



## FAQ



### **Covid - Refunds / Etc**

- Full Refunds will be available in the event that forced closure or cancellation occurs based on Universal Studios Guidelines.
- If your team/athlete has to cancel after April 1st due to covid a credit will be awarded minus the \$100.00 team deposit and any non refundable hotel deposits
- If parents/guests have to cancel due to Covid prior to March 1 - room deposits will be refunded. If cancelled after March 1, \$100 room deposit will not be non refundable. The remaining balance will be refunded.

### **When are Final Payments due**

- All payments are due on or before April 1st

### **Is a practice space going to be available for teams?**

- Yes practice space will be available for teams, sign ups will be sent out at a later date. Those teams that are purchasing the Hotel Travel Package will have priority and the space will be included in the package at no additional fee. For those teams that are purchasing commuter passes the space will be based on availability and an additional fee may apply.

### **Do Park passes have to be used consecutively?**

- No, park passes do not have to be used consecutively. The pass has to be used during a specified event window.

### **Do I need a park pass to enter the event?**

- Yes, our event is located inside of Universal Studios Islands of Adventure Park and a park pass is required to enter the park and attend the event.

### **Do I need to purchase a travel/commuter package to attend the event?**

- Athletes **MUST** purchase either a Hotel Travel Package or Commuter Athlete package to participate in the event
- Parents/Guests **DO NOT** need to purchase packages from us to attend. If you choose not to purchase a travel package or commuter friends and family package you will be responsible for purchasing park passes directly from Universal and spectator bands on the day of event (\$20/day or \$35/weekend)
- Capacity limits are in effect due to Covid-19 we suggest purchasing your event commuter or travel packages directly from The Open Championship Series to avoid any capacity complications.

**Are any children free?**

- Yes children 2 & under do not need to be included in Hotel Travel Package / Commuter friends & Family. They are not required to have a park pass.
- Children over 2 must be included in hotel travel packages / commuter packages. Park passes are required.

**Can I purchase additional park pass days?**

- Additional park pass days are available for those that are purchasing Hotel Travel Package - up to 2 additional days can be purchased at \$25/day. Universal studios only offers up to a 5 day pass.

**My child is an athlete and we will be purchasing a hotel travel package, do I need to also purchase her a commuter athlete pass?**

- No, if your child is included in the Hotel Travel package he/she will not need a commuter athlete pass. Only those that are staying off property will need a commuter athlete pass.

**What is the VIP Pass, is this for parents/guests?**

- No the VIP Party Pass is only for Coaches & Athletes - the VIP party is a celebration event for athletes and coaches that are competing in the event. There are no VIP ticket options for parents and family members.
- VIP Party for athletes and coaches will be held on the final day of the event.

**My child received a PAID BID and we will be staying off property. Do I still need to use the guest registration portal to sign them up as a commuter athlete?**

- No their information will be on the teams account and all those that are commuter athletes with a paid bid will be accounted for on the team side.

**My child received a bid for the event and I do not see that on my invoice, when can I expect it to be applied.**

- Bids will be applied to parent/guest registration invoices as soon as the teams registration is completed and confirmed. Please allow up to 1 week to see this credit applied on your account.

**I am a gym owner/coach and I am having parents pay The Open directly for their athlete. When will I see their payment come off of my team invoice?**

- Once payment is received in full from parent/guest we will deduct the payment from the team's invoice.

**Do you provide transportation?**

- Transportation to and from airport is NOT provided
- Transportation to the parks/event venue from the hotels is provided

**How much is parking?**

- Parking is \$18/night at all hotels

**Where will I pick up my passes for the event ?**

- Commuter athletes and commuter friends and family will pick up their passes at The Open offices located in Cabana Bay
- Travel packages will be picked up at the Open Offices at your home hotel.
  - Hardrock, Endless Summer, Cabana Bay

