



Disney's Field Hockey Showcase

FEBRUARY 9-13, 2012

TRAVEL GUIDE

OPERATIONAL
UPDATES AND ITEMS
TO KNOW

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After Hours or for an EMERGENCY situation while in Orlando, please call: 407-404-0622 or 916-899-9297

Your Handy Guide To All The Magic— Get In The “Know” Before You Go!

Thank you for choosing GET Travel Sports! We appreciate your participation and look forward to seeing you at the **Walt Disney World®** Resort. Please read this guide carefully as it provides useful information and it will help you squeeze every last drop of magic out of your journey to the Field Hockey Showcase. All information is subject to change.

How To Double Check Your Travel Account Status Online

To view your complete account information visit our website and log into your account directly. The Log In Steps Are:

1. Go to our website, www.GETTravel.com
2. Click on the Field Hockey event logo, then click “Your Account” in the left side menu bar.
3. Enter your Last Name and your 6 – digit Traveler ID #.
4. View your account, check for accuracy and make payments where indicated.

*If you have trouble viewing your account or if your account is not accurate, please call one of our expert customer service representatives: 888-877-4445, option 3 * Monday-Friday * 7:30AM-5:00PM Pacific Standard Time.*

Theme Park Ticket Pick-Up, Information & Services Desk

GET Travel Sports will have a desk on site during the event. For all Guests staying both on and off **Walt Disney World** property (**with the exception of Disney's Caribbean Beach Resort**) that did not choose shipping in advance, our Guest Service Desk is located at **Disney's All Star SPORTS Resort** in the hotel lobby. Guest service Staff will be available during the hours listed to the right for your hotel and ticket needs. We will also be at event registration on Wednesday at the Sports Complex. Pre-purchased theme park tickets, spectator tickets, meal vouchers and your final travel guide can be picked up at this Guest Service location at the hotel or event registration.

Main Resort Addresses:

Disney's All -Star SPORTS Resort

1701 Buena Vista Drive
Lake Buena Vista, FL 32830
(407) 939-5000

Disney's Caribbean Beach Resort

900 Cayman Way
Lake Buena Vista, FL 32830
(407) 934-3400

Disney's All Star SPORTS Resort Pick Up

Tuesday, February 7	12:00pm—6:00pm
Wednesday, February 8	9:00am—2:00pm
Thursday, February 9	9:00am—6:00pm
Friday, February 10	9:00am—6:00pm
Saturday, February 11	9:00am—12:00 noon

ESPN Wide World of Sports Complex Pick Up Hours

Wednesday, February 8	3:00pm—7:00pm
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For Caribbean Beach guests only!

For guests staying at Disney's Caribbean Beach Resort, On February 7, pre-purchased tickets will be left at the hotel's front desk for guest pick-up. Tickets needed prior to February 7 must purchase the pre-shipping option.

You can still purchase theme park tickets during the All Star Sports times listed above.



Don't forget to pick up your pre purchased tickets!

DON'T FORGET TO BUY YOUR SPECIALLY PRICED TICKETS!

Office Hours:
Regular Office Hours
7:30am to 5:00pm PST



Disney's Magical Express Service (DME)

Guests who made reservations at a Walt Disney World owned and operated resort are entitled to take advantage of Disney's Magical Express Service and receive complimentary round trip transportation from the Orlando International Airport (MCO). **January 6, 2012** is the deadline for all travelers wanting to use the Disney's Magical Express shuttle service to have your complete flight information into GET Travel Sports. Post deadline, please call GET Travel Sports at 888.877.4445 option 3, for your Room Reservation Number. Please note GET Travel is on the Pacific Standard Time Zone. Once you receive your Reservation Number, please call Disney's Magical Express directly at 1.866.599.0951. **Note:** Your room reservation number is required for Disney's Magical Express. Guests that do not have reservations for Disney's Magical Express prior to arrival are unable to use this complimentary service. More information on page 3 and <http://www.gettravel.com/FieldHockey/transportation.shtml>

Please see Page 1 for Important Information on Theme Park Ticket Pick Up, GET Travel Service Desk Location and Important Phone Numbers. For FAQ's & Forms Visit http://www.gettravel.com/FieldHockey/trip_resources.shtml

Walt Disney World® Theme Park Tickets for Sale

You can buy tickets on site during the event from GET Travel! Specially priced tickets are available for sale, below front gate prices! It's not too late! Tickets can be purchased during the times and at the locations listed on page 1. Make sure you stop by, purchase your tickets, and take time to enjoy the theme parks after a hard day of competition.

