



## 2019 USAV GIRLS' JUNIOR NATIONAL CHAMPIONSHIPS HOUSING FAQs

Team Travel Source cannot wait to work with you to ensure your housing needs are met. We look forward to providing top-notch customer service and are ready to EXCEED YOUR EXPECTATIONS!

We have put together the following FAQs. If you have additional questions, please reach out to Team Travel Source at [USAV@teamtravelsource.com](mailto:USAV@teamtravelsource.com) or call the USAV Customer Service Line toll-free at 1-844-875-4586. Team Travel Source's normal business hours are Monday through Friday 8:00 am – 7:00 pm EST and Saturday from 8:30 am – 5:00 pm EST.

### **STAY AND PLAY**

#### ***What is USAV's Stay and Play policy?***

The 2019 USAV Girls' Junior National Championships is Stay and Play. This means that to compete in the tournament, you must be staying in one of the official room blocks set up by Team Travel Source. All reservations must be made through the official general housing booking link or through a custom team/club booking link provided by Team Travel Source to your housing contact.

HOUSING CONTACTS: Please make sure that your parents know that they should NOT call the hotels directly or book with a direct hotel website. These reservations as well as third party bookings (Expedia.com, Hotels.com, etc.,) **will not be compliant with the Stay and Play policy and these rooms will NOT count toward 2020 lottery totals.** All questions, adjustments, requests or cancellations regarding your reservations must go through Team Travel Source as well.

Team Travel Source guarantees the lowest group rates available (exclusions include but are not limited to unconfirmed room types, non-cancellable rates, employee rates, government rates, advanced purchase rates, AAA and AARP rates). Team Travel Source will work with any club or team that may have a special situation (please see Exemptions).

#### ***Why is there a Stay and Play policy?***

Reasons for implementing the Stay and Play policy are to increase the amount of room nights available to teams and clubs and to help secure the lowest group rates. By increasing the amount of room nights actualized, USA Volleyball can prove to the host cities our positive impact on their local economy, thus building stronger relationships as well as helping to offset event expenses, enabling USAV to keep costs down.

#### ***Are there any exemptions from the Stay and Play policy?***

The following exemptions are allowed but must be verified as explained below. Please click here if you'd like to request an exemption: <https://www.teamtravelsource-sport.com/sport-exemption-form>

#1 – USING POINTS FOR A FREE ROOM - If you have enough points to redeem them for an entirely FREE stay, you can do this! Please book the room through the hotel directly and send a copy of your reservation showing that points were used to book your entire stay through the link above. Please make sure to list the athletes name and team/club you are with so your exemption is credited to the correct team. Please note that just 'receiving points' for staying at a hotel does not

qualify for an exemption. You must be redeeming for an entire free stay.

#2 – CLUB IS IN CLOSE PROXIMITY - If your club is within 75 miles of the venue, you are not required to stay in a hotel. This must be able to be verified through mapquest.com. Please visit the link above to apply for an exemption. You will need to provide your club address.

#3 – MILITARY OR GOVERNMENT DISCOUNT - If you are able to get a lower rate with a military or government discount, this will be accepted. You will need to email a copy of the confirmation showing that your reservation was booked at the military or government discount and the athlete's name and club through the link above. Please note, the hotel will require the military or government ID to be presented upon check-in, please have this information when you arrive.

#4 – STAYING WITH A FAMILY MEMBER - If you are staying with a family member that lives within 75 miles of the venue, you are not required to stay in a hotel. This must be able to be verified through mapquest.com. Please visit the link above to apply for an exemption. You will need the athlete's name and team name as well as the family member's name and address.

If have any questions, please contact Team Travel Source at [usav@teamtravelsource.com](mailto:usav@teamtravelsource.com) or on the USAV Customer Service Line toll-free at 844-875-4586.

#### ***What if the hotel I want is not on the list?***

We want to make sure you are able to use a property even if it is not on the hotel list. If you do not see a hotel that you are interested in on our list, please contact us at [usav@teamtravelsource.com](mailto:usav@teamtravelsource.com) or on the USAV Customer Service Line toll-free at 844-875-4586.

## **TEAM BLOCKS**

#### ***Why should I set up a team block for the tournament?***

We highly encourage you to set up a block for your team or club. This will allow us to track your reservations and will help to show your compliancy with the Stay and Play policy. It will also allow your room nights to count toward the Housing Lottery for the next year.

#### ***How do I go about setting up a team block for the tournament?***

For all teams attending the 2019 GJNC, you can set up a team block by filling out and submitting a block request on the link below. Once we receive your request, our team will be in touch to select the hotel that best suits your needs based off availability and your preferences. You will then receive a link to share with your parents that gives them exclusive access to the hotel rooms set aside for your team.

**LOTTERY TEAMS** - You will be contacted to set up your block (see specific lottery information on the GJNC page).

**PATRIOT TEAMS** - We will begin accepting team block requests on **Thursday, January 17 at 12 noon EST**. Room requests sent before this time WILL NOT be processed! You must be accepted as a patriot team before you request a block. Your block will NOT be set up until you have been accepted. You can click the link below to submit your team block request starting on **January 17 at 12 noon EST**. Patriot teams are only allowed to book at certain hotels. Please check the list to ensure it is a Patriot hotel before selecting it as an option.

**QUALIFYING TEAMS** – Once your team qualifies, you will be able to request your housing after you qualify for GJNC by clicking the link below. Once we receive your request, our team will be in touch to help select the hotel that best suits your needs based off availability and your preferences. You will then receive a link to share with your parents that gives

them exclusive access to the hotel rooms set aside for your team.

