-check, cash, money order, wire transfer.) A non-cash payment fee (one time only) will be added to the current cash discounted price when using other forms of payment.
- If your air travel has been purchased and ticketed through GET Sports, there will be an additional cancellation or change fee per ticket equal to the cancellation or change fee assessed by the airline. Please note that a cancellation of a nonrefundable airfare results in a charge equal to the entire amount of the airfare and a cancellation of a refundable airfare must be made at least 1 business day prior to departure.
- No refunds will be given to any accommodation cancellations on or after the stated deadline dates in this document.
- If you cancel, amounts paid, minus applicable cancellation fees (see above) and other amounts owed, will be refunded within 30 days of event departure date.
- No refunds will be made for unused admission tickets or features, including but not limited to meals and bonus features/options, and no credits will be provided for the cost of any unused ground transportation. Any refunds as a result of pre authorized changes to the reservation must be requested in writing within 10 days after event end date and will be assessed a \$25 processing fee if deemed necessary due to fees incurred by GET Sports. All documents must be returned in order to process refund. We reserve the right to make refunds in accordance with the method that payment was received.
- It is the guest's responsibility to report any damage or smells of smoking in the room they are check into upon arrival to request another room or have maintenance attend to. If posted, verbal, written or other hotel/resort/property rules are violated or if there is any damage of any kind to the room that results in fees upon or after check-out, it is the responsibility of the room occupant and/or group leader to cover 100% of the charges. GET Sports is not liable for incidentals, fees or damages caused by a guest and reserves the right to charge the credit card on file should it not be satisfied with the hotel directly.
- EVENT CANCELLATION: In the event a Tournament is cancelled, hotel payments on account are non-refundable based on the terms of the 3rd party confirmed hotel agreements.

### **BOOKING PROCEDURES:**

- Reservations are not considered confirmed until a final payment is received and you have received a confirmation from GET Sports, a division of Lakeland Tours, LLC d/b/a/ WorldStrides. Features for all plans are subject to change and may be based on features available at time of arrival, not those in effect at time of booking. All guests' full, legal names and children's ages are required at time of booking. GET Sports requests that all teams with the same name be blocked together as a group and special requests/needs are submitted to the hotel on your behalf, but this is not guaranteed.

### **HOTEL AWARDS POINTS/PROGRAMS:**

- Due to specially priced hotel rooms, hotels participating in GET Sports programs are unable to issue Hotel Awards Points or Credits for stays booked through GET Sports, unless otherwise noted on the website official program hotel grid.

### **RATES:**

- All rates are subject to change until reservation is paid in full. After reservation is paid in full, rates are subject to change due to imposition of documented tax increases or other charges of governmental authorities. All rates are in U.S. dollars. Additional room charges may apply if more than two adults per room. All hotels require an additional credit card authorization or cash deposit if no credit card is available at the time of check-in for incidental charges (parking fees, refrigerators, microwaves, roll away beds, room service, etc.)

### **HOTEL CHECK IN/OUT:**

- Check-in time is typically between 3 and 4 p.m. and check-out time is normally between 10 and 11 a.m. (During peak periods, check-in may be delayed). Most hotels will store luggage for guests arriving before check-in time and/or departing after check-out time. All hotels require an additional credit card authorization at the time of check in for incidental charges. Early check in and late check outs are not guaranteed and may require an additional fee if available. GET Sports does not take responsibility for renovations happening or any unforeseen technical, electrical, plumbing or mechanical failures at the hotel or attraction level.

- GET Sports does not control any additional group or leisure business that the *Walt Disney World*® Resort or other program hotel properties books into its hotels and cannot be held responsible of the actions or behavior of others. Noise and Safety complaints are a hotel level issue and GET Sports is instructed by all hotels as a first response to refer guests with noise and/or safety complaints to hotel security and the front desk.

### **BAGGAGE AND VALUABLES:**

- Please retain all valuables, such as cash, prescription medications, gold, silver, jewelry, laptop computers, proof of identification, photography or video equipment, cellular phones, or other valuables in your personal control when checking or transferring bags.

**DISNEY THEME PARK TICKETS:**

There are several options to obtain receipt of Disney theme park tickets purchased through GET Sports.

(1) PHYSICAL TICKET SHIPPING: For guests that would prefer a physical ticket, it must be ordered and paid in full no later than **12/29/16**. All paid in full tickets will be shipped on Friday's only, **11/11/16 thru 12/30/16** via 3 day UPS, adult signature required with expected arrival of the next Wednesday in most areas.

