



FREQUENTLY ASKED QUESTIONS

HOTEL AND TRAVEL

1. What is the advantage of purchasing the travel package?

It is not required that you attend the NDTC on the travel package. The two main reasons teams purchase the package are convenience and savings.

a) Convenience - Everything is handled for you. *Disney's Magical Express* will pick you up and take you back to the airport. There is no hassle of renting vans or cars and finding drivers. Hotel registration is smoother and rooms are guaranteed. The NDTC office works together with the *Walt Disney World*® Resort to block your rooms so your entire group stays together.

If you book your own trip, you have to:

Step 1: Call travel Agency or airlines (which could take hours).

Step 2: Send in deposit for airline tickets.

Step 3: Call several hotels to get room rates and availability.

Step 4: Guarantee all rooms using person credit card for deposit.

Step 5: Request reimbursement check from the school.

Step 6: Send your rooming list to the hotel.

Step 7: Call car rental agencies to find out rates and regulations of drivers.

Step 8: Fill out registration form for the NDTC and mail in with registration fees.

If you book with NDTC you have to:

Step 1: Use Altour or your local travel agent to book flights. You can contact Altour for your travel needs by emailing varsity@altour.com.

Step 2: Register online at uda.varsity.com

b) Savings- Because of our partner ship with the Walt Disney World Resort, the NDTC is able to negotiate discounted rates for hotel rooms and theme park tickets.

2. In which hotel will we be staying?

Accommodations will be provided at *Disney's All Star Resorts* and *Disney's Coronado Springs Resort*. In the event that the *Walt Disney World*® Resorts sell out of rooms, NDTC will try to make arrangements with an alternate hotel off property. PLEASE NOTE: Hotels may fill up prior to posted deadlines.

3. We have parents who would like to come to the Championship. Can they sign up for the NDTC travel package?

Of course! A lot of coaches meet with the parents and include them on the travel package with their team. However, we encourage family members and friends to register with us directly.

4. We have an uneven number of girls. Can we pay the quad rate for three girls in a room?

No. The travel package prices have been calculated according to how many people are in each room.

5. Can we have five people in a room?

No. The *Disney's All Star Resorts* and *Disney's Coronado Springs Resort* do not allow more than four people to a room.

6. We are arriving in Orlando at 10:00 a.m. on Friday, will our hotel rooms be ready?

Most hotels do not guarantee check in until 4:00 p.m. However, if there are rooms ready in your block, the hotel will check you in early. Please be sure to communicate this to your entire group that is traveling with you.

7. Our team doesn't leave Orlando until 6:00 p.m. on Tuesday. What can we do all day?

Hotel check out is at 11:00 a.m. If you would like, you can take a *Walt Disney World*® Resort shuttle bus to *Disney Springs* to shop. The hotel will be glad to store these items for you, but you will be responsible for picking them up before you depart.

8. How do I request a refund?

All refund request must be submitted in writing to Lisa Holder at lholder@varsity.com or faxed to 1-800-969-8295. Include the school/team name, amount requested, who to make the check out to, where to mail the check, and a reason for the refund. The NDTC office will review your account and issue a refund check based upon what they see in your file. All refund checks are processed AFTER the NDTC event is over. The average processing time for a refund is 4 weeks from the date the request is received. **Refunds are not issued unless a written request is received.**

9. If we stay off the travel package and commute can we use UDA bus transportation?

No. Transportation is only provided for those purchasing the travel package.

TICKETS AND COMPETITION

1. When will we receive our Walt Disney World tickets for the Championship?

You receive your tickets when you register with NDTC at your hotel in Orlando.

2. Do we use our WDW PARK HOPPER® ticket for competition?

In addition to Park admission each **PARK HOPPER**® purchased through the NDTC, also has admission into **ESPN Wide World of Sports**® Complex. This is NOT considered a theme park admission, and therefore does not use a day on your Park Hopper.

3. What does "PARK HOPPER®" mean?

A **PARK HOPPER**® enables you to visit more than one park a day.

4. Will attending the UDA parties take days off of my PARK HOPPER® pass?

For the Special Extended Hours "UDA NIGHT" at Disney's Animal Kingdom® Park, a day of admission will be taken off your **PARK HOPPER**® pass regardless of what time you arrive. For the Championship Celebration Party Sunday evening at *Magic Kingdom*® Park, a day will not be taken off of your **PARK HOPPER**® pass. Please Note: YOU MUST HAVE A WRISTBAND TO ATTEND ALL PARTIES.

5. If we do not use all three or two days of our Walt Disney World® tickets, may we use them next year?

No. All of the discounted tickets sold at the NDTC have an expiration date that is listed on the back of your ticket. (January 29, 2019 through February 6, 2019)

6. Do spectators have to purchase a Walt Disney World® PARK HOPPER® ticket in order to watch competition at ESPN Wide World of Sports® Complex?

No! If you are only going to the **ESPN Wide World of Sports**® Complex, you may purchase a ticket at the door for \$40 per day per person. However, if you purchase a **Walt Disney World**® **PARK HOPPER**® ticket from the NDTC it includes admission into the **ESPN Wide World of Sports**® as well as all four **Walt Disney World**® Theme Parks.

7. Are there discounted park tickets available for family and friends not on the travel package?

Yes, there are three different tickets.

- 1) 3-day PARK HOPPER Ticket- \$350 Pre-ordered / \$365 If purchased in Orlando
- 2) 4-day PARK HOPPER Ticket- \$425 Pre-ordered / \$440 If purchased in Orlando
- 3) 5-day PARK HOPPER Ticket- \$440 Pre-ordered / \$455 If purchased in Orlando

Walt Disney World® **PARK HOPPER**® tickets are valid for unlimited admission into the *Magic Kingdom*® Park, *Epcot*®, *Disney's Hollywood Studios*®, and *Disney's Animal Kingdom*® Theme Park as well as three days of admission into the **ESPN Wide World of Sports**® **Complex**. These tickets DO NOT include NDTC bus transportation to the parks.

8. How do I find out when and where my team competes?

A detailed order of competition will be posted at uda.varsity.com in early January. The detailed order of competition will tell you the location and exact times that your team will report backstage, take pictures, warm up, and compete.

9. How can parents pick up tickets if athletes are registered under coach name (on 1 invoice)?

Parents must register their athlete themselves if they would like to pick up their athlete's tickets.