1 through 5 Day MAGIC YO
PARK HOPPER* Tickets
available, All at special prices for
Field Hockey Guests
& their families.



*Tickets Subject to Availability at time of Purchase. Quantities and Ticket Types Limited.
*Specially priced tickets are valid 7 days prior to event start date through 7 days after event ends. 1 day tickets are only available to Florida residents.

Important Phone Numbers

For Questions during business hours from 7:30 am to 5:00pm Pacific Standard Time, Monday through Friday, please call - **888.877.4445, Option 3**. After Hours or for an **EMERGENCY** situation while in Orlando, please call: **407-404-0622 or 916-899-9297**

For questions about your tournament schedule or any tournament related questions, please contact Disney Sports directly at: Phone: 407-938-3439 OR wdw.sports.field.hockey@disneysports.com



Event Transportation

... for Guests Staying at Walt Disney World® Resorts

All guests are responsible for providing their own transportation to and from the ESPN Wide World of Sports Complex and other event competition venues. Standard bus transportation to the **ESPN Wide World of Sports Complex** is available from Disney's All-Star Resorts, Disney's Caribbean Beach Resort and Disney's Pop Century Resort on a limited schedule. Bus schedules are produced 7-14 days prior to any event. These buses will run when events are taking place at the Sports Complex based on the following schedule:

One (1) hour prior to Sports Complex opening until 11:00 p.m. or Sports Complex close, whichever is later and is subject to Change at any time.

During the scheduled operating hours, buses from Disney's All-Star Resorts, Disney's Caribbean Beach Resort and Disney's Pop Century Resort to the ESPN Wide World of Sports Complex will arrive at the Sports Complex on the hour and ½ hour.

Due to capacities and schedules, these buses may not be able to accommodate teams and equipment. To ensure your team's on-time arrival for competition at the ESPN Wide World of Sports Complex, please make arrangements for your own transportation.

Parking is available at the ESPN Wide World of Sports Complex. General parking is free and valet parking is available on select event dates for a fee. In the event the Sports Complex parking lots fill to capacity, guests will be directed to alternate parking locations.

Transportation schedules and information is subject to change at anytime.

Special Note: Spectator admission is required for all tournament games at the ESPN Wide World of Sports Complex. Length-of-Event tournament passes (LOE) allow for admission into the Complex all days of the tournament and will be available for purchase at the box office of the **ESPN Wide World of Sports Complex**.

Hotels

When you arrive to your hotel please proceed to the hotel check-in counter and give your name and photo ID.

Hotel rooms are assigned by the last names of those people you registered with GET Travel. If you did not provide a full list of roommates prior to departure, your room(s) may be listed under the person who originally booked your room(s). If you have any room concerns or challenges upon check-in please call our on-site emergency number listed under the Important Numbers Section in this guide OR visit us the *Disney's All Star Sports Resort* Guest Service counter located in the hotel lobby during the hours listed on page 1.

Check In – Normal Check In time is after 4:00pm. For early travelers, every effort will be made to get guests settled as soon as possible.

Guests arriving before check-in time will be accommodated, as Their assigned room becomes available.

Check Out – Normal Check Out time is before 11:00am. For guests wishing to Check Out early please see the individual hotel policies below. Once you arrive, should you wish to Check Out early, please contact the GET Travel Emergency Services number listed. (Please see Early Departure Refund policies listed on the back page) Every effort will be made to accommodate all requests for connecting rooms, adjoining rooms and team room blocks. Due to the high volume of demand, timing of guest Check In and Check Out and the capacity of specific hotels we can not guarantee any specific room requests.

To accurately block your room and have the correct number of room keys issued for your room, all expected travelers are required to be listed by name in addition to any special requests*. This should have been completed on or before January 6th, 2011.



