

Frequently Asked Questions about our Camping World Programs

– **What is our payment schedule?**

Your group leader has a schedule of financial deadlines; it lists partial payment dates as well as the final due date (60 days prior to departure). If paying as a group your group leader is in charge of collecting individual payments and sending all payments to WorldStrides. If paying as individuals, then each family is responsible for making all payment to GET Sports by stated deadlines.

– **Are there any discounts available for families?**

All non-performers receive a \$100 discount off the group's base package price.

– **How is the program chaperoned?**

The group leaders, as well as the other chaperones traveling with the group, are responsible for enforcing proper behavior among participants to ensure a smooth and safe program. Chaperones are selected by your group leader.

– **How can participants coordinate group air for our trip?**

GET Sports/WorldStrides has an in-house air-booking team and works with all major national carriers. Group air rates are available through us for group sizes 10 or more seats on most regularly scheduled flights. The advantage of group bookings will often allow for better group ticket rates than the rates you can find on your own, and the convenience of all the group traveling together while we manage all seats, payments and ticketing with the airlines.

– **Can a parent change his or her child's flight times and destination?**

Due to the nature of group travel, we are unable to change any aspect of the flight, including departure and return flight times and destinations.

– **Can a parent use his or her frequent flyer miles or receive flight rewards?**

Due to the already discounted group rate, the airlines do not allow the use of individual frequent flyer programs. Therefore, group travelers are not eligible to use or earn frequent flyer miles.

– **Can package inclusions be purchased separately?**

All trip inclusions are part of a group package. The same program is offered to all attendees and cannot be separated. For welfare reasons, all group travel participants follow some package itinerary.

- **Are participants required to do all of the activities in the package?**
 Performers are required to attend all event related activities. Non-performer travelers who choose not to participate in some of the included activities will be on their own and not eligible for additional discount or refund.
- **Which hotels does GET Sports/WorldStrides use?**
 Most of hotels are nationally recognized chain hotels such as Marriott, Hilton, Sheraton, Holiday Inn, Hampton Inn, or comparable. Each hotel is chosen for its cleanliness, hospitality, and safe location. GET/WorldStrides hotels are student-friendly and are rated by customers every year. Approximately 60 days prior to departure, WorldStrides will share with your group leader the specifics about the group’s hotel accommodations.
- **Do participants get to choose their own roommates?**
 Most participants will get to choose their own roommates. Ultimate approval of all roommate selections rests with the group leader. Youth (Non-adult) participants are placed four to a room with double beds in each room. Adults are typically 2 per room.
- **Do participants have to use our group program hotel accommodations?**
 Hotel accommodations along with game tickets, meals, and local transportation are a part of the event package. For safety and convenience, it is important that participants stay in the designated hotel. No deviations are allowed.
- **Are parents allowed to watch rehearsals?**
 The halftime rehearsals are closed to parents and other spectators (except for chaperones). All performing participants must attend rehearsals; final rehearsal is mandatory for all participants and with the full cast and in costume.
- **How can I purchase additional game tickets within the group?**
 Game tickets are a part of your performance event package. Purchasing additional tickets outside of your group package can be done on your own through an outside ticket broker.
- **Where will our seats be at the game?**
 We will not know seats locations until early Dec. Actual game tickets and individual seat locations are delivered to GET/WorldStrides just a few weeks before the game (following the official match up announcement of the participating NCAA teams).
- **What type of accident insurance does the performance package include?**
 All participants are provided accident, illness, and accident-related dental insurance coverage up to \$7,500 for accident, \$1,500 for illness, and \$750 for accident-related dental. Pre-existing conditions are not covered and certain other exclusions apply. Any charges not covered are the responsibility of the participant.

What is the cancellation policy?

- If a reservation is canceled by the group, Director or participant, within seven calendar day grace period following initial receipt of written confirmation or initial payment invoice from WorldStrides (whichever is received first), the program may be canceled and a full refund issued.
- If cancellation occurs beyond the seven day grace period but at least hundred & twenty (120) days prior to departure, WorldStrides will refund all amounts paid less a \$175 processing fee per person and all applicable fees and penalties levied by airline, hotels, retailers and other vendors.
- If cancellation occurs beyond the hundred & twenty days but at least sixty (60) days prior to departure, WorldStrides will refund all amounts paid less a \$250 processing fee per person and all applicable fees and penalties levied by airline, hotels, bus companies, retailers and other vendors.
- If the reservation is canceled by the group, Director or participant less than sixty (60) days but more than fourteen (14) days prior to departure, WorldStrides will charge a 75% cancellation fee based on program price (including any amounts and other vendors).
- If the group, Director or participant cancels the reservation less than fourteen (14) days prior to departure, no refund will be given

How much spending money should participants bring?

There is no specific amount a participant is required to bring. Beside some meals, all necessary costs are covered during the duration of the program. WorldStrides recommends bringing \$40 per person per day (for non-included meal costs). We typically suggest that participants bring an additional \$15 per day for souvenirs, gifts, etc. Please note that participants are responsible for paying any charges associated with checked baggage for departing and returning flights.

What kind of clothes should participants wear on tour?

Comfortable rehearsal attire and show appropriate shoes are a must. On non-rehearsal days, please refer to your event itinerary. As weather is often unpredictable, bringing rain gear, dressing in layers, and packing a jacket are recommended. We recommend checking the weather of your destination city prior to departing.

How much luggage can participant bring?

We recommend that participants bring one suitcase and one carry-on bag only. Participants carry their own bags, so please keep the weight manageable.

- If traveling by air: Luggage weight and dimensions must meet the requirements of the individual airlines. Please check with your airline for the most up-to-date information regarding baggage restrictions and fees. It is becoming more common for airlines to charge travelers an extra fee for checking their luggage. The cost for checking baggage is not included in WorldStrides' program costs. Before departure, remember that travelers will need to be prepared to pay these fees upon check-in for both departing and returning flights.



WorldStrides®
Explore. Discover. Become.



Performing Arts Programs Worldwide
(888) 877-4445