



## FREQUENTLY ASKED QUESTIONS

### HOTEL AND TRAVEL

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

It is not required that you attend The Quest 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*<sup>®</sup> Transportation 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 Quest office works together with the *Walt Disney World*<sup>®</sup> 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: Send your rooming list to the hotel.

Step 6: Call car rental agencies to find out rates and regulations of drivers.

Step 7: Fill out registration form for The Quest and mail in with registration fees.

**If you book with The Quest you need to:**

Step 1: Call Altour or your local travel agent to book flights.

Step 2: Register online at [varsity.com/thequest](http://varsity.com/thequest)

- b) **Savings**- Because of our partnership with the *Walt Disney World*<sup>®</sup> Resort, The Quest 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*. In the event that the *Walt Disney World*<sup>®</sup> Resorts sell out of rooms, The Quest 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 Quest 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 do not allow more than four people to a room.

**6. We are arriving in Lake Buena Vista 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 Lake Buena Vista 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?**

Refunds will be issued after the event is over and must be requested in writing no later than 30 days after the event is over. Refund requests may be emailed to your registration specialist. 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 staff off the travel package and commute can we use The Quest 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*® Resort *Magic Your Way Ticket with Park Hopper*® Option for the Championship?**

You receive your tickets when you register with The Quest at Celebrity Hall.

**2. Do we use our *Magic Your Way Ticket with Park Hopper*® Option for competition?**

In addition to Park admission each *Magic Your Way Ticket with Park Hopper*® Option purchased through The Quest, 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 *Magic Your Way Ticket with Park Hopper*® Option.

**3. What does “*Magic Your Way Ticket with Park Hopper*® Option” mean?**

A *Magic Your Way Ticket with Park Hopper*® Option enables you to visit more than one park a day.

**4. Will attending The Quest parties take days off of my *Magic Your Way Ticket with Park Hopper*® Option?**

For the Special Extended Hours at *Disney's Animal Kingdom*® Theme Park, a day of admission will be taken off your *Magic Your Way Ticket with Park Hopper*® Option 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 *Magic Your Way Ticket with Park Hopper*® Option. 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*® Resort *Magic Your Way Ticket with Park Hopper*® Option, may we use them next year?**

No. All of the discounted tickets sold at The Quest have an expiration date that is listed on the back of your ticket.

**6. Do spectators have to purchase a *Walt Disney World*® Resort *Magic Your Way Ticket with Park Hopper*® Option 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 *Magic Your Way Ticket with Park Hopper*® Option from The Quest, it includes admission into the *ESPN Wide World of Sports Complex* 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.

- 3 Day *Magic Your Way Ticket with Park Hopper*® Option \$392.00 (pre-order) \$407.00 (in Orlando)
- 4 Day *Magic Your Way Ticket with Park Hopper*® Option \$500.00 (pre-order) \$515.00 (in Orlando)
- 5 Day *Magic Your Way Ticket with Park Hopper*® Option \$520.00 (pre-order) \$535.00 (in Orlando)

*Walt Disney World*® Resort *Magic Your Way Ticket with Park Hopper*® Option 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 The Quest 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 [varsity.com/thequest](http://varsity.com/thequest) in early March. 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.