

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 Presidential Classic, all teams must book hotel accommodations through GET Travel Sports, the Walt Disney World® approved Travel Partner for this event. Minimally, all persons participating in the event (athletes, coaches, etc.) must adhere to the policy. 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.

- 12/23/11 - All Blocks released. Deposit due at time of booking.
- 1/11/12 -
 - 1) Completed Disney hotel rooming plus full flight information due for all persons using Disney's Magical Express Airport Service.
 - 2) Deadline for all Disney rooms on account to require a credit card for guarantee.
- 1/30/12 -
 - 1) Last day to cancel a Disney hotel with full refund less \$10 transaction fee
 - 2) Final Disney Payment due. Disney Reservations automatically processed for full payment with credit card on file
 - 3) Disney & Offsite Hotel Group Utilization Date (10 or more rooms) - 80% guarantee
 - 4) Completed Off Site hotel rooming due
 - 5) Ticket shipping orders deadline (Fed-Ex fee)
- 2/2/12 - Deadline for all Offsite (non-Disney) rooms on account to require a credit card for guarantee.
- 2/6/12 - Pre-purchased ticket order deadline for pick up onsite at Disney's All Star Sports Resort
- 2/13/12 -
 - 1) Last day to cancel an offsite individual hotel room with full refund less \$10 transaction fee
 - 2) Final offsite hotel Payment due. Offsite Reservations automatically processed for full payment with credit card on file, or 72 business hours prior to reservation start, whichever is earlier, unless otherwise stated in the hotel listing above.
- 2/15/12 - First day onsite at Disney's All-Star SPORTS for ticket sales or pick up (12noon)
- 72 Business Hours Out of reservation start - No refunds for cancellations, no shows or reductions

3. 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. Don't forget we are on the Pacific Standard Time Zone with office hours of 8:30am - 5:00 pm Monday - Friday. After 1/30/12, most hotels will be placed on a call for availability status.

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

Think of this athletic 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 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, air and ground transportation services, onsite guest service, and More!

5. **When is my reservation balance due?**

Please see #2 above. Onsite Disney and offsite or Disney has different deadlines for rooming, guarantee and payment in order to provide the best terms possible. Reservations will be taken past these dates at the group rate provided space is still available. Reservations not paid as of the stated final payment dates are subject to cancellation.

6. **Can we get the Disney Dining Plan through GET Travel?**

No, unfortunately the Disney Dining Plan is not an available option to add-on to your reservation. It is not provided by Disney Sports Attractions to GET Travel. However, the savings off retail rate of the event's specially priced rooms and tickets provides opportunity for more funds to be used towards meals. Ask your GET Travel representative for information on group meal options available to teams at area restaurants.

7. **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 the specified final payment dates in #2 above. 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 to make alternate payment arrangements in advance.

8. **What is the cancelation policy?**

Last day to cancel a Disney hotel with full refund less \$10 transaction fee is 1/30/12. Last day to cancel a non-Disney (Offsite) hotel with full refund less \$10 transaction fee is 2/13/12, 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.

9. **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.

10. **What if I need to check out early?**

There are No refunds for early check out in most circumstances

11. **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.

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

Rooming needs to be complete by 1/11/12 at the very latest for Disney properties and 1/30/12 for Non-Disney properties. 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 post deadline, have certain special requests, or arrive early and want a room immediately, it may affect your team block arrangements.

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

1 King bed or 2 Queen or 2 Double beds. Disney's bed sizes are mostly double sized beds, not queen.

14. How do I contact a GET Travel Representative on-site or after hours in case I have a question or issue?

GET Travel will have at least 1 emergency number to call once your travel commences and are outside the 11:30 am - 8:00pm EST regular office hours. Phone information will be included in the event's Travel Departure Guide and will be posted on this website, sent in an email blast, and posted to your traveler account with GET Travel. It is the responsibility of the individual booking the rooms to provide every person involved in the reservation a copy of the reservation terms and conditions and a copy of the travel departure guide.

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

2/6/12. However, if you want tickets shipped prior to your arrival to the hotel, the order deadline for shipment of tickets is 1/30/12. Ticket will be shipped out via Federal Express 14 to 10 days prior to arrival.

16. Can I purchase specially priced tickets onsite?

Yes. Ticket quantities and ticket types are limited on-site. Ticket sales can only be made at the hotel during published GET Travel guest service hours.

17. Can I get a Water Park only ticket through GET Travel? No. However you can upgrade any ticket to include additional visits to the Water Parks. DisneyQuest Indoor Interactive Theme Park or mini golf.

18. 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.

19. 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.

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

Please see the transportation section of this website. Those not staying on DISNEY® property are responsible for their own transportation throughout their stay. Those not eligible for Disney's Magical Express or who decline the service are to make their own transportation arrangements.

Those staying on a DISNEY® property are eligible to use the Disney's Magical Express service. Please see the transportation section of this website to understand the process and deadline dates for complete information (1/11/12). Please note that Disney's All-Star Resorts and Disney's Caribbean Beach Resort are the only program hotels that offer transportation to/from the ESPN Wide World of Sports Complex.

21. **Is Transportation included to the Tournament Venues?**

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

22. **How far is my hotel from the Tournament Venues?**

Between 2 to 10 Miles. The accommodations tab of this website states the exact mileage per hotel. Most of the hotels are within 3-6 miles of the ESPN Wide World of Sports Complex.

23. **Does GET Travel offer Travel Insurance?**

Many travelers feel that a vacation 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 Events Protection Plan, select the Travel Insurance link on this website.

[Book Your Travel Insurance Now](#)