



**VARSITY  
SPIRIT**

## Championship FAQ's

### WALT DISNEY WORLD & COMPLEX TICKETS

#### Can you explain the new Spectator Viewing process at the ESPN Wide World of Sports Complex?

- Disney has limited space in the venue to 200 spectators **per team performance**, but we do **not** anticipate teams to come close to this capacity.
  - For example, a team of 25 could bring 8 spectators **per athlete. This is much higher than the average number of spectators per athlete annually.**
  - Disney is NOT limiting the WWOS Complex capacity, just the number of individuals allowed into the venues for each team.
- If you purchase the Hotel Travel Package or the discounted Disney Park Hopper Tickets, during registration you will select the teams you are associated with and automatically be counted in the 200-spectator count.
- Any remaining tickets – up to 200 spectators – will be sold as ESPN Wide World of Sports single day tickets.
  - Single day tickets will go on sale 1-2 weeks prior to the championship.
  - Tickets for day two (or day three) of the competition will go on sale during day one of the competition so you are able to purchase tickets for the next day if/when your team advances to the next round of competition.
- Again, we do **NOT** foresee the spectator capacity limit being an issue for parents to enter, but if for any reason there are more than 200 spectators for a team performance, it will be up to the coach with help from their Safety Champion to prioritize parents and immediate family members first.

#### 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 pre-purchase a ticket for **\$25 per day per person**. These must be purchased prior to arriving in Orlando and will be available for purchase 1-2 weeks prior to the Championship. Each performance is limited to 200 spectators. However, if you purchase a *Magic Your Way Ticket with Park Hopper*® Option from Varsity Spirit, it includes admission into the *ESPN Wide World of Sports Complex* as well as all four *Walt Disney World*® Theme Parks. All tickets must be pre-ordered, no tickets will be sold on site.

#### 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. If you purchase a *Magic Your Way Ticket with Park Hopper*® Option from Varsity Spirit, you will be able to make a reservation for at least one of the theme parks. It is a possibility that some parks may reach capacity so we strongly recommend you register / pay early so you can get your tickets and book your reservations for your top choices. If the first park you would like to attend reaches capacity, you can make a reservation for another park and then “hop” to your top choice after 2PM that day.

#### When will we receive our *Walt Disney World*® Resort *Magic Your Way Ticket with Park Hopper*® Option for the Championship?

You must have a reservation to attend a *Walt Disney World*® park in 2021. **Once your registration is complete and paid in full, your tickets will be ordered through Disney and approximately 7-10 business days later a ticket confirmation order number will be sent to you.** **No changes will be accepted after ticket orders have been placed. (Including upgrades.)** It is a possibility that parks will reach capacity so we strongly suggest you register / pay early so you can get your tickets and book your reservation for your top theme park choices.



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### **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 Varsity Spirit 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. Due to limited capacity, up to 200 spectators will be able to attend during your team's performance.

### **What is a Park Reservation?**

To help manage park capacity, the Walt Disney World Resort has introduced the Disney Park Pass service, a new Theme Park reservation system. In order to make your Theme Park reservations, you will need a My Disney Experiences account and valid Theme Park admission linked to it. Once you are paid in full, approximately 7-10 business days later, Varsity Spirit will send you a ticket confirmation order number. Then, simply create a My Disney Experience account and select the dates and Theme Parks you wish to visit. To enter a Theme Park, both a reservation and valid admission for the same Park on the same date are required. Please note that reservations are limited in capacity, subject to availability and are not guaranteed until confirmed. Step by step instructions will be sent with the ticket confirmation number. For tips on how to link your tickets and making Park Reservations, [CLICK HERE](#).

### **If we do not use all the days on 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 our events have an expiration date. Valid ticket dates are listed on our website, please check when you are ordering your tickets. No refunds will be given for unused portions of tickets.

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

Yes, there are three different tickets. Please view the Ticket Information for pricing. *Walt Disney World*® Resort *Magic Your Way Ticket with Park Hopper*® Option is valid for admission into the *Magic Kingdom*® Park, *Epcot*®, *Disney's Hollywood Studios*®, and *Disney's Animal Kingdom*® Theme Park as well as admission into the *ESPN Wide World of Sports* Complex. You will need to make a park reservation in order to get into a park. It is a possibility that parks will reach capacity so we strongly suggest you register / pay early so you can get your tickets and book your reservation. Tickets must be pre-ordered and will not be sold on site. Note: These tickets DO NOT include Championship bus transportation to the parks or to the competition.

### **If families/teams are adding on an extra day attached to package, are they able to use their *Magic your Way* tickets to go to Theme parks either of those days?**

Yes! Tickets are valid for a date range around the Championship and can do during any of those days as long as you have a Park Reservation.