Please visit this link to see all specific housing details - <https://www.completetravelplan.com/usav-girls-jr-lottery-info>

### ***What are my reduction and cut-off dates?***

**LOTTERY CLUBS & CUTOFF DATES FOR 2019!** In order to manage inventory effectively, Team Travel Source will give each team block a cut-off date. For 2019, we have extended the cut-off dates for lottery teams to 14 days AFTER YOUR TEAM QUALIFIES for GJNC or April 15, whichever comes first. At that time, any rooms that have not been booked by your team will be released into general inventory.

### **PATRIOT AND QUALIFYING TEAMS**

Depending on when your team block is set up, you may receive both a reduction date and cut-off date or you may only receive a cut-off date. Your reduction date is your 1<sup>st</sup> deadline to actually BOOK rooms. If you do not pick up 50% of your room block by your reduction date, Team Travel Source will reduce your room block by 25%, and those rooms will be placed back into general inventory. Your cut-off date is the last date for your club to BOOK rooms in your team block. Any rooms that are not booked by your cut-off date will return to general inventory. Your reduction and cut-off dates will be communicated to you when you receive your block information and customized link.

Please pay close attention to these reduction and cut-off dates. They will be strictly enforced, which will enable to us to place as many teams in their hotel choice as possible.

### ***How can I keep track of my rooms?***

Each housing contact will receive a link to their dashboard to monitor pick up. This allows the housing contact to see how many rooms have been booked and to monitor to make sure your room block is being picked up to avoid losing rooms at the reduction and cut-off dates.

## **CANCELLATION FEE**

### ***Is there a cancellation fee?***

YES! In an effort to provide the best available options to all attendees and to ultimately secure as many people in the hotel of their choice, a \$40.00 non-refundable cancellation fee will be charged to the credit card on file for all reservations made for the 2019 USAV Girls' Junior National Championship that are cancelled after **May 2, 2019**.

This policy has been implemented to discourage individuals from holding multiple reservations at multiple properties and then cancelling the reservations at the last minute. Holding unnecessary rooms that are often in high demand does not allow others the ability to book these rooms. The cancellation fee will encourage attendees to make their official hotel selection prior to **May 2, 2019**.

Please note that this fee is separate from and in addition to any cancellation charges that you may incur from the hotel (please refer to your specific hotel's cancellation policy for accurate details). This charge is applicable only to full cancellations, and not to adjusted arrival and departure dates.

Team Travel Source appreciates your understanding as we work to accommodate as many people as possible in the hotel of their choice. If you need to modify or cancel your reservation, you can do so online via the reservation site or contact Team Travel Source at 1-844-875-4586. Office hours are Monday through Friday 8:00 am – 7:00 pm EST and Saturday from 8:30 am – 5:00 pm EST

## **LOTTERY INFORMATION (PLEASE SEE LOTTERY INFORMATION ON THE GJNC PAGE)**

### ***How do I get into the lottery for future years?***

USA Volleyball hosts a lottery for the clubs that book enough rooms nights to qualify. The lottery determines the order in which clubs will be pre-booked based on a random drawing. To see full details on the lottery, please see the Lottery information on the GJNC page.

## **RESERVATIONS**

### ***Do I need a credit card to make a reservation?***

YES, but payment is not due until the time of check-in for most of our contracted hotels. Any specific situations will be noted on the hotel information page in Passkey. However, to book a room, we will need a credit card to hold the reservation. We accept major credits, and all information is safe in our booking system, Passkey!

### ***How do I modify my reservation?***

Once you make your reservation, you will be able to modify the reservation by either going through the unique booking link provided to your team/club by Team Travel Source or through the general attendee booking link on the event website (click Existing Reservations at the top of the page). You can adjust check-in, check-out dates, etc. However, please note any changes the week of the event will need to be made directly with the hotel. Also, please note the cancellation fee listed above and the cancellation policy for your specific hotel.

If you need assistance in modifying your reservation, you are welcome to email us at [USAV@teamtravelsource.com](mailto:USAV@teamtravelsource.com) or call us on the USAV Customer Service Line toll-free at 844-875-4586.

\*Please do not call Passkey if you have a reservation question or to make a reservation – they will send you right back to us. Also, do not call the hotel to ‘check on your reservation’ as many times, we do not send rooming lists to the hotel until 2-3 weeks in advance. The only time you should contact the hotel is within a week of your arrival date.

### ***If my hotel choice is not available, can I be added to the waitlist?***

Absolutely! If ALL nights are not available upon booking, your entire reservation will be waitlisted. If we are unable to confirm all nights, you will be contacted via email with the choice to either cancel the entire reservation or remove any unconfirmed nights. If we do not receive a reply within seven days of the email, we will automatically remove unconfirmed nights and confirm your reservation for the available nights only. You will be responsible for any cancellation fees that may be incurred from that point forward.

## **CONTACT TEAM TRAVEL SOURCE**

### ***Who do I contact for more information regarding my specific tournament?***

To provide the best customer service for you, here are the best ways to get in touch with Team Travel Source regarding the 2019 Girls’ Junior National Championship!

- Team Block Questions – Juan McCrory – [Teamblocks@teamtravelsource.com](mailto:Teamblocks@teamtravelsource.com) or 502-234-1912.

- Overall USAV Housing Questions – Contact us at [USAV@teamtravelsource.com](mailto:USAV@teamtravelsource.com) or on the USAV Customer Service Line toll-free at 844-875-4586.

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