Family time in the hotel after a long day of Field Hockey

Walt Disney World® Park Hours & Park Updates:

VISIT:

<http://disneyworld.disney.go.com/calendars/>

Don't Forget about Disney's Extra Magic Hours for Resort Guests!!

Disney's Magical Express (DME)

Disney's Magical Express



Guests who made reservations at a Walt Disney World owned and operated resort are entitled to take advantage of Disney's Magical Express Service and receive complimentary round trip transportation from the Orlando International Airport (MCO). No need to worry about baggage claim as your luggage will be delivered directly to your resort room. (The Walt Disney World Swan and Dolphin Hotel, the hotels on or near Hotel Plaza Boulevard and Shades of Green are not included.)

Here's how the Disney's Magical Express Service works :

IMPORTANT: Guests must be 16 or older to travel unaccompanied on Disney's Magical Express.

1. Book a Magical Express reservation Guests must submit their rooming lists and flight information to GET Travel on or before **January 6, 2012** to be eligible for this service. To do so, please log into your account online and follow the directions listed under "Disney's Magical Express". All riders must be listed on your reservations, including children under 3.

2. Guests receive their luggage tags Approximately one week prior to arrival, you will receive an Airport Transportation Booklet containing general information and special luggage tags to attach to luggage prior to departure. If the booking is made within 10 days, there is no guarantee the booklet will be mailed in time.

If Guests do not receive their Airport Transportation Booklet, Guests will still be able to utilize the service. Upon arrival at Orlando International Airport, proceed directly to the Disney Welcome Center (B Side, Level 1).

A. Once you arrive at Orlando International Airport, please proceed directly to the **Disney Welcome Center** (B side, Level 1). You do not need to claim your luggage. Disney will obtain your information, collect your luggage and deliver it to your room at your Resort hotel. At the **Disney Welcome Center**, you will be asked for your airline baggage claim checks and a brief description of your luggage. You will also be asked to confirm your return flight information if you are using **Disney's Magical Express** Service for transportation back to Orlando International Airport at the end of your stay.

B. If you choose to collect your own luggage upon arrival, you can bring it with you on the motor coach. This luggage is responsibility of the guest and will not be delivered to the guest room.

3. Carry-on bags Please pack any valuables, medications or anything needed immediately upon arrival into Orlando in a carry-on bag. If you are carrying-on all of your luggage, you can bring it with you on the motor coach. Carry-on luggage is responsibility of the guest and will not be delivered to the guest room.

4. Arrival at Orlando International Airport The Disney Welcome Center is in the Main Terminal Building of Orlando International Airport on the B side on Level 1. The hours are 6:00 a.m. to 11:00 p.m., Disney is happy to extend those hours if you have booked Disney's Magical Express Service and your flight is scheduled to arrive after 11:00 p.m. If you arrive on the A side of Orlando International Airport, proceed to the B side before taking the elevator or escalator down to Level 1 of the Main Terminal Building There will be Disney representatives located on Level 2 (Baggage Claim) on both the A and B sides of Orlando International Airport if you need directions to the Disney Welcome Center Starting March 30, 2009, Luggage delivery service will no longer be available for arrivals to Orlando International Airport after 10pm. You will need to take your luggage to the Welcome Center for Disney's Magical Express. You and the luggage will be transported on the bus.

5. Transportation to the Resort The approximate travel time from the Orlando International Airport to your resort is 45-75 minutes. The motor coaches may make up to three (3) stops before arriving at your Resort hotel.

6. Luggage delivery to the resort It may take up to three (3) hours or more after you check in to your Resort hotel for your luggage to be delivered to your room. You do not need to be in your room to receive your luggage. Please pack any valuables, medications or anything you need immediately upon your arrival in Orlando in a carry-on bag.

7. Returning home The day before you check out, you will receive a Transportation Notice advising you of your motor coach pick-up time and giving you other general information. Your motor coach pick-up time will be approximately three (3) hours prior to your flight departure time from Orlando International Airport. You are responsible for bringing your luggage to the motor coach pick-up location.

A. If your airline flight changes, please contact Disney's Magical Express at 1-866-599-0951 with the new flight information.

