

2017 VEX ROBOTICS TRAVEL FREQUENTLY ASKED QUESTIONS

Below are some common questions about 2017 VEX Robotics Travel. If you need further assistance, please call our expert Customer Service team at 888-877-4445 option 3 or email info@gettravel.com

WHAT DOES GET SPORTS DO?

Since 1985, GET Sports has successfully provided quality travel experiences to over one million participants attending games, tournaments, and special affinity events worldwide. Our main offices are based in the United States (California, Baltimore, and Florida); however, we also have offices in Toronto, London, Sydney, & Shanghai, available to support your travel interests both inbound and outbound. We are proud to be the official travel partner for the 2017 VEX Robotics World Championships.

I DON'T REMEMBER MY FINAL PAYMENT DATE, HOW CAN I GET THIS INFORMATION?

All hotels have a final payment date of 3/21/17, with the final occupant list due 3/20/17. The only exception is the Embassy Suites Downtown and those due dates are a final payment date of 3/9/17, with the final occupant list due 3/8/17. The event housing terms and conditions can be located here: <http://gettravel.com/wp-content/uploads/2017/01/2017-VEX-Robotics-Louisville-Terms-and-Conditions.pdf>

HOW DO I PURCHASE TRAVEL INSURANCE?

At the time of your reservation, a GET Sports Representative will go over the details of purchasing Sports Travel Insurance. You can also learn more about the Benefits, Cost, and Description of Coverage here: <http://gettravel.com/travel-insurance/>

DOES GET SPORTS OFFER TRANSPORTATION SERVICES?

Yes. GET Sports offers many competitive rates to teams for air, ground, and local travel to/from the airport, hotels, event venues, theme parks and/or attractions. We are proud to provide the best options for all your specific travel needs. Please visit the Transportation section at <http://gettravel.com/transportation-options-louisville/>

WHAT IS THE FREE SHUTTLE SERVICE DAILY SCHEDULE FROM MY HOTEL?

The schedule can be found on our website at http://gettravel.com/wp-content/uploads/2017/03/VEXW2017_ShuttleSchedule.pdf

THE HOTEL I BOOKED SAYS IT OFFERS FREE AIRPORT TRANSPORTATION ON ITS WEBSITE, HOW DO I TAKE ADVANTAGE OF THAT?

Generally, the websites are geared towards the leisure, family & corporate market and may or may not be able to offer any airport shuttle service to groups. Hotels keep their own schedule based on all hotel guest needs and vary greatly in the type of vehicles they have in service and hours they run the service. We recommend you speak with the hotel directly to see if they are able to provide transportation to your team based on your arrival/departure schedule and number of people and amount of luggage you have. If it doesn't work out, let us help you with a quote here: https://gettravel.formstack.com/forms/airport_transfer_service_form

HOW DO I LOG INTO MY ACCOUNT?

You can log into your traveler account to make payments, add tickets, and ensure your travel details are accurate. Please see the "Account Access" link in the right hand menu of your main event page on this site. Enter your last name and Traveler ID, and click "Login", or click here: <https://secure.usastudenttravel.com/AccountAccess/login.cfm>

CAN I PAY AT CHECK IN?

No. Rooms are paid for in advance of check-in and submitted as one Group Reservation to the hotel. At check-in however, each guest is asked to place a personal credit card on file for any incidentals. Please note the credit card on file with GET Sports is charged a penalty should reservation(s) change, such as adding or canceling a night(s), after rooming is submitted to the hotel. Individual room incidentals, however, are the responsibility of the guest, and are paid directly to the hotel.

MY TEAM NEEDS TO PAY VIA A WIRE TRANSFER OPTION OR SCHOOL PURCHASE ORDER, HOW CAN I SET THIS UP?

Please note: There is an additional administrative fee of \$40 per transfer for International wire payments and \$15.00 per U.S. Domestic Wire transfer. Please make sure when sending wire payments that the Wire payment is converted to U.S. currency and that the appropriate fees are added to the balance being paid by the wire, per transaction. All Wire Transfer payments are processed through WORLDPASS TRAVEL GROUP on behalf of GET Sports. GET Sports uses a US bank account, and as such is unable to accept BACS payments.

For teams that wish to use this form of payment or inquire about school purchase order procedure, please contact our customer service department for specific instructions.

888-877-4445, option 3

Info@gettravel.com

I CAN'T KEEP MY ORIGINAL RESERVATION, WHAT DO I DO?

There are no refunds after final payment has occurred and you have arrived at the hotel.

