

2017 Europa Games - Orlando Terms and Conditions

GET Sports, as your provided travel company, has the following terms & conditions as part of your travel arrangements (hotels, transportation, attraction tickets, or other). As such your arrangements are subject to these terms & conditions. It is the responsibility of the individual booking any arrangements to provide every person involved in the reservation(s) a copy of these terms & conditions. All individuals and teams that are purchasing travel services must adhere to the official housing policy and all terms & conditions stated herein.

BOOKING PROCEDURES:

Reservations are not considered confirmed until a final payment is received and you have received a confirmation from GET Sports. Service 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.

PAYMENT PROCEDURES and IMPORTANT DEADLINE DATES:

-- A deposit of \$50 per room is due at the time of booking. Of which \$10 per room is a non-refundable Administration/Processing fee, A deposit holds your reservation and full payment confirms it.

--**FINAL PAYMENT** is due on **Tuesday – April 18, 2017**. Bookings made on or after April 18, 2017, must pay in full at time of booking. Larger group balances on large group reservations paid via credit cards may pay an additional administrative fee.

--Credit cards will be automatically charged on Tuesday, April 18, 2017 at approx. 10AM PST for any balance due on your account. A new authorization must be given on or prior to that date, or the final payment can be paid by check, money order or cashier's check, wire transfer & should be sent to:

--**GET Sports** – Attn: 2017 Europa Games - Orlando, 5080 Robert J Mathews Pkwy, El Dorado Hills, CA. 95762. Cash is not accepted and GET Sports will not take responsibility for losses.

Room block expiration: Blocks only held for 1 week (7 business days) at a time, unless other arrangements are made. Once expired, deposit will be required (per room) to reestablish. All room blocks on hold will expire Monday, April 17, 2017

--All Credit Card payments are subject to bank processing fees.

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

CANCELLATION, CHANGE FEES and DECLINED CREDIT CARD/NSF FEES:

Cancellation date: Monday, April 17, 2017

--For any cancellations made Monday, April 17, 2017 or earlier, there is a cancellation fee of \$10 per room. All cancellations must be in writing.

--Cancellations made 5:00pm or later on April 17, 2017 and up to the scheduled arrival date, all payments are non-transferable and non-refundable. No refunds will be given to no-shows or for early departures.

--All cancellations must be made in writing to the GET Sports corporate office.

Cancellations must be made in writing, via email, facsimile, or mail and sent to: info@GETTravel.com or GET Sports – Attn: Guest Services, 5080 Robert J. Mathews Parkway El Dorado Hills, CA 95762, Fax: (916) 939-6806, Attn: Guest Services. To guarantee receipt of delivery for US Mail it is suggested that you send letter "Return Receipt Request".

--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 a change made after Tuesday, March 7th, 2017 or changes that results in a rate change, there is an additional \$25 per room charge plus any change fees assessed by hotels or other suppliers. For changes, the change fees must be paid in addition to any increase in rate resulting from the change. All changes must be in writing.

REFUNDS:

--If you cancel, amounts paid, minus cancellation fees and other amounts owed, will be refunded within 30 days after scheduled departure date.

-- Cancellations made 5:00pm or later on April 17, 2017 are non-refundable.

CHANGE PROCEDURE:

--Changes must be made in writing, via email, facsimile, or mail and sent to: info@GETTravel.com or GET Sports – Attn: Guest Services,

5080 Robert J. Mathews Parkway El Dorado Hills, CA 95762 Fax: (916) 939-6806.

--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.

RATES:

All rates are subject to changes until account balance is paid in full. After balance 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. Incidental charges require an additional credit card authorization at the time of check-in as some amenities may be charged a fee such as (parking fees, refrigerators, microwaves, roll away beds, room service, etc.) unless they are part of the room rate published. GET Sports is not responsible for any incidental charges that might be added to your room charges, during your hotel stay.

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. Incidental charges require an additional credit card authorization at the time of check in.

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.

GET Travel Sports is not responsible for any lost or stolen items.

HOTELS:

Guests are responsible for their own individual 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, DVD players, swimming pools, or other appliances or amenities. Please do not hang laundry, uniforms or towels from interior room sprinklers or from balcony areas.

GET Sports does not take responsibility for renovations happening at Hotel property or any unforeseen technical, electrical, plumbing or mechanical failures at the hotel or attraction level.

These terms and conditions constitute the entire agreement between GET Sports 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 by both parties.

*For questions about these terms and conditions, please call **888-877-4445, option 3** or email- **info@gettravel.com***