B. Each guest must have a Magical Express reservation and cannot change their pick-up location to another resort or your pick-up time to a later departure.

Disney's Magical Express (DME) Cont...

8. Resort Airline Check-In Service Upon departure, all resort guests may take advantage of Disney's complimentary Resort Airline Check-In service for participating airlines. They can check their luggage and receive airline boarding passes at their Disney Resort hotel so there is no need to check-in at the airport. At this time, the service is available for guests flying domestically on these airlines: American, AirTran, Continental, JetBlue, Delta, Alaska, Southwest, US Airways, and United. Additional airlines may be added at a later date.

You must check in at the Resort Airline Check-In Desk located in the lobby of select **Walt Disney World Resort®** hotels up to 12 hours prior to your flight departure time (but no less than three hours prior) during operating hours. A valid government issued photo ID and Key to the World Card (your hotel room key) are required to participate. Resort Airline Check-In Service operates seven days a week, from 5:00 a.m. to 1:00 p.m. If you cannot check-in during these operating hours, you will need to check in directly with your airline upon arrival at Orlando International Airport.

9. Baggage Fees Guests who need to pay their luggage fees for AirTran, Alaska, American, Continental, Delta, JetBlue, Northwest, and US Airways will need to call Baggage Airline Guest Services at 407-284-1231 between 7:00 am and 11:00 pm prior to checking in at the Resort Airline Check-In desk. Otherwise, Guests must check in at the airport.

10. Luggage Weight For all airlines, each piece of luggage must be 50 pounds or less to use the Resort Airline Check-In service and it must comply with the airlines size dimension baggage policy. Overweight and oversized luggage cannot be accepted at the Resort Airline Check-In desks.

11. Multiple Bags Guests can use the service as long as they contact Baggage Airline Guest Services at (407) 284-1231 to pay the airline's excess luggage fees in advance of checking in at the Resort Airline Check-In desk. Guests with multiple bags also have the option to check additional pieces through their airline's ticket counters at Orlando International Airport. Excess luggage fees cannot be collected at the Resort Airline Check-In desk. The excess luggage fees vary by airline. Guests should inquire directly with their respective airline for applicable fees. Guests must pay with a credit card for excess luggage fees. MasterCard, Visa, and American Express are accepted. The Resort Airline Check-In desks are unable to collect excess luggage fees on behalf of an airline. Guests may contact Baggage Airline Guest Services at (407) 284-1231, seven days a week between the hours of 7:00 a.m. and 11:00 p.m.

Please note: Information is subject to change.

Important DME Facts!

You can only use Disney's Magical Express if you are staying on Disney Property in a Disney owned and operated Resort. The **Walt Disney World®** Swan and Dolphin Hotel, the hotels on or near Hotel Plaza Boulevard and Shades of Green are not included.

- If you switch to a different room, please notify GET Travel (see staff schedule, page 2) –Disney will need your new room #.
- If you signed up for Disney's Magical Express and do not use this service to reach your hotel upon arrival in Orlando, please contact GET Travel so we can rebook your return.
- If you check out of your Disney Hotel Room prior to your scheduled departure you will be unable to participate in Disney's Magical Express Program for your return trip to the Orlando International Airport..
- **IMPORTANT:** Please pack any valuables, medications or anything needed immediately upon arrival into Orlando in a carryon bag. If you will be attending a function the day of arrival, we recommend that you pack any items needed for that function in your carry-on bag as well reservation.



GET TRAVEL
SPORTS & EVENTS

Travel Insurance

Many travelers feel that a vacation or travel to a major sporting event is a significant financial investment, and it is vital to protect your trip and yourself. There are certain circumstances that could arise at the last moment causing you not to travel. There may also be situations arising at your destination that can be inconvenient and costly.



To view the complete details of the GET Travel Sports Protection Plan select the following link:

<http://www.gettravel.com/travelinsurance.html>



Fundraising

As a tour operator, it is our goal to help you and your group with quality travel products and services. When you or your group plan your travel itineraries, 'what's included' and 'how much it will cost' is of great importance. Once you have decided on your travel program, it is now time to set your goals and objectives. Ask yourself, 'Who's paying for this trip?' Will it be you, your community, your family, a corporation, the government, or will it be a combination of all these options? These are important steps to consider when approaching group fundraising. Please visit our webpage below for useful ideas and strategies. Good luck!

