



## **2017 FIRST National Advocacy Conference** **- Event Terms and Conditions**

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

The following terms and conditions are set forth for all travel related services arranged for this event by GET Sports (a division of Lakeland Tours, LLC d/b/a/ WorldStrides)

- It is the responsibility of the individual booking the registrations & rooms to provide every person involved in the reservation(s) a copy of these terms and conditions and adhere to the event housing policy.
- Rooms and registrations can be held for no charge upon request for 14 calendar days.
- All holds will expire 14 days after request or before 5/16/17, whichever is earlier.
- 50% non-refundable deposit on confirmed rooms, per night and 100% Registrations fees are due by 14th day of hold request.
- Last day to notify GET Sports of a reduction or cancellation on rooms or registrations is 5/16/17 before 5pm PST. Afterwards, all balances on account become guaranteed and require a credit card or school check payment.
- Additional room or room nights requested after 5/16/17 or requests that require GET Sports to add to its contracted room block can be requested to be paid in full at time of booking.
- No transportation or parking fees are included in the room or registration fees.

--All occupant names and age designations are due 5/16/17 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 5/17/17 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. School check or signed & guaranteed purchase orders on or before 5/17/17 are also accepted.

-- Bookings made on or after 5/17/17 must be paid in full at time of booking  
--Reservation arrangements on file after 5:00pm on 5/16/17 are non-refundable if cancelled, reduced, or for no shows and early departures.

--Change fees apply after 6/15/17.

-- Maximum capacity is 250 registrants. The first 250 paid and confirmed receive priority acceptance.

--An adult chaperone associated with the group must check in rooms with all Youth occupants. Bookings are not guaranteed until paid in full and electronic confirmation from GET Sports is received.

--All rooms requests or changes prior to arrival or onsite must go through GET Sports.

-- GET Sports accepts the following major credit cards: Discover, Visa and Mastercard. We do **not** accept cash, American Express or ACH payments.

--Any 3rd party credit cards usage must have a signed credit card authorization on file prior to confirming reservation.

-- By sending your online or other payment submittal information prior to arrival or onsite:

1. You confirm that you are the credit card holder and have the authority to utilize the credit card information you have provided to us.

2. You acknowledge that you have read and understand the full Terms and Conditions. Please be advised your travel transaction is with GET Travel Sports and WorldPass Travel Group. However, your credit card transaction may be processed under Lakeland Tours, LLC and/or Worldstrides, an education company located in Charlottesville, VA and main parent company with a phone number of 434-982-8600. GET Travel Sports and WorldPass Travel Group is a Sports and Educational Division of the parent company. Should you have any billing questions please call the toll free number for GET Sports at 888-877-4445 Option 3. DO NOT call the 434-982-8600 as this primary corporate number will not be able to assist with divisional billing questions.

Although the credit card transaction will be processed under Lakeland Tours and/or WorldStrides, please note all billing concerns should be directed to GET Travel Sports toll free number 888-877-4445 Option 3.

-- 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 GET Sports 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.

--Room cancellations received in writing by the appropriate dates will receive a 50% refund, less any stated transaction and/or change fees. Email Read Receipt sending option is recommended.

--Registration fees, once paid, are 100% non-refundable.

--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.

--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, 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.

--When applicable, if you cancel, amounts paid, less applicable non-refundable or 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 checked into upon arrival to request another room or have maintenance attend to it. 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 this program is cancelled, hotel payments and registration 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. 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 is not guaranteed.

### **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.) 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.

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

Check-in time is typically between 3 and 4 p.m. and check-out time is normally between 11am and 12pm (During peak periods, check-in may be delayed one to two hours.) 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.

### **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.

### **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.

### **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](mailto:info@gettravel.com)***