

## 2017 Super Heroes Half Marathon Terms & Conditions

### 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.

### HOTEL RESERVATION PAYMENT PROCEDURES and IMPORTANT DEADLINE DATES:

-- A \$75 per room DEPOSIT due upon each room reservation for bookings made before 10/3/2017, at 5pm PST (of which \$25 per room is a non-refundable Administration/Processing fee). 5:01pm and after on 10/3/2017, full payment is required for all bookings made. A deposit holds your reservation and full payment confirms it.

--All DISNEY hotel reservations require a 2 night minimum stay.

--All DISNEY GOOD NEIGHBOR (Offsite) hotel reservations as part of a runner registration package require a 2 night minimum stay.

--Hotel "room only" purchase options are available to family, friends and spectators. Offsite hotels have no minimum night stay if not involved in a runner registration package purchased through GET Sports.

-- If Disney room nights are cancelled below the minimums, the entire reservation is subject to cancellation. Race registration package and hotel arrangements are required to be made together.

--Last day to cancel "room only" reservation for Full Refund, less the \$25 Administration/Processing fee, is 10/3/2017 at 5PM PST. Runner registration packages that include a room reservation are non-cancellable.

--FINAL PAYMENT will be processed 10/4/2017 starting at approx. 9 AM PST unless previous arrangements are made. All credit cards on file will be automatically charged the full balance on account as of 10/4/2017. It is the responsibility of the reservation holder to have the preferred credit card on file with GET Sports prior to 10/4/2017. The final payment can be paid by check, money order, or cashier's check and should be sent to: GET Sports - Attn: 2017 Super Heroes Half Marathon, 5080 Robert J Mathews Pkwy, El Dorado Hills, CA, 95762. Checks must be received by 10/4/2017. Note: Cash or ACH payments not accepted.

-- All credit card payments are processed through WORLDPASS TRAVEL GROUP on behalf of GET Sports. Final confirmation/receipt will be emailed to you via the email address supplied, unless otherwise requested.

-- 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 "applies to applies" to the GET Sports room rate and inclusions offer and be brought the attention of GET Sports within 7 days of booking.

### Disneyland® park tickets **ARE NOT INCLUDED** in the race registration package for the 2017 Super Heroes Half Marathon. TICKETS MUST BE PURCHASED IN ADVANCE.

--Any current or future Disneyland theme park ticket incentive or promotion offered by GET Sports is subject to change or cancellation at any time at the discretion of GET Sports. Specific parameters apply to receive the offer and are based on the amount of tickets and/or ticket types on order, per account, and paid in full at promotion end date. Additions/changes are applicable at regular rates afterwards.

### 2017 Super Heroes Half Marathon Registration Package Bookings:

2017 Super Heroes Half Marathon Registration Package Booking Requirements:  
Runner Registration Packages include the guest's selected race or races, and 2 night hotel minimum at any program hotel offered by GET Sports, including the Disneyland properties. If room nights are reduced or canceled below the minimum, the race registration with included base ticket will also be canceled at the full cost of the purchaser.

Hotel and registration arrangements are required to be made together. Packages will be offered until we are sold out of our allotment, or the deadlines dates below, whichever comes first. To guarantee your registration package(s) you must pay the non-refundable deposits and final payments in accordance with the deadlines stated in the terms and condition. These guaranteed registration packages are non-refundable, non-deferrable, non-changeable and non-transferable.

### REGISTRATION PACKAGE PAYMENT PROCEDURES and IMPORTANT DEADLINE DATES:

-- The full cost of all registration(s) are due at time of booking and are non-refundable.  
- If an upgrade to a registration is made, there will be a \$25 processing fee incurred.  
- If a name change or switching of a registration to another person is made, the same \$25 processing fee above, will apply.  
- The last day to change/upgrade/switch a registration is: October 17<sup>th</sup>, 2017  
--GET Sports accepts the following major credit cards: Discover, Visa and Mastercard. We do not accept cash or ACH payments.

-- All credit card payments are processed through WORLDPASS TRAVEL GROUP on behalf of GET Sports. Final confirmation/receipt will be emailed to you via the email address supplied, unless otherwise requested.