(2) ELECTRONIC TICKET DELIVERY: For all Disney Hotel guests and off-site MagicBand Users, the final deadline to order or add tickets is **1/5/17** by 8:00pm EST and will receive ticket numbers via email communication on Friday's only, starting no earlier than **11/11/16 thru 1/6/17**. Payment in full with advance written approval of ticket number receipt is required. Unique ticket numbers are for the purpose of uploading them into a personally created "MyDisneyExperience.com" account prior to arrival for use with your Magic Band that is provided at check-in (Disney Hotel guests) or purchased (Non-Disney Hotel guests). Please refer to the resources tab at [www.gettravel.com/disney3v3/](http://www.gettravel.com/disney3v3/) for links to the MyMagic+ program details.

(3) Pre order and pick-up at the GET Sports travel desk at the Pop Century Resort during operational hours or purchase at the GET Sports travel desk which is subject to availability at time of request.

**TICKET SHIPPING:**

The deadline for ticket orders with the Ticket Shipping option for each week is stated above. The fee for tickets to be shipped is \$22 for all domestic shipments. International shipments are not provided. Any lost, forgotten or misplaced tickets or ticket numbers could result in additional fees, which may not be refundable. GET Sports or the Walt Disney World® Resort is not responsible for any lost, forgotten or stolen tickets or ticket numbers. Any tickets purchased after stated shipping date will not be shipped (see above). Unique ticket numbers are for the purpose of uploading into a personally created "MyDisneyExperience.com" account for use with your Magic Band that is provided on arrival or purchased.

All tickets are non-transferable, non-cancelable and non-refundable and upgrades are not available from GET Sports or Disney once the tickets or ticket numbers have left the possession of GET Sports. The first opportunity for onsite ticket sales or (physical) ticket pick up will be 1/12/17 at 9am EST in the lobby of Disney's Pop Century Resort. Those that used the ticket numbers electronically do not need to pick up their tickets. The last opportunity is 1/14/17 at 12 Noon.

Specially priced tickets are valid 7 days prior to event start date through 7 days after event ends. Once the ticket expires, any remaining days or options will be lost. Each day of use of a Park Hopper Ticket constitutes one full day of use. Some activities/events may be separately priced. Ticket types, entitlements and prices subject to change without notice. Parking fees may not be included. 1 day tickets are available to Florida Residents Only (if applicable).

Disney theme park tickets that are not picked up from GET Sports prior to the closing of the travel desk are non-refundable, non-deferrable, non-changeable and non-transferrable. It is the responsibility of the guest to contact GET Sports to request and discuss the options at time of call for receipt of tickets not picked up. A GET Sports emergency contact number will be provided in our Event Travel Guide posted online and emailed at least 2 weeks prior to the event start date. All event theme park tickets expire on 1/23/17. Theme park tickets will not be delivered to, or left, at your hotel. Any lost or misplaced documents will result in additional fees, which may not be refundable. GET Sports or the Disneyland® Resort is not responsible for any lost or stolen tickets.

**Changes to the Website**

GET Sports may, in its sole discretion, terminate, change, modify, suspend, make improvements to, or discontinue any aspect of the website or any products or services available through or outside of the website, temporarily or permanently, including the availability of any products or services of the website or access to any parts of the website, at any time without notice to you, and you agree that GET Sports shall not be liable therefor.

**Linked Sites**

GET Sports makes no claim or representation regarding, and accepts no responsibility for, the quality, content, nature, or reliability of websites accessible by hyperlink from the GET Sports website, or websites linking to these websites. The linked websites are not under the control of GET Sports, and GET Sports is not responsible for the content of any linked website or any link contained in a linked website, or any review, changes, or updates to such sites. The inclusion of any link does not imply affiliation, endorsement, or adoption by GET Sports of the web site or any information contained therein.

GET Sports may update or amend these Terms and Conditions from time to time to comply with law or to meet our changing business requirements without notice to you. Your continued reservation, use of the website and/or other products or services of GET Sports after any such changes constitutes your acceptance of the new Terms and Conditions. Any updates or amendments will be posted on the website. The Terms and Conditions displayed on the website at the time the order is accepted will apply to the order.

***These terms and conditions constitute the entire agreement between GET Sports and Events and said guest. All other verbal discussion or implied agreements are invalid and not part of the contract and are not binding to this agreement. Any other agreements and changes must be made in writing and consented to by both parties. For questions about these terms and conditions, please call 888-877-4445 option 3, or email - info@gettravel.com***