

# Athletes on the Go

## Terms, Policies and Procedures For Groups/Individuals booking for The U.S. Finals – Final Destination – East, April 30-May 2, 2010

1. **All changes, additions and cancellations for rooms booked through Athletes on the Go must be submitted in writing to Athletes on the Go directly** by way of email or fax (no phone call changes will be accepted), and will only be accepted from the person in whose name the room has been reserved or the Group Leader. Please **do not call the hotel directly** as they have been advised to only accept reservations & changes coordinated through Athletes on the Go. A valid, major credit card is required to guarantee your reservation.
2. **HOTEL RATES, TAXES, OCCUPANCY AND SAFE FEES:** The hotel rates listed are per room/per night and include a rebate to be paid to the Event Sponsor to offset event costs. The rates listed are subject to taxes (tax rate for Virginia Beach is currently 13% plus an additional \$1.00 per room/per night occupancy fee. Tax rates are subject to change without notice.) Some hotels also charge a nominal fee for an in-room safe.
3. **ROOMING LIST & HOTEL GUARANTEE:** Your credit card information submitted to Athletes on the Go with your Reservation Request Form will be provided to the hotel via rooming list to guarantee your hotel room. **Within thirty (30) days prior to arrival, the hotel will charge your card a deposit of the first night's stay plus applicable taxes.** The remainder of your room cost will be collected at check-in or departure.
4. **CANCELLATIONS:** A "Cut-off Date" is indicated for each hotel, and is the deadline date for submitting rooming lists, reservation changes and cancellations for your reservations. All cancellations and changes must be made in writing to Athletes on the Go by this date. **No more than 10% of the total number of rooms booked by a group will be accepted after this date. NEW IN 2010!** Once your reservation has been received and processed by Athletes on the Go, a one-time **Reservation Processing Fee of \$25.00 per room** will be assessed. This processing fee is **WAIVED** for all reservations that are realized; however, should you cancel your reservation completely, this fee will be automatically charged to the supplied credit card upon receipt of your room cancellation notification.
5. **EMERGENCY INDIVIDUAL CANCELLATIONS:** Under each hotel, there is also listed an "Individual Cancellation Deadline." This is for **emergency individual room cancellations only**. Cancellations received after the Individual Cancellation Deadline will be considered a no-show and, depending on the specific hotel policy, you will be responsible for no less than the cost of one night's stay plus applicable taxes, but possibly for the entire anticipated stay for which the room was reserved.
6. **GROUPING OF ROOMS & SPECIAL REQUESTS:** Your reservations will be submitted to the hotel by way of rooming list. Athletes on the Go will request that your group be housed as close together in the hotel as possible, and the hotel will make every effort to do so; however, please realize that in some instances this is not possible. In addition, if you have any special needs or requests, room type preferences, connecting rooms, etc., please be sure to indicate this on the on-line reservation form where it asks for "Special Requests." Athletes on the Go will relay these requests to the hotel by way of the rooming list; however, we cannot guarantee that all requests will be honored by the hotel. We ask for your understanding and cooperation.
7. The **check-in** and **check-out** times have been indicated for each hotel and are described below.
  - a. **CHECK-IN:** Please be aware that the check-in time listed for your hotel is the time that your rooms will be **ready**. The only way to insure an early check-in would be to reserve your rooms for the previous night. Please do not contact the hotel prior to your arrival to request an early check-in, and please do not expect to check-in earlier than the time listed. **Early check-ins will not** be possible. Although your rooms are guaranteed for late arrival, if you anticipate an extremely late arrival, please be sure to indicate this to Athletes on the Go so that a notation can be made on the rooming list.
  - b. **CHECK-OUT:** It is important that you vacate & check out by the time listed as your hotel's check-out time. Failure to do so may result in your being charged for an additional night's stay.
8. **INCIDENTALS:** A representative from each room will be responsible for providing either a cash deposit or credit card number with the front desk at check-in to cover any incidental charges for that room, such as phone calls, room service, movies, etc.
9. **DAMAGES TO THE HOTEL:** It is **extremely** important that you (and those traveling with your group, if applicable) treat the hotel and its surrounding property and/or facilities with the utmost respect. **Any damage, which may occur, will be the direct financial responsibility of the room occupants and/or the Group Leader.**
10. **DISORDERLY CONDUCT:** Please respect the hotel's specific rules of conduct, curfew, etc. Hotel Security has complete authority to enforce these rules as they would any other guest on their property. Should the hotel have to make monetary compensation to a guest due to an individual and/or group disturbance, full reimbursement to the hotel will be the responsibility of the individuals or Group Leader. \*Examples of disorderly conduct include: Excessive noise, inappropriate language, drinking of alcoholic beverages in areas other than those designated by the hotel, fighting, destruction of hotel property, unruly conduct or any other conduct deemed unacceptable by the hotel. This applies to everyone...children and adults.

### ACCEPTANCE OF POLICIES

I certify that I have read and accepted the merchant's policies. I also certify that I am authorized to use the credit card that I have submitted to guarantee my hotel reservations. I further understand that the card will be charged by the hotel in accordance with the merchant's policies and/or, if I cancel this reservation in its entirety, a \$25.00 Reservation Processing Fee to Athletes on the Go.

ACCEPT