

MAKING GROUP RESERVATIONS with Anthony Travel for Disney Created Soccer Tournaments

Anthony Travel realizes that questions may arise during the reservation process. If there is anymore information or clarification needed, please do not hesitate to contact Anthony Travel at (866) 939-4625 or visit the website at AnthonyTravel.com.

Q. How does the reservation process work?

A. This depends on whether team is staying on or off of Disney property.

• Staying on Disney Property/Packages:

Package reservations made at a Disney property require a non-refundable deposit at the time the reservation is made. Final payment will be charged to the credit card on file for the reservation approximately 30-45 days prior to the event. Once final payment is charged, the entire reservation becomes non-refundable.

Teams choosing to reserve packages can do so two ways:

1. The team manager or team travel coordinator can collect the following information needed to reserve each room: names, attendee information (spectator or participant), dates of travel, and a credit card number with expiration date. Once this information is gathered, the team manager can call or e-mail an Anthony Travel sports travel expert to make each reservation. Each family will have their own reservation number. Each reservation will receive an informational packet containing Theme Park Tickets, local information and any other passes/tickets that may be required for the tournament. This packet will be sent to the team manager for distribution to the appropriate team members approximately 10-14 days prior to the tournament.

2. Each family can call (866) 939-4625, visit AnthonyTravel.com or e-mail an Anthony Travel sports travel expert to reserve their package. Information packets will be sent to the team manager for distribution approximately 10-14 days prior to the tournament.

• Staying off Disney Property Roomy Only Reservation:

The team manager or team travel coordinator can contact Anthony Travel by calling (866) 939-4625, visiting AnthonyTravel.com or e-mailing an Anthony Travel sports travel expert to find out which hotels are available for the tournament. Once the team has decided upon which hotel they will stay, the team manager can reserve a block of rooms. Upon reservation of the rooms, a credit card will be needed to guarantee the rooms, and the team will be assigned a group reservation number. The team manager is responsible for ensuring that all the policies for the specific hotel are explained to the team. These policies are explained at the time of reservation, as well as listed at the bottom of the confirmation received from Anthony Travel via e-mail. The team will have a deadline to submit a rooming list with individual names and credit cards to reserve each room.

The rooming list can be provided two different ways:

1. The team manager needs to collect and then provide Anthony Travel with the names, travel dates, and credit card numbers and expiration dates for each room. Anthony Travel can provide a generic rooming list form if needed.

2. Parents can call Anthony Travel at (866) 939-4625, reference the reservation number provided for the team block and give their name and credit card to reserve a room within the team block. *Please note:* Any unclaimed rooms at the time of the rooming list deadline date will be automatically released back into inventory for resale to other teams.

Q. What is the difference between spectator and participant packages?

A. A participant is any person or child that appears on the team roster. A spectator is any person or child not listed on the team roster. Spectators will need a length of event ticket in order to watch the games, whereas a participant will not need a length of event ticket; participants will receive player passes.

Q. What if people would like to add or reduce the number of nights included in the package?

A. To purchase a package and receive all the package components, guests must reserve all required nights. If the package components do not fit the guest's needs, reserving a room only may be an option. Guests planning to extend their stay may add as many rooms as desired to their package provided the hotel has room availability for the additional nights.

Q. What age is considered a child for admission to the WALT DISNEY WORLD® Theme Parks and package pricing?

A. Per Disney tournament purposes and guidelines, a child is a person who is between the ages of three and eight. Children under the age of three do not require tickets into any event or park. Children falling into this age range that are participants in the actual event are considered adult participants and do not qualify for child pricing.

Q. Do I have to buy a package for my infant (under three)?

A. No, infants do not require packages or tickets into events or parks.

Q. What would the cost be if there are four people in the room?

A. If reserving a hotel room only, the cost for the room is a flat rate and does not change depending on the number of people staying in the room. If packages are purchased, please check pricing at AnthonyTravel.com for the particular event in order to obtain correct pricing; package pricing varies based upon occupancy.

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Q. Can I write a check?

A. Guests are welcome to write checks for their reservation. If the hotel reservation is credit card guarantee, please contact Anthony Travel for specific instructions as hotel check policies vary. If the hotel reservation is pre-paid, then please send a check made out to Anthony Travel. The check can be mailed to Anthony Travel, c/o Name of Event, 7920 Belt Line Road, Suite 1010, Dallas, Texas 75254. The reservation will not be made until the check is received by Anthony Travel. The check payment will be processed through the bank prior to the arrival date of the guest's stay.

Q. When is the last date I can cancel my room without penalty?

A. The cancellation policy for each hotel and event varies. The cancellation policy for each hotel and event varies. Guests will receive these policies in writing on their e-mail reservation confirmation from Anthony Travel or call (866) 939-4625. Anthony Travel is not able to guarantee the cancellation with no penalty after the respective drop date.

Q. Can I purchase admission to the Disney's Wide World of Sports® Complex separately from the package?

A. Tournament tickets are not sold separately. Any additional length of event tickets can only be purchased at the Disney's Wide World of Sports® Complex ticket office which is located at the entrance of the Complex.