### **Can I buy extra tickets (*Magic Your Way* tickets or *ESPN Wide World of Sports* only) on-site in Orlando?**

No, all tickets must be preordered through the Discounted Ticket link on the Registration page online. **Extra tickets cannot be ordered on a registration, you must place a separate ticket order.** We will not be selling any tickets on site.

### **Can I buy a ticket for *ESPN Wide World of Sports* only?**

We will have a limited number of *ESPN Wide World of Sports* tickets for sale. These tickets will not be available for purchase until 1-2 weeks prior to the Championship and will be limited based on capacity. Exact date/time for ticket sales will be posted online closer to the event. These will only be for sale through Varsity Spirit. Tickets for the *ESPN Wide World of Sports* Complex will **NOT** be available for purchase onsite the days of the competition. We cannot guarantee *ESPN Wide World of Sports* complex only tickets will be available for every performance as Disney is limiting each performance to 200 spectators. These tickets will be \$25 per person, per day.



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**Do families need to pay for child that is 2 years old? EX: family of 5 but one child is 2.**

No, children under the age of 3 do not need a Disney ticket to enter the theme parks.

**How long does it take to process a change on my registration?** Please allow 48 hours from submission for changes to be processed.

**Please Note: Before you Pay in Full:** Please do not pay in full until you know all of your changes and ticket upgrades have been processed. Once your pay in full, your ticket order goes in a "Q" to be processed. Tickets cannot be changed or upgraded after the order has been placed.

### COMPETITION

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

A detailed order of competition will be posted on the championship event page closer to the event. 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. Spectators will only be allowed to watch their team's performance.

**Can my team compete in the Virtual Divisions? (School Events Only)**

Virtual divisions will be offered for teams who are unable to attend the live event in Orlando. Teams who would like to compete in the virtual divisions must have pre-approval from UCA/UDA to participate and be eligible to compete. All teams must submit a letter on school letterhead from your school administrator why you are unable to attend the in-person event.

**How will we know what days to schedule for the park if we don't have a time frame for the competition?**

Varsity Spirit will be putting out block schedules for the Championship as soon as they are available. However, we suggest that you book park reservations for the number of days on your Magic Your Way ticket. This way you have the option to go to the park if the schedule allows. Once you have gone to the park that your reservation is for, you do have the option after 2:00 pm to hop to another park of your choice.

**Will we be able to practice in open areas around the resort or at ESPN Wide World of Sports?**

The Walt Disney World Resort has taken a deliberate approach to implement a number of health and safety measures based on guidance from various governmental authorities and health agencies at the Disney Resort Hotels. Because of this, in order to minimize mass- gatherings – grass areas around the resort and ESPN Wide World of Sports Complex will be marked off and teams will have to sign up for designated rehearsal times. Teams will not be able to practice in non-designated areas on property. More information about practice time sign-ups will be available as we get closer to the events.

**What will the Championships be like with regards to COVID-19 safety?**

Together, with the Walt Disney World Resort, we've made many updates to the championship experience based on the guidance from health authorities, such as the Centers for Disease Control and Prevention (CDC) and appropriate government agencies. Before you register, it is imperative that you read everything carefully and make sure you share this information with your athletes and parents. Please know that this is a fluid situation and subject to change. Click here to read the [Championship Experience Updates](#).



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### **Do we have to wear a mask while in Orlando and at Walt Disney World?**

Face coverings are required for all Guests ages 2 and up – including the athletes except when on the practice and performance floors. Guests should bring their own face coverings and wear them at all times, except when dining. Guests may remove their face covering while actively eating or drinking, but should be outside of the venues, stationary and maintain appropriate physical distancing. To learn more, please visit <https://disneyworld.disney.go.com/experience-updates/>.

### **What is a Safety Champion?**

Each team must designate one Safety Champion, who is not the coach and over the age of 18, as their Safety Champion. Coaches will need to enter this information on their registration. The Safety Champion must be willing to participate in additional safety training from the Walt Disney World Resort prior to the Championship. Each team is required to have a separate Safety Champion (Ex: If you bring two different teams from the same program, you need two different designated individuals). Safety Champions do not receive any special access for the competition. Some of the Safety Champion's responsibilities include (but are not limited to):

- Ensuring the athletes, coaches and spectators of your team follow the health and safety requirements such as face coverings and physical distancing.
- Organizing the parents and fans from your team and communicating with the Varsity Spirit Staff when it's time to enter the venue for your team's performance. Please note that the Safety Champion will remain with the spectators while the coach is in warmups with the team, therefore the Safety Champion should not be a coach that needs to be in warmups or backstage.
- Hotel Travel Package Only: If someone within your travel party experiences symptoms of COVID-19, receives a positive test and must quarantine – the Safety Champion must assist in delivering food and aid the sick person. The person/or their family who is having to quarantine is responsible for all expenses while the sick person is quarantined.

