



## 2018 NCVF NATIONAL CHAMPIONSHIPS HOUSING FAQs



### HOUSING REQUIREMENT

#### ***What is the Housing Requirement?***

To compete in the tournament, teams and coaches must stay in one of the official room blocks set up by Team Travel Source. All reservations must be made through the official Team Travel Source block.

HOUSING CONTACTS: Please make sure that your athletes 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 Housing Requirement.

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).

If your school 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 send the school name and address to [info@teamtravelsource.com](mailto:info@teamtravelsource.com) to apply for an exemption. Your subject line should read 2018 NCVF EXEMPTION REQUEST. All exemption requests will be vetted and verified by TTS/NCVF.

#### ***Why is there a Housing Requirement?***

Reasons for having the housing requirement are to increase the amount of room nights available to teams and to help secure the lowest group rates. By increasing the amount of room nights used, NCVF is able to 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 NCVF to keep costs down.

#### ***Are there any exemptions from the Housing Requirement?***

If your school 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 send the school name and address to [info@teamtravelsource.com](mailto:info@teamtravelsource.com) to apply for an exemption. Your subject line should read 2018 NCVF EXEMPTION REQUEST. All exemption requests will be vetted and verified by TTS/NCVF.

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

We want to make sure you can use a property even if it is not on the hotel list. If you see a hotel that you are interested in, please contact us at [info@teamtravelsource.com](mailto:info@teamtravelsource.com) or 866-567-7075. We will work with the hotel to try to include them in the official Team Travel Source block.

### TEAM BLOCKS

#### ***When will housing open?***

Housing will open for all teams on **Friday, December 1 at 12 noon EST** (room block requests will not be accepted before then). You can click the link below to submit your team block request starting on **December 1 at 12 noon EST**. Blocks will be set up in order of submission.

We **HIGHLY** suggest that teams set up a block of rooms for your players and coaches. Creating your own block will hold rooms for your use to ensure all of your players and coaches can stay together, and it will give you access to a dashboard to review your reservations and pick up! Creating a block will also allow for easy tracking and quick housing approval to allow for quicker acceptance into the tournament! You are also welcome to create a (separate) parent block!

Here's how to do it:

- Submit your room block request via the link below.
- All requests will be date and time stamped, and we will place teams in order of submission.
- A Team Travel Source representative will be in touch with you regarding your block should we have questions.
- A Team Travel Source representative will send you a customized booking link with instructions on how to distribute the link to your teammates to get rooms booked.
- Book Rooms – Please make sure you book using your University Name, Team Name and Team Code (for tracking purposes).

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

In order to manage inventory effectively, Team Travel Source will give each team block a reduction date and a cut-off date. Depending on when your team block is set up, 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 team to BOOK rooms in your team block. Any rooms that are not booked by your cut-off date will return to general inventory.

Please pay close attention to these reduction and cut-off dates. They will be strictly enforced, which will enable 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.

### ***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 2018 NCVF National Championships that are cancelled after March 1, 2018.

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 March 1, 2018.

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 1-866-567-7075. Office hours are M-F 9:00 AM to 5:00 PM EST.

## **RESERVATIONS**

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

***YES, but payment is not due until you check-in at the hotel for MOST 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 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 policy stated above.

If you need assistance in modifying your reservation, you are welcome to email us at [info@teamtravelsource.com](mailto:info@teamtravelsource.com) or call us at 1-866-567-7075.

\*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 housing?***

To provide the best customer service for you, here are the best ways to get in touch with Team Travel Source regarding the 2018 NCVF National Championships!

- Team Block Questions – [teamblocks@teamtravelsource.com](mailto:teamblocks@teamtravelsource.com) or 1-866-567-7075
- Overall Housing Questions – [info@teamtravelsource.com](mailto:info@teamtravelsource.com) or 1-866-567-7075

\*Our office hours are Monday through Friday 9:00 am – 5:00 pm EST.