Q. Can we upgrade our Theme Park Tickets prior to the event?

A. Yes, Theme Park Tickets may be upgraded prior to arrival. Upgrades must be made through Anthony Travel at least three weeks prior to arrival to ensure that guests receive the tickets in a timely manner. Theme Park Tickets cannot be upgraded once they have been used for admission to the Theme Parks.

Q. I did not purchase my Theme Park Ticket through Anthony Travel; am I able to add more days onto it with you?

A. Unfortunately, Anthony Travel is unable to add additional days onto a Theme Park Ticket that was not purchased through Anthony Travel. The Theme Park tickets provided through Anthony Travel are discounted because they are designed specifically for the event guests are attending, and thus, Anthony Travel is unable to alter a pre-existing Disney ticket.

Q. What happens if I lose my Theme Park Tickets or forget them at home?

A. If Theme Park Tickets are lost or forgotten at home, Anthony Travel can sell the guest an identical Theme Park Ticket at the original price. If guests are able to locate the tickets after the event's conclusion, then guests must mail the original ticket purchased to Anthony Travel in order to receive a refund. When the ticket is received by Anthony Travel, guests will then be refunded appropriately. Per the policies provided at the initial purchase of the Theme Park Ticket, any lost Theme Park Ticket is non-refundable.

Q. How do I get a FastPass?

A. To obtain a FastPass, guests must take their Theme Park Ticket to the entrance of the ride for which they wish to obtain the FastPass. (*Please note:* Not all attractions offer the FastPass option.) There will be an automated machine located at the entrance of the attraction where guests must insert their Theme Park Ticket into the automated machine. A FastPass will then be distributed to guests for that particular ride. The FastPass will have a specific time at which the guests are to return to the attraction for admission to the ride. (*Please note:* Only one FastPass may be distributed to a Theme Park Ticket at a time. Guests cannot obtain another FastPass for a different attraction until the original FastPass has been used or has expired.)

Q. When/where will I receive my Anthony Travel packet?

A. Informational packets containing Theme Park Tickets, local information and any other passes/tickets that may be needed for the tournament will be sent for each reservation. This packet will be sent to the team manager for distribution to the appropriate team members approximately 10-14 days prior to the tournament via DHL.

Q. Are meal plans available?

A. Unfortunately, meals plans are not available for purchase; however, dining cards can be purchased at any Disney resort gift shop.

Q. What is the price of admission to the Disney's Wide World of Sports® Complex?

A. General admission and length of event ticket prices vary depending on the event. Please contact Anthony Travel by calling (866) 939-4625 or visit AnthonyTravel.com for ticket prices related to the specific event guests are attending.

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Q. What is the address for the *Disney's Wide World of Sports®* Complex?

A. *Disney's Wide World of Sports®*
700 South Victory Way
Kissimmee, Florida 34747

Q. What is Disney's Magical Express (DME)?

A. DME is a complimentary shuttle service provided by Disney that will transport guests staying at any WALT DISNEY WORLD® Resort to and from their hotel and the airport. The service includes luggage pickup at baggage claim and luggage delivery to the guests' room. Guests who sign up for DME with Anthony Travel must have a hotel reservation through Anthony Travel as well.

Q. How do we sign up for Disney's Magical Express (DME)?

A. Guests are not automatically signed up for DME upon making a reservation at a Disney resort. After a reservation at a Disney resort has been made, guests may sign up for DME by contacting Anthony Travel at (866) 939-4625 or by visiting AnthonyTravel.com. Once the information is given to Anthony Travel, a representative will then send the information to Disney. An informational packet will be sent from Disney to each respective guest. The informational packet will include luggage tags that should be placed on the guests luggage that needs to be picked up at the Orlando airport.

Q. What information do I need when registering for Disney's Magical Express (DME)?

A. When registering for DME, please have available the flight information including the airline carrier(s), flight numbers, dates of arrival and departure flights as well as the name of the WALT DISNEY WORLD® Resort for guests. Each traveler will require a separate DME reservation.

Q. What do I do if I do not receive my Disney's Magical Express (DME) luggage tags?

A. If guests have already made reservations for DME, and does not receive their luggage tags, they are still eligible to use the service. Upon arrival at Baggage Claim, guests may give the airline baggage receipt to the DME representative on site in the baggage claim area. The DME representative will then pick up the guest's luggage and transport it to the appropriate resort. Guests are also welcome to claim their own luggage and take it onto the DME shuttle with them.

Q. What do I do if my flights have changed and I have already signed up for Disney's Magical Express (DME)?

A. If guests have already signed up for DME and have a flight change, please contact Anthony Travel at (866) 939-4625 as soon as the new flight itinerary is available so Anthony Travel may notify DME of the flight change.

Q. Have questions that are not explained here?

A. Call Anthony Travel at (866) 939-4625 and ask to speak with someone on the Anthony Travel soccer team!