### **Can a coach be with the Safety Champions when they receive their extra training, so the coach knows exactly what the Safety Champions need to do?**

Yes! The coach will have the option to go through the Safety Champion training in addition to the teams Safety Champion. However, the coach cannot do the training for the Safety Champion. More information about the training will be sent out prior to the Championship.

### **Will you have spectators in the competition venues and for awards?**

Spectator viewing may be limited to your team's performance only and a maximum number of 200 fans per team may be set by Disney. We cannot guarantee at this time that all sister teams will be permitted to watch. (Ex: Team going into venue to watch another team from the same program.) Awards may be live with limited athletes and/or coaches or virtual. During the online registration process, you will select the teams you want to watch in the venue, but space is limited and capacity limits are subject to change.

### **Do we have to get a negative COVID-19 test prior to arriving in Orlando or before we compete?**

Anyone planning to join us must monitor themselves for symptoms for COVID-19 listed by the CDC and check their own temperature 7 days prior to travel. We strongly *recommend* you get tested for COVID-19 72 hours before arriving in Orlando. Coaches will be asked at check-in upon arrival to confirm no positive tests (or anyone awaiting test results) are in your party. If anyone in your group does test positive prior to your departure, they should NOT travel to Orlando.



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### Will we have temperature checks?

Temperature screenings will be required for entry to some locations at the Walt Disney World® Resort, including, the Walt Disney World theme parks, the ESPN Wide World of Sports Complex, the Disney Springs area and table-service restaurants at Disney Resort hotels. This includes temperature screenings of the athletes, coaches, spectators, and Varsity Spirit Staff.

- Based on guidance from health authorities, anyone displaying any COVID-19 symptoms or with a temperature of 100.4° F or above will be directed to an additional location for another rescreening and assistance. Those with COVID-19 symptoms or temperatures 100.4° F or above (including athletes or coaches) will not be allowed entry; those in their party / team will not be allowed entry either. For example, if one person on the team has a temperature – the ENTIRE team will not be allowed entry.
- Because of this, we strongly recommend that before you leave for Orlando and every day before you go to the competition – be sure to check the temperatures of yourself and everyone in your party as an extra layer of precaution. If anyone has a temperature of 100.4 or above, they should stay at home (or at the hotel if you are already in Orlando). To learn more, please click [HERE](#).

### What happens if one of our athletes does not pass the temperature screening? Will we be able to compete?

Anyone displaying any COVID-19 symptoms or with a temperature of 100.4° F or above will be directed to an additional location for an additional rescreening and assistance. Those with COVID-19 symptoms or temperatures 100.4° F or above (including athletes or coaches) will **not** be allowed entry; along with the ENTIRE party / team. In order for the athlete with a temperature to return to ESPN Wide World of Sports, they must have a negative COVID-19 test. Varsity Spirit will work with the coach to determine a plan for any competition rounds missed.

### Will there be any other screenings at ESPN Wide World of Sports?

In addition to the temperature screenings, all athletes and coaches will be asked a health questionnaire upon arrival to the ESPN Wide World of Sports Complex. The questions may include if the guest is experiencing any COVID-19 symptoms and if they have been in contact with someone who has been diagnosed with COVID-19 in the past 14 days.

- If someone in your party doesn't pass the health screening, the ENTIRE team will not be allowed entry. We strongly recommend that if someone cannot pass the screening – they do not travel to Orlando or try to come into the complex.

### What happens if you develop COVID-19 symptoms while in Orlando?

Anyone that develops symptoms while at competition must immediately inform a Varsity Spirit Safety Captain and comply with the procedure of removal from the competition area. They must cooperate with Varsity Spirit and make a list of all persons whom they have been in close contact with (the CDC defines close contact as being within 6 feet of someone for 15 minutes or more in a 24 hour period), including in the 48-hour period before developing symptoms.

- HOTEL TRAVEL PACKAGE ONLY: If someone in your party develops symptoms while in Orlando and receives a positive COVID-19 test, the ill-person and anyone who is staying in their room, along with a team chaperone will be transferred to another Walt Disney World Resort to quarantine. The team's Safety Champion will be responsible for providing food and supplies to the group in isolation. The team will be responsible for all expenses while those who are in quarantine are in Orlando.
- The rest of the party (the remainder of the team, coaches, spectators, etc.) will be required to stay in their rooms at the original hotel and quarantine for the remainder of your time in Orlando.



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- If anyone (either the ill person or the rest of the party) has the ability to travel and would prefer to check out and quarantine at home, they can do so.

### **How long is the quarantine if someone tests positive for COVID-19?**

It is 10 days or until the guests checks out of their Resort.