<http://www.goworldpass.com/fundraising/#goal>

THINGS TO KNOW BEFORE YOU GO ABOUT YOUR TRAVEL & TICKETS

- Any tickets purchased through GET Travel for the theme parks or sports complex will not be on your hotel room key. Please do not go to the parks before coming by the GET Travel service desk location at the All Star Sports Hotel or event registration on Wednesday..
- Packages that are not picked up by desk closing hours each day will be kept in the possession of GET Travel for pick up the next day, unless otherwise arranged in advance. Tickets are non-transferable and non-refundable and upgrades are not available once the tickets have left the possession of GET Travel.
- Packages not picked up as of 12pm on Saturday, February 11th will be left at your hotel front desk. After this time, GET Travel cannot be held responsible for deliveries that are lost, damaged or stolen.
- If you did not purchase the ticket shipping option when you made your reservations, the information on how, when and where to pick up your ticket package is outlined in this guide and on GET Travel's [Field Hockey Showcase website](#).
- Any equipment or other event shipping need to be made to the Sports Complex, not the hotel. The Disney busses that go to the sports complex are passenger shuttle busses and do not have cargo space.
- Length of Event and Theme Park tickets may appear similar but are in fact different. The back of your tickets have a description of where the ticket is to be used at. Each ticket will have a unique Serial Number underneath the bar code. Once you receive your tickets please take a moment to write this number down and store in a safe place. Should you lose the ticket this safety measure may assist you in replacement.
- If you wish to upgrade a pre-purchased ticket you will need to upgrade at the same time you pick up your ticket at the on-site ticket pick up location and date. Your request is based on ticket availability and is first come, first served. It is recommended to pre-order your desired tickets ASAP.
- **Walt Disney World®** Concierge or Guest Services cannot upgrade or change your GET Travel specially priced ticket in any way. Once the ticket leaves our possession you will need to purchase new tickets if it is decided you need another theme park day. Water park and Disney Quest only tickets are not offered by GET Travel. These can be purchased through Disney direct.
- If you ordered all theme park tickets as a large group and individual families are picking up tickets individually, please elect a group leader to notify us in advance of the pick up group schedule with names of the approved persons, please note this schedule should be within the normal service desk hours.
- If you are driving in, we recommend you get directions off the official hotel website versus relying on search engine maps or GPS's. It is our experience their information is incorrect.



GET TRAVEL
SPORTS & EVENTS

5080 Robert J. Mathews Parkway
El Dorado Hills, CA 95762
Phone: 888.877.4445
Fax: 916.939.6806
Email: info@gettravel.com

Travel for Athletes and Spectators



CANCELATION & EARLY DEPARTURE

What is the cancellation policy?

Last day to cancel a Disney hotel with full refund less \$10 transaction fee is 1/23/12. Last day to cancel a non- Disney (Offsite) hotel with full refund less \$10 transaction fee is 2/2/12, or 72 hours in advance. Whichever is earlier. Group utilization and credit card guarantee terms and conditions apply. There are no refunds if reservation is canceled or reduced after deadlines, or for early departures.

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

This is usually not a problem up to 72 business hours out. Reservation changes must be requested via the official GET Travel Change Form and will be processed based on hotel availability and based on the event policies & terms and conditions.

What if I need to check out early?

There are No refunds for early check out in most circumstances

Please [CLICK HERE](#) for a full version of our Frequently Asked Questions.



Thank you for using GET Travel Sports. See you at The Walt Disney World® Resort!

