

Frequently Asked Questions

1. **Do I need to book my accommodations through GET Travel?**

As with previous years, there is a housing policy associated with the event. To participate in the Kick It 3v3 Soccer WildCard Tournament or World Championships, all teams must book hotel accommodations through GET Travel Sports, the Walt Disney World® approved Travel Partner for this event for the past 6 years. Each team participating is required to book a minimum of 9 room nights per team (example: 3 rooms for 3 nights). These official Program Hotels help fund the costs associated for this event so your participation is a win/win

2. **For a successful travel experience, What are the key dates to remember?**

GET Travel will send out verbal and email reminders of upcoming deadlines to be aware of, but in a nutshell, below are the established deadlines for a successful travel experience. See the official terms and conditions on this website for the complete set of terms and conditions.

11/21/11 - Last day to establish a Team Room Block 7 day hold at your chosen hotel

12/5/11 - Last day to cancel with full refund less \$10 transaction fee, Reservations automatically processed for full payment with credit card on file

12/6/11 - 1/5/12 - Cancellation = one nights rooms & tax minimum

12/26/11 - Completed hotel rooming and flight information for all person traveling & using Disney's Magical Express

12/28/11 - Ticket shipping orders deadline (fee)

1/2/12 - Pre-purchased tickets deadline for pick up onsite

1/6/12 - No refunds for cancellations or reductions

1/11/12 - First day onsite at Disney's All-Star MUSIC and Caribbean Beach Resorts for ticket sales or pick up (9am)

3. **Why do I need to pay for my hotel rooms before I arrive?**

Think of this sporting event like a business convention at Walt Disney World®. There is a large volume of reservations to place over several hotels and a large amount of details and final preparation to cover based on the attendance level. The policy was created to help ensure a quality and successful event for all. GET Travel holds contracts with each hotel that has a 30 day cut-off date for guaranteed rate and room blocks. GET Travel provides sports teams with discounted hotel rates, guaranteed group blocks, specially priced WDW® Theme Park Tickets, and onsite guest service.

4. **When is final payment?**

12/5/2011. Reservations will be taken past this date at the group rate provided space is still available.

5. **How do I make my reservation?**

By using our Online Booking Engine on this website or by calling GET Travel at 888-877-4445, Option 3. You must have your Kick It ID #. Don't forget we are on the Pacific Standard Time Zone with office hours of 8:30am - 5:00 pm Monday - Friday. After 12/5/11, most hotels will be placed on a call for availability status.

6. Will my credit card be automatically charged on the final payment date?

YES, all accounts are set to be paid automatically with the credit card on file on 12/5/11. Please make sure your preferred credit card is on file with GET Travel prior to that date. Otherwise, you must call GET Travel at (888) 877-4445 or make alternate payment arrangements before 12/5/11.

7. What is the cancelation policy?

We understand that plans fall through or change sometimes. GET Travel does not charge a cancelation fee and will make every effort to get your reservation cancelled without charge. However, the hotel(s) you're reserved in imposes the following penalties to its customers that we are required to pass on: For a cancellation made 12/6/11 to 1/5/12, there is a minimum cancellation fee of One Night's Room & Tax per room plus any additional fees incurred by GET Travel from hotels or other suppliers up to the full value of the reservation.

There are no refunds if reservation is canceled or reduced after 1/6/12, or for early departures.

8. What is the deadline to pre-purchase Disney tickets at the website rates?

1/2/12. However, If you want tickets shipped prior to your arrival to the hotel, the order deadline for shipment of tickets is 12/28/11. Ticket will be shipped out 14 to 10 days prior to arrival.

9. Do my Disney Tickets expire?

Yes, Specially priced sports tickets are valid 7 days prior to event start date through 7 days after event ends. Please know these tickets are separate tickets and cannot be added to your room key or altered in any way by GET Travel or by Walt Disney World® Cast Members once picked up or shipped out.

10. Can I have my tickets shipped without a signature required?

No, for tracking purposes we must ship all tickets via Federal Express, adult signature required.

11. What happens if I need to change my reservation dates after final payment?

Reservation changes must be requested via the official GET Travel Change Form and will be processed based on availability and based on the event policies & terms and conditions.

12. How do I get to my Hotel from the Airport?

Please see the transportation section of this website. Those not eligible for Disney's Magical Express or who decline the service are to make their own transportation arrangements.

13. Is Transportation included to the Tournament Venues?

Only if you are staying at Disney's All Star Resorts or Disney's Caribbean Beach Resorts.

14. How far is my hotel from the Tournament Venues?

Between 2 to 10 Miles. Most of the hotels are within 3-6 miles from ESPN Wide World of Sports Complex.

15. What if I need to check out early?

There are No refunds for early check out

16. What if I want to extend my stay?

You may extend your stay as long as the hotel has availability. Rates may or may not be the same. Call your GET Travel representative.

17. When do I need to submit my team rooming information?

Rooming needs to be complete by 12/28/11 at the very latest. Please advise if you are arriving as a group or separately as individual families. Please remember, individual special requests and teams being blocked together are requests only and cannot be guaranteed by the hotel or GET Travel. Please remember, when families book late, have certain special requests, or arrive early and want a room immediately, it may affect your team block arrangements.

18. What is the size of the beds in the hotel room?

1 King bed or 2 Queen or 2 Double beds