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

--All cancellations and changes must be made in writing to the GET Sports corporate office via the official change form only. Change forms are disabled 72 business hours out and direct verbal communication must be made. GET Sports' Official Change Form can be submitted directly online, emailed, printed & mailed, or faxed. Email Official Change Form to: changes@GETTravel.com; mail to GET Sports - Attn: 2017 Super Heroes Half Marathon, 5080 Robert J. Mathews Parkway, El Dorado Hills, CA 95762 or; Fax: (916) 939-6806. To guarantee receipt of delivery for US Mail it is suggested that you send your letter "Return Receipt Requested".

--cancelled accounts will incur, at minimum, a \$25 cancellation fee

--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.

-- For runner registration packages: The last day to reduce additional room nights reserved above the 2 night minimum is 10/3/2017 at 5pm PST.

-- For room only reservations, the last day to cancel or reduce a reservation is 10/3/2017 at 5pm PST. And will incur a \$25 cancel fee.

--For a hotel reservation cancellation made 5:01pm or after 10/3/2017 through 5 business days prior to arrival at 5pm PST, there is a cancellation fee equal to one night's room and tax/fees, plus any additional cancellation fees assessed by hotels or other suppliers. Cancellations made after 5pm PST 5 business days prior to arrival will receive no refund.

--Non-runner occupants in a registration package room or "room only" guests are able to cancel or reduce tickets up to 10/25/2017 at 10:00am PST (w/ \$5 per ticket cancel fee). New ticket orders are available only up to 10:00am on 10/25/2017.

--Ticket only accounts- Ticket only accounts cancelled after the Final Payment date of 10/4/17, will incur a \$5 per ticket cancellation fee

--Tickets and ticket types on an account at 2:01pm Pacific time, on 11/6/2017 will be NON REFUNDABLE with no changes, exchanges or post event shipping for those who do not use or pick up their tickets

--No refunds will be made for unused Disneyland® Resort theme park tickets or Disneyland® Resort theme park tickets that are pre-shipped, not picked up from GET Sports onsite, or once tickets have left possession of GET Sports in any way. All tickets and options are non-transferable, non-changeable, non-deferrable and non-refundable.

--No refunds will be given to no-shows, reduced nights or for early departures.

--Race registrations are non-refundable, non-deferrable and non-transferable upon booking.

-- For changes after the rooming deadline, there is a \$25/per change, fee. The change fees must be paid in addition to any increase in rate resulting from the change.

--If your air has been ticketed, there will be an additional cancellation or change fee per ticket equal to the cancellation or change fee assessed by the airline.

--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 race is cancelled, hotel payments on account are non-refundable based on the terms of the 3rd party confirmed hotel agreements.

### REFUNDS:

--If you cancel, amounts paid, minus cancellation fees due on date of cancellation (see terms above) and any other amounts owed, will be refunded within 30 days after scheduled departure date.

--No refunds will be made after travel has commenced or if a flight is missed/delayed.

### CHANGE PROCEDURE:

--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.

--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.

-- Change forms must be filled out and direct verbal contact must be made for changes made 72 business hours out from your arrival date.

### 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 2 adults per room.

### 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 one to two hours.) Most hotels will store luggage for guests arriving before check-in time and/or departing after check-out time. Early check-in and late check-outs are not guaranteed and may require an additional fee if available. 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.)

### HOTELS:

Guests are responsible for their own safety and are responsible for damaged or missing equipment, furnishings or other provided amenities. Additional cleaning and damage fees may apply. No refunds or reductions in pre-paid rate are granted for mechanical failures or malfunction, interruption of utilities or other maintenance problems concerning air conditioners, heaters, dishwasher, washer, dryers, televisions, VCR/DVD players, swimming pools, or other appliances or amenities. 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, nor any program hotel, make any promises or guarantees relating to room block placement and/or individual special requests. GET Sports does not control any additional group or leisure business that any program hotel property books into its hotel and cannot be held responsible of the actions or behavior of others.