Hotel Addresses

www.mapquest.com

Buena Vista Suites

8203 World Center Drive
Orlando, FL 32821

Celebration Suites

5820 West Irlo Bronson
Memorial Hwy.
Kissimmee, FL 34746

Comfort Suites Maingate

7888 West Irlo Bronson
Memorial Hwy.
Kissimmee, FL 34747

Champions World Resort

8660 West Irlo Bronson
Memorial Highway
Kissimmee, FL 34747

Country Inn & Suites Orlando Maingate at Calypso Cay

5001 Calypso Cay Way
Kissimmee, FL 34746

Embassy Suites

8100 Lake Street
Orlando, FL 32836

Fairfield Inn

Marriott Village

8615 Vineland Avenue
Orlando, FL 32821

Hampton Inn & Suites South LBV

4971 Calypso Cay Way
Kissimmee, FL 34746

Hawthorne Suites LBV

8303 Palm Parkway
Orlando, FL 32836

Hilton Bonnet Creek

14100 Bonnet Creek Resort
Lane
Orlando, FL 32836

Hilton Garden Inn AND Homewood Suites by Hil- ton - LBV

11400 Marbella Palm Ct.
Orlando, FL 32836

Holiday Inn Resort LBV

13351 State Road 535
Orlando, FL 32821

Holiday Inn in the Walt Disney World Resort

1805 Hotel Plaza Blvd.
Lake Buena Vista, FL 32830

Hyatt Regency Grand Cypress

One Grand Cypress Blvd
Orlando, FL 32836
407-239-1234

Lake Buena Vista Resort Village & Spa

8113 Resort Village Drive
Orlando, FL 32821

Maingate Lakeside Hotel

7769 W Highway 192
Kissimmee, FL 34747

Quality Suites

8200 Palm Parkway
Orlando, FL 32836

Radisson Worldgate Resort

3011 Maingate Lane
Kissimmee, FL 34747

Residence Inn LBV

11450 Marbella Palm Court
Orlando, FL 32836

Residence Inn Sea World

11000 Westwood Blvd
Orlando, FL 32821

Royal Plaza Hotel

1905 Hotel Plaza Blvd.
Orlando, FL 32830

Spring Hill Suites Marriott Village

8601 Vineland Avenue
Orlando, FL 32821

Wyndham Lake Buena Vista Resort

1850 Hotel Plaza Blvd.
Lake Buena Vista, FL 32830

ESPN SPORTS COMPLEX

ESPN Wide World of Sports Complex

800 South Victory Way
Kissimmee, FL 34747

DISNEY HOTELS

Disney's All Star Movies

1991 West Buena Vista Drive
Lake Buena Vista, FL 32830-1000

Disney's All Star Music

1801 West Buena Vista Drive
Lake Buena Vista, FL 32830-1000

Disney's All Star Sports (MAIN HQ HOTEL)

1701 West Buena Vista Drive
Lake Buena Vista, FL 32830-1000

Disney's Animal Kingdom Lodge

2901 Osceola Parkway
Bay Lake, FL 32830

Disney's Beach Club Resort

1800 EPCOT Resort Boulevard
Lake Buena Vista, FL 32830

Disney's Boardwalk Inn

2101 North Epcot Resorts Blvd
Lake Buena Vista, FL 32830-1000

Disney's Caribbean Beach

900 Cayman Way
Lake Buena Vista, FL 32830

Disney's Contemporary Resort

4600 North World Drive
Lake Buena Vista, FL 32830-1000

Disney's Coronado Springs

1000 West Buena Vista Drive
Lake Buena Vista, FL 32830-1000

Fort Wilderness Cabins/ Campsites

4510 North Fort Wilderness Trail
Lake Buena Vista, FL 32830-1000

Disney's Grand Floridian

4401 Floridian Way
Lake Buena Vista FL 32830-1000

Disney's Old Key West

1510 North Cove Rd
Lake Buena Vista
FL 32830-1000

Disney's Polynesian

1600 Seven Seas Drive
Lake Buena Vista
FL 32830-1000

Disney's Pop Century

1050 Century Drive
Lake Buena Vista
FL 32830

Disney's Port Orleans - French Quarter

2201 Orleans Drive
Lake Buena Vista
FL 32830-1000

Disney's Port Orleans - Riverside

1251 Riverside Drive
Lake Buena Vista
FL 32830-1000

Disney's Saratoga Springs

1960 Broadway
Lake Buena Vista
FL 32830

Disney's Wilderness Lodge

901 Timberline Drive
Lake Buena Vista
FL 32830-1000

Disney's Yacht Club

1700 EPCOT Resort Blvd
Lake Buena Vista
FL 32830

