

Open Orlando Championship FAQ's

GENERAL EVENT QUESTIONS

Question: What is the name and address for the event venue?

Toon Lagoon Amphitheater (inside Islands of Adventure)
1000 Universal Studios Plaza, Orlando, FL 32819

*Note: Awards will be held on a separate stage

Question: When will my child compete?

All elite (including international and dance) and school teams will compete on Saturday, April 27, and Sunday, April 28. These divisions are **GUARANTEED** 2-day compete. Novice and exhibition (including CheerAbilities) teams will compete on **Saturday** only.

Question: What is the cost of parking?

For Universal Studios parking information, [CLICK HERE](#)

Question: Am I allowed to bring outside food/drinks into the venues?

Water bottles (max size 2L) and small snacks that do not require freezing are allowed **INSIDE THE VENUES**.

Question: Will there be a livestream of the event for my family that cannot attend the competition?

YES! A FREE LIVE STREAM OF ALL TEAMS COMPETING AT THE EVENT WILL BE AVAILABLE AT eCheer.TV

- www.echeer.tv
- Select Watch Now LIVE
- Select The Open Championships Channel
- Select The Open Orlando

Question: What awards are being given out at the event?

Participation Medals

Division Winners: Banner & Band Rings

Level Champions: Banner & Jacket

Grand Champions: Banner & Large Ring

Question: Do I need to purchase a Spectator Pass?

Spectator passes are included in all lodging and commuter travel packages. We require that all parents purchase the commuter package through the Open Championship Series that includes both the Park-to-Park ticket to Universal Studios and the event spectator wristband. This ensures that all parents are receiving the correct park tickets needed to have access to both stages being used at the event – the one being used for the competition as well as the one being used for awards.

LODGING PACKAGE QUESTIONS

Question: How do I register for a lodging package?

To create a guest account, visit <https://regchamp.com/theopenguest>. Select your event, then begin typing your program name into the space provided and select the correct program name for your account. Double-check spelling and be sure to select the correct program name, or your roster will not populate correctly. Follow the prompts to enter your information, select your arrival and departure dates, top 3 choices for your hotel stay, and be sure to enter the names of your guests and their titles (guest/participant/coach). Then enter your desired payment amount. A \$100 non-refundable deposit is to create your account.

Question: What are my options as far as hotel accommodations?

We do not require athletes, coaches, or families to stay on a travel package. However, we have secured great group rates at Universal Studios Resorts with discounted hotel and park ticket packages. Here are your on-site options, which can be booked at regchamp.com/theopenguest:

Open Orlando Lodging Package Options							
Costs listed are per person; include a 3-night stay & 5-day park pass per person							Cost Per Room
Hotel Option	1-person	2-person	3-person	4-person	5-person	6-person	Add'l Nights
Universal's Cabana Bay Beach Resort	\$1,094	\$804	\$704	\$659	\$674	\$649	\$250
Universal's Endless Summer Resort-Dockside Inn and Suites	\$1,064	\$774	\$654	\$619	\$654	\$629	\$200
Hard Rock Hotel® at Universal Orlando (includes Universal Express Access on room key)	\$1,659	\$1,089	\$899	\$849	n/a	n/a	\$400
True for ALL Lodging Packages							
Prices listed are available on following dates: check in April 24-2024 - check out April 29, 2024							
3 Night Minimum Stay							
3 Park 5 Day Park to Park Ticket – Includes access to Universal's Islands of Adventure, Universal Studios Florida, and Universal's Volcano Bay Water Theme Park on the same day. Ticket is valid for any five (5) calendar days during a six (6) consecutive calendar day period which commences on and includes the date selected, with no block out dates.							
Transportation to and from the event venue on competition days.							
2 Day Event Spectator Wristband/Entry for all occupants							
Park Passes cannot be removed from Hotel Travel Packages for any reason or situation.							
\$100 per account non-refundable deposit is due at the time of registration.							

Question: Do I need to add an athlete commuter pass for my athlete if they are staying in my room?

NO. Your athlete will receive their park pass with their lodging package registration, so you do not need to add an additional commuter pass to your reservation. Athlete commuter passes are ONLY for athletes who stay offsite!

Question: Do I still have to pay my gym my participant registration fee if I book a lodging package?

You will still be required to pay your program your athlete's registration fee for participation in the event. The registration you are paying for through your portal is only for the lodging package and not for event participation.

Question: What is the \$229 athlete credit for on my invoice?

Athlete entry fees are built into the cost of the hotel lodging package. Since this fee is paid on the team invoice and paid directly by the gym/program, you will receive a credit for this amount on your hotel/travel package invoice. All athlete registration fees will need to be paid directly to your program.

Question: I have athletes competing at both Open Orlando and Prep/Rec Grand Nationals, but I am getting an error message when trying to select both as participants. How do I complete my registration?

The system drop-down menu will only populate athletes registered for the event selected in Step 1 of the registration portal. To process your registration, you will need to select Prep/Rec Grand Nationals in Step 1. In Step 5, select participant for the athlete that is registered for Prep & Rec Grand Nationals. Select guest for the other athlete(s). Complete the rest of your registration and click submit. Once submitted, complete a [CHANGE REQUEST FORM](#), and list the name of the athlete(s) registered for Open Orlando. Our team will issue a manual credit of \$229 for the additional athlete(s) once verified.

Question: I need to make a change to my lodging package reservation. How can I do that?

All changes to accounts must be submitted via this form on or before Thursday, March 21, 2024. Here is the link: [CHANGE REQUEST FORM](#)

Question: I need to cancel my room; how do I do that?

All cancellations must be submitted via this form on or before Thursday, March 21, 2024. The \$100 per account deposit is non-refundable. Payments made above \$100 will be refunded to the card made when booking the registration. Here is the link: [CHANGE REQUEST FORM](#)

Question: I need a wheelchair accessible or ADA room. Where can I notate that on my account?

When creating your account, please add this info to the "Special Notes" section on page 2 of your registration. Please remember we cannot guarantee things like rooms near someone else, adjoining rooms, or your room's view. The Special Notes section is only for special needs. If you have already completed your registration and need to add this info to your account, please submit a change request with this link:

[Change Request Form](#)

Question: Are express passes included in my lodging package?

Express passes are included in the hotel package for HARD ROCK HOTEL guests only. Express passes for those staying elsewhere can be purchased directly from Universal Studio here: [Universal Express Pass for Theme Parks | Universal Orlando™](#)

Question: How do I view/pay on my