

Stay-to-Play Policy (Q&A)

As of June 2017

The policy language below is being prepared in the form of frequently asked questions with corresponding answers to help clarify the requirements for participating teams.

- **Q: Why did Florida Region adopt stay-to-play?**

- A: There are multiple reasons that stay-to-play was adopted:

- To prove to the local convention center that our event is generating enough positive economic impact in the local community compared to other events interested in the same space.
- To be able to book the venues for multiple years out and to get the best possible dates for future events while avoiding undesirable holiday weekends.
- To reserve sizeable hotel blocks with competitive rates at desirable nearby hotels.
- To help attending teams get the best possible rate for their group.
- To increase diversified revenue opportunities and hold prices on team registration fees and spectator ticket prices.

- **Q: What benefits are available to participating teams under this policy?**

- A: There are several benefits for participating teams:

- Teams/Clubs will not be required to sign attrition clauses.
- Teams/Clubs will not have to pay deposits to hold room blocks.
- Team/Club travel agents can still book rooms.
- All comp rooms generated by a team/club will be credited to the team/club at a 1:40 room nights booked ratio unless otherwise noted. Clubs must request to use comp nights. Please contact Team Travel Source if believe your club is eligible for comps.

- **Q: What is an approved hotel?**

- A: Approved hotels can be found on the corresponding event page of the Florida Region website. These hotels are under contract with each corresponding event and have agreed to provide rooms for teams attending the event at a set price.

- **Q: How does a team/club get exempted from the stay-to-play requirement?**

- A: The following exemptions are allowed but must be verified as explained below. Please email the requested information to Team Travel Source. Your subject line should read Florida Region of USA Volleyball 2018 EXEMPTION REQUEST.

- #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 to Team Travel Source. Please make sure to list the athletes name on your email so they are an approved exemption. 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 from the venue, you are not required to stay in a hotel. This must be able to be verified through mapquest.com. Please send the club name, and address to Team Travel Source to apply for an exemption.
 - #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 reservation that was booked at the military or government discount and the athlete's name and club to Team Travel Source. 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 from the venue, you are not required to stay in a hotel. This must be able to be verified through mapquest.com. Please send the athlete's name and team name as well as the family member's name and address to Team Travel Source.
- If have any questions, please contact Team Travel Source.
- **Q: Why isn't the hotel I prefer on the approved list?**
 - A: We want to make sure you are able to use a property even if it is not on the hotel list. If you see a hotel that you are interested in, please contact Team Travel Source.
 - **Q: How are comps and rebates handled under this policy?**
 - A: There are two answers to this question:
 - All comp rooms generated by a team/club will be credited to the team/club at a 1:40 room nights booked ratio unless otherwise noted. Clubs must request to use comp nights. Please contact Team Travel Source if believe your club is eligible for comps.
 - Rebates will be paid to the Florida Region to help cover the increasing costs of running a large convention center event in the Orlando market. These rebates will also allow the event to maintain competitive pricing on team entry fees and ticketing.
 - **Q: How does my team get officially accepted into the event?**
 - A: Once Team Travel Source confirms the club has met the minimum requirements for Stay to Play, a weekly report will be sent to the Florida Region office. Teams will be accepted after the following items have been completed:
 - Tournament entry fees have been paid.
 - Team entry forms have been signed and submitted to the Region office.
 - Minimum hotel requirements have been met and confirmed through Team Travel Source.

- **Q: What if I can get a better rate with an approved hotel or outside of the block?**
 - A: Team Travel Source guarantees the lowest rates available to the public (exclusions include unconfirmed room types, non-cancellable rates, employee rates, government rates, advanced purchase rates, AAA, AARP rates and non-commissionable rates). Teams looking to use military or government discounts may be eligible for exemption. Please contact Team Travel Source if you would like to use an exemption (approved exemptions listed above).
- **Q: What if I would prefer to stay with family that lives within the exempt area?**
 - A: If you are staying with a family member that lives within 75 miles from the venue, you are not required to stay in a hotel. This must be able to be verified through mapquest.com. Please send the athlete's name and team name as well as the family member's name and address to Team Travel Source.
- **Q: What if I have rewards points to offset the cost of a room?**
 - A: 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 to Team Travel Source. Please make sure to list the athletes name on your email so they are an approved exemption. 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.
- **Q: What happens if I need more rooms than are available for my team at an approved hotel?**
 - A: Please contact Team Travel Source and they will work with you to try and add more rooms to the block. Should there not be additional rooms available, other reservations are not confirmed until ALL nights have been confirmed. You will be notified if and when additional night(s) become available and your reservations will be fulfilled. We recommend you have a back-up reservation in the event that your waitlist reservation does not become confirmed.
- **Q: What happens if I have a problem once my team arrives at the hotel?**
 - A: Team Travel Source is in frequent contact with the club and hotel preceding the event. A week before the event, contact information for the hotel is given for clubs to make any last minute changes. Upon check-in, Team Travel Source has a customer service line for any problems that could arise during check-in.

IMPORTANT NOTE: Team Travel Source is the official event housing partner for the Florida Region. All questions on event hotels for Florida Region should first be directed to Team Travel Source. If additional information is needed beyond what Team Travel can provide, please contact the Florida Region office.

CONTACT TEAM TRAVEL SOURCE

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