### RACE REGISTRATIONS:

If you purchase a race registration through GET Sports you are responsible for submitting all required race registration information (including proof of time for corral placement). By submitting your registration electronically/secure fax, you acknowledge that you have read and understood the text presented to you as part of the registration process. You must pick up your own participant packet (which includes your event-issued bib number and timing device) during the Fitness Expo's regularly scheduled hours. **Individuals will no longer be able to pick up participant packets on behalf of others.** Runners are not allowed to bring proof of your estimated finish time to the Runner Relations booth during the Expo to have your start corral placement changed.

### 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.

### DISNEYLAND THEME PARK TICKETS

**OFFICIAL NOTICE:** The specially priced theme park ticket policies and procedures have changed from previous events and these terms serve as notice to all GET Sports account holders and their guests.

--Tickets are sold by GET Sports in advance of guest arrival only.

--GET Sports WILL NOT HAVE A BOOTH OR TICKET PICKUP AVAILABLE AT THE 2017 SHHM RACE.

--**Tickets can no longer be purchased or upgraded onsite as in previous years. We do not have personal contact information on all occupants of all rooms; therefore it is the responsibility of the account holder to notify travel companions, friends and family attending this event and forward.**

--Starting 10/11/17, ALL tickets purchased through GET Sports must be shipped in advance. The shipping fee will be reduced from \$22 to \$15 starting on 10/11/2017. They will not be in the runner packets distributed by runDisney.

--The ticket & ticket shipping deadline date for the Continental US (not including Hawaii or Alaska) is 10/25/2017 at 10:00am PST. International ticket shipping is not an option.

--The last day/time to place online orders for new tickets for on-site pick-up is 10/25/2017, 2:00pm California Time (PST).  
----The last day/time to upgrade or cancel tickets on account for on-site pick-up is 10/25/2017, before 2:00pm California Time (PST) w/ \$5 per ticket cancel fee.  
--After this cutoff, please call GET Sports for any ticket needs and we will try and accommodate your ticket needs and ship them to you.  
--All tickets on account are considered FINAL as of our deadline date and will be NON REFUNDABLE with no changes, exchanges or post event shipping for those who do not use or pick up their tickets.  
--The amount paid for tickets purchased through GET Sports cannot be applied toward upgraded tickets or annual passes with Disneyland directly.  
--Tickets lost, damaged, stolen or not picked up are not replaceable or refundable.  
--Hotels and Tickets ordered in advance are also available to family, friends and spectators.  
--Prices are available through GET Sports and include sales tax. All tickets and ticket options are non-transferable, non-deferrable, non-changeable and non-refundable.  
-- No refunds will be made for unused Disneyland® Resort theme park tickets or Disneyland® Resort theme park tickets that are not picked up. Once tickets have left possession of GET Sports, All tickets and options are non-transferable, non-changeable, non-deferrable and non-refundable.

All tickets ordered on and before 5pm PST on 10/25/2017 (for Continental US Addresses) will be shipped (if selected and purchased shipping option) to the address noted on your invoice after the official shipping deadline date via UPS, and is expected to arrive on or before Tues, 10/31/2017. There is a minimum fee of \$22 per Continental US shipment. \$15 per shipment starting on 10/11/2017.

Please be advised that there will be **no opportunity** for onsite ticket pick up at the EXPO. 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.

Visiting more than one Theme Park on the same day requires the Park Hopper® option. Parks, restaurants, attractions and other recreation and entertainment are subject to change or cancellation without notice and may change operating hours or may close temporarily due to refurbishment, capacity, inclement weather or special events, and may otherwise change or be discontinued without notice and without liability to the owners of GET Sports/Lakeland Tours, LLC. Ticket media is not valid for special or premium events or other activities, which are separately included. \*\*All features and/or final purchase cut off dates of Theme Park tickets are subject to change without notice.

Disney theme park tickets included in any GET Sports race registration or race package sales that are not picked up from GET Sports during the official Health & Fitness Expo hours 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 any options left at time of call for receipt of tickets not picked up. A GET Sports emergency contact number is provided in our Event Travel Guide posted online at [www.gettravel.com/swmh/](http://www.gettravel.com/swmh/) and a link is emailed to all guests in advance.

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)