### **Are there any travel restrictions into Florida?**

Before traveling to Florida, please make sure that you have reviewed any advisories or restrictions that may be in place for travel to Florida. Guests who are under isolation or quarantine orders should not travel to the event and must not enter Walt Disney World Resort.

## **HOTEL TRAVEL PACKAGE**

### **What is the difference between a Value and Moderate Resort?**

The Value accommodations are very nice yet economical hotels. Moderate accommodations are more upscale hotels on the Walt Disney World® property. Therefore, the main difference in package prices is the hotel cost only. All other services will remain the same for both hotels.

### **We have parents who would like to come to the Championship. Can they sign up for the Hotel 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.

### **Will all our rooms be housed together? Can we request for adjoining rooms or a specific location?**

Special requests can be made but are not guaranteed. Please note that not all rooms are adjoining so your party may be split.

### **Can we get our room confirmation numbers?**

Unfortunately, we cannot provide your individual hotel room reservation numbers / confirmation numbers because the hotels are booked as a group for the entire event.

### **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.

### **Can we have five people in a room?**

No. The resorts do not allow more than four people to a room.

### **We are arriving to Lake Buena Vista at 10:00 a.m. on our arrival day, 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.

### **Our team doesn't leave Lake Buena Vista until 6:00 p.m. on our departure day. 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.



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### Can meal plan be purchased from Disney?

No, Disney meal plans cannot be added to our package.

### Is it correct that the parks will close early, there is nothing listed as special hours for cheerleaders/dancers or additional experiences as there was in the past?

Unfortunately, due to COVID-19 safety restrictions, there will not be any extra hours nor a Celebration Party this year.

### What is the registration deadline?

The registration deadline for each event is when the final payment is due. Reminder, a park reservation is required in order to visit a theme park. The closer to the event you register, the more of a risk of not being able to make a reservation at the theme park of your choice.

### 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. No refunds will be given for unused portion of park tickets.**

### What will happen if our team must cancel due to a positive COVID-19 test prior to arrival in Orlando? Will we get a refund?

If an entire team has to cancel due to COVID-19 prior to arrival in Orlando, we will need a letter from a school administrator/principal, program director (Rec) or owner (all-star) or parent (family group) indicating the reason for the cancellation for a full refund of fees paid to Varsity Spirit. Individual cancellations will follow the cancellation policy listed for the Championship. We cannot refund any unused portion of the Hotel Travel package or tickets.

### Do refunds go directly back to parents?

Any refunds are issued back to the person who paid Varsity Spirit for the Championship. For example, if the payment to Varsity Spirit was made via a school check or gym credit card, it will be returned to the school/gym.

### If athletes register as commuters, can we use Championship bus transportation?

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

### What is the advantage of purchasing the Hotel Travel Package?

It is not required that you attend our championship on the Hotel Travel Package. The two main reasons teams purchase the package are convenience and savings.

1. **Convenience** - Everything is handled for you. *Disney's Magical Express*® 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. Varsity Spirit works together with the *Walt Disney World*® Resort to block your rooms.

*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.





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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 Summit and mail in with registration fees.

*If you book with Varsity Spirit you need to:*

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

Step 2: Register online at varsity.com

2. **Savings** - Because of our partnership with the *Walt Disney World*<sup>®</sup> Resort, Varsity Spirit is able to negotiate discounted rates for hotel rooms and theme park tickets.

## GENERAL QUESTIONS

### **Where should I send athlete/coach waivers?**

Waivers should be sent to your event Customer Service Representative no later than 3 weeks prior to the event start date. All team forms and athlete/coach release waivers can be emailed/scanned in.

### **Is there a spectator waiver and if so where do we turn those in?**

Yes. [Spectator Waivers](#) must be turned in at registration in Orlando.

### **Where can we purchase spectator tickets to the event?**

Single day tickets will go on sale 1-2 weeks prior to the championship. We will communicate detailed information on how to purchase these tickets prior to going on sale. Each ticket is \$25 a day. All tickets must be purchased prior to arriving in Orlando. We will not be selling tickets on site.

### **When will practice times be released?**

In addition to your regular warmup inside the competition venues, the order of competition will indicate another dedicated practice time for each team based on the team's performance time. (About one hour prior to your competition time.) There will be a marked off, outdoor space dedicated to these warm ups at the ESPN Wide World of Sports Complex. Teams will go directly from this outdoor practice time to check in at their venue for competition. Once teams check in at their competition venue, they will have an additional warm up time on a practice floor prior to competition.

Information on resort practice space will be coming soon.

Please note, due to COVID safety protocols, there cannot be any organized practices or warmups outside of designated areas at the resort or at the ESPN Wide World of Sports Complex.