From time to time emergencies do happen. If you are not able to make the original check in of your reservation please call GET Sports immediately, so we can notify the hotel on your behalf. Should you need to check out early due to an emergency, again, notify the hotel and GET Sports immediately. Although there is no guarantee of refund, GET Sports will contact the hotel and do our best to secure a refund.

WHAT HAPPENS IF THERE'S AN ISSUE ONSITE?

There will be 24 hour onsite staff in case of emergencies. You will be provided the onsite emergency phone number prior to the event start date via our event travel guide. This guide is posted on our website as well.

WHEN IS THE KENTUCKY KINGDOM PARTY AND WHAT IS THE PRICE?

When: Saturday, April 22, 2017 – after the VRC World Championship closing ceremony
& Tuesday, April 25, 2017 – after the VEX IQ World Championship closing ceremony

Where: Kentucky Kingdom amusement park

Price: \$30 per ticket in advance of arrival or \$45 per ticket onsite

For complete information & video click: <http://gettravel.com/2017-vex-worlds-team-party/>

WHERE DO I PICK UP MY KENTUCKY KINGDOM TICKETS?

Wristbands are only distributed on day of event (Saturday & Tuesday) from the GET Sports booth at the Kentucky Expo Center.

CAN SOMEONE ELSE PICK MY TICKETS UP FOR ME?

Yes. They must submit & bring with them a [ticket pickup authorization form](#) completely filled out, a copy of your photo ID, and their photo ID.

DO YOU HAVE SHOW YOUR BADGE DISCOUNT OFFERS?

Yes, the MVP (Most Valued Participant) Program provides you with a variety of discounted services and special deals at local businesses, including discounts at great restaurants, museums, and attractions around town. Please see the MVP section of this website to view and print the offers.

WHAT 2017 HOTELS HAVE THE FREE SHUTTLE SERVICE FROM THE HOTEL TO THE KENTUCKY EXPO CENTER (KEC VENUE)?

- Aloft Louisville Downtown
- Louisville Marriott Downtown
- Embassy Suites Louisville Downtown
- Fairfield Inn Louisville Downtown
- Galt House Hotel
- Hilton Garden Inn Louisville Downtown
- Holiday Inn Express Louisville Downtown
- Hyatt Regency Louisville
- Springhill Suites Louisville Downtown
- The Brown Hotel
- Baymont Inn & Suites Louisville Airport South
- Comfort Inn & Suites Louisville Airport/Expo

- Courtyard By Marriott Louisville Airport
- Crowne Plaza Louisville Airport
- Four Points Sheraton Airport
- Hampton Inn Airport/Expo
- Residence Inn Louisville Airport
- Hilton Garden Inn Louisville Airport
- Holiday Inn Louisville Airport Fair/Expo
- La Quinta Inn & Suites Airport Expo
- Ramada Inn Louisville Expo Center
- Sleep Inn & Suites Louisville Airport
- Springhill Suites Louisville Airport

Please note: Teams with their own vehicles or Charter busses are highly recommended to book the hotels that do not offer this service to have space available as long as possible for the teams that do not have their own vehicles. The above hotel list is subject to change.

HOW DO I GET MY PARKING PASS FOR THE KENTUCKY EXPO CENTER?

Each team is entitled to 1 free parking pass. Parking passes will be emailed out electronically from the venue to the main contact that registered the team prior to the event. If additional parking passes are needed, there will be a link on the email to contact the venue to purchase additional passes. It is the responsibility of the team to print and bring parking passes with you.

WILL THERE BE FOOD OPTIONS AT THE KENTUCKY EXPO CENTER?

Yes, there will be a variety of concession stands and other food options available every day during event hours. A majority of stands will start to close between 5 and 7 pm. There will also be a variety of offerings from food truck vendors located outside of Workman Lobby.

CAN I RENT ELECTRIC SCOOTERS OR WHEELCHAIRS AT THE KENTUCKY EXPO CENTER?

Yes, these items can be rented from Gould's Discount Medical in advance up to 48 hours prior to the date needed. Call Evelyn at 502-491-2000 extension 4330. Pick up and drop off will be at the Scooter Rental booth in Workman Lobby (North end of the South Wing Lobby).

I HAVE TOURNAMENT RELATED QUESTIONS, WHO DO I CONTACT?

Below are link found at www.roboticseducation.org for your reference on tournament related questions and needs.

<http://www.roboticseducation.org/contact-us/contact-us-faq/>
<http://www.roboticseducation.org/contact-us/contact-info/>