

**2019 VEX Robotics World Championship  
Terms and Conditions**

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. GET Sports is the official booking agent for this event on behalf of REC Foundation.

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

--Additional room or room nights requested at any hotel that requires GET Sports to add to its contracted room block can be requested to be paid in full at time of booking.  
--Signed and Approved School Purchase Order Documents are considered a valid form of payment.

**1) FOR PROGRAM HOTEL - Embassy Suites Downtown:**

-- Group Utilization Date: 3/13/19. Groups are considered 5 or more rooms per team and are subject to a guarantee 80% actualization of room nights deposited on at this date.  
-- \$50 refundable deposit per room is due by 14th day of hold. All blocks held without deposit will expire on or before 3/13/19 at 5pm PST.  
-- Last day to reduce or cancel individual reservations for full refund is 3/13/19 by 5pm PST.  
-- Reservation arrangements on file after 5:00pm PST on 3/13/19 are non-refundable if cancelled, reduced, or for no shows and early departures. Full Room blocks cannot be cancelled or moved to a different hotel after this date.  
-- COMPLETED HOTEL OCCUPANT LIST with full names and age designations are due on or before 3/13/19 before 5pm PST. It is the responsibility of the account holder to verify all names and age designations are correct by this date.  
-- FINAL PAYMENT is processed 3/14/19 by 9:00am 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. All school checks are due as of this date. No reservations will be sent to the hotel that are not successfully paid in full, or with School P.O. on file.  
-- Bookings made on or after 3/14/19 must be paid in full at time of booking.  
-- Change fees apply after 3/22/19.

**2) FOR PROGRAM HOTELS - Hampton Inn Airport, Residence Inn Airport, Springhill Suites Airport, Tru by Hilton Airport:**

-- Group Utilization Date: 3/20/19. Groups are considered 5 or more rooms per team and are subject to a guarantee 80% actualization of room nights deposited on at this date.  
-- \$50 refundable deposit per room is due by 14th day of hold. All blocks held without deposit will expire on or before 3/20/19 at 5pm PST.  
-- Last day to reduce or cancel individual reservations for full refund is 3/20/19 by 5pm PST.  
-- Reservation arrangements on file after 5:00pm PST on 3/20/19 are non-refundable if cancelled, reduced, or for no shows and early departures. Full Room blocks cannot be cancelled or moved to a different hotel after this date.  
-- COMPLETED HOTEL OCCUPANT LIST with full names and age designations are due on or before 3/20/19 before 5pm PST. It is the responsibility of the account holder to verify all names and age designations are correct by this date.  
-- FINAL PAYMENT is processed 3/21/19 by 9:00am 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. All school checks are due as of this date. No reservations will be sent to the hotel that are not successfully paid in full, or with School P.O. on file.  
-- Bookings made on or after 3/21/19 must be paid in full at time of booking.  
-- Change fees apply after 3/29/19.

**SPRINGHILL SUITES AIRPORT, RESIDENCE INN AIRPORT, HAMPTON INN AIRPORT AND TRU BY HILTON** have a 4 night minimum stay for VRC teams and a 3 night minimum stay for VEX IQ teams. For VRC the 4 night minimum must include the dates of 4/24/19-4/28/19 and VIQ 3 night minimum must include the dates of 4/28/19-5/1/19.

**3) FOR PROGRAM HOTELS - Courtyard Marriott East, Hilton Garden Inn Airport, Louisville Marriott Downtown, Omni Hotel, Quality Inn East, Sheraton Riverside, Wingate East:**

-- Group Utilization Date: 3/27/19. Groups are considered 5 or more rooms per team and are subject to a guarantee 80% actualization of room nights deposited on at this date.  
-- \$50 refundable deposit per room is due by 14th day of hold. All blocks held without deposit will expire on or before 3/27/19 at 5pm PST.  
-- Last day to reduce or cancel individual reservations for full refund is 3/27/19 by 5pm PST.  
-- Reservation arrangements on file after 5:00pm PST on 3/27/19 are non-refundable if cancelled, reduced, or for no shows and early departures. Full Room blocks cannot be cancelled or moved to a different hotel after this date.  
-- COMPLETED HOTEL OCCUPANT LIST with full names and age designations are due on or before 3/27/19 before 5pm PST. It is the responsibility of the account holder to verify all names and age designations are correct by this date.  
-- FINAL PAYMENT is processed 3/28/19 by 9:00am 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. All school checks are due as of this date. No reservations will be sent to the hotel that are not successfully paid in full, or with School P.O. on file.  
-- Bookings made on or after 3/28/19 must be paid in full at time of booking.  
-- Change fees apply after 4/5/19.

**4) FOR ALL OTHER PROGRAM HOTELS NOT LISTED ABOVE:**

-- Group Utilization Date: 4/3/19. Groups are considered 5 or more rooms per team and are subject to a guarantee 80% actualization of room nights deposited on at this date.  
-- \$50 refundable deposit per room is due by 14th day of hold. All blocks held without deposit will expire on or before 4/3/19 at 5pm PST.  
-- Last day to reduce or cancel individual reservations for full refund is 4/3/19 by 5pm PST.  
-- Reservation arrangements on file after 5:00pm PST on 4/3/19 are non-refundable if cancelled, reduced, or for no shows and early departures. Full Room blocks cannot be cancelled or moved to a different hotel after this date.  
-- COMPLETED HOTEL OCCUPANT LIST with full names and age designations are due on or before 4/3/19 before 5pm PST. It is the responsibility of the account holder to verify all names and age designations are correct by this date.  
-- FINAL PAYMENT is processed 4/4/19 by 9:00am 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. All school checks are due as of this date. No reservations will be sent to the hotel that are not successfully paid in full, or with School P.O. on file.  
-- Bookings made on or after 4/4/19 must be paid in full at time of booking.  
-- Change fees apply after 4/12/19.

--Air Travel nor transportation to your hotel is included in the hotel rates, but can be quoted for you. Meals or other local transportation is not included unless specified on the booked hotel information on our website.

--Transportation to the Kentucky Expo Center is not included unless specified on the list of VEX Shuttle hotels and specific hotel information pages on our website.

-- GET Sports reserves the right to alter the payment terms for blocks of more than 10 rooms.

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

--To secure rooms until the final payment date, a \$50 per room deposit, of which \$40 is refundable if cancelled by the deadline dates stated above. 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.

--Unless otherwise agreed upon in writing, any payment requested to be paid by school check must have all the proper signed and approved purchase orders in house by the deadline dates above.

--Non-payment of hotel reservations by the date GET Sports has to guarantee and pay in full for the reservations will be cancelled. New requests will be based on payment and space availability at time of call.

--All credit card payments are processed with the name of GET-USA-ADVEMER TRAVEL 916 939 6805 CA on your statement. Final confirmation/receipt will be emailed to you at 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-group, non-refundable pay in advance rates, employee, government or AAA rates meant for leisure and 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 14 days of booking.

--When you the client provides 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 corporate office at [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.

--Changes that result in additional fees or charges for falling below any stated minimum to qualify for "group or discounted" rates from the hotels will be passed onto the account holder and payable prior to arrival.

--Groups: (5 or more rooms) Cancellations received on or before specified deadline dates above are 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.

--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.

--Wire Transfer Fees - There is an additional administrative fee of \$40 per transfer for International wire payments and \$15.00 per U.S. Domestic Wire transfer. Written instructions on how to wire transfer funds to us are available. 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.

-- 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, or by the specific schedule provided by your agent.

--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 3 to 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 tickets provided must be returned in order to process a refund. We reserve the right to make refunds in accordance with the method that payment was received.

--GET Travel cannot guarantee the hotel opening or closing schedules of outdoor or indoor recreation options (pool, sport courts, BBQ, etc.).

--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.

--It is the guest's responsibility to contact GET Travel for any hotel reservation or ticket needs or concerns while in Louisville. The number to call Mon-Fri from 10:30am-8pm is 888-877-4445, option 3 and the after hours numbers are 407-404-0622 or 916-990-6701.

--EVENT CANCELLATION: In the rare case where an event 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 booked together as a group and special requests/needs are submitted to the hotel on your behalf, but this is not guaranteed.

**KENTUCKY KINGDOM TEAM PARTIES (OPTIONAL):**

Kentucky Kingdom team party tickets are optional and are to be purchased from GET Sports. \$30 PRE-ORDER DEADLINE IS SUNDAY, 3/24/19 at Midnight. **Purchases are non-refundable and non-changeable after 3/24/19 at Midnight (Pacific Time), or upon purchase after this date.** This is an evening exclusive event conclusion party that will be closed to the general public. The 2 water rides at Kentucky Kingdom and the Waterpark will be closed. The VRC party is Saturday, April 27, 2019 from 6:00pm to Midnight and the VEX IQ party is Tuesday, April 30, 2019 from 6pm to 11pm. There is a Buffet Meal at Picnic Grove or non-buffet meal option. Distribution will start the day before your party date after 1:00pm up to 5pm the day of your party from the GET Travel booth location inside Kentucky Expo Center. Pricing increases by \$15 on 3/24/19 at 12:01am through the party dates. Event will happen in rain or shine and hot or cold weather conditions, although if severe weather is predicted a date change will be announced in advance. Program Hotels with Tournament shuttles will have shuttles to/from Kentucky Kingdom; otherwise transportation is on your own. Parking at Kentucky Kingdom is an additional fee. Best option is to walk from Expo Center to Kentucky Kingdom entrance. Ticket distribution & sales lines can get long at times so please plan accordingly. Account holder is expected to pick up wristbands with identification unless other written instructions are provided allowing another designated person to pick up. If it is OK to have parents purchase tickets on the team's account to pick up all tickets at once, please provide the account six digit traveler ID # to them to call in with or order online with.

**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.)

**TRAVEL INSURANCE**

Travel insurance is not offered or sold by GET Sports for this International program. In order to protect your investment, it is highly recommended to look into it as soon as it is booked and purchase separately through alternate resources you may have or third party agents.

**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). 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 hotel property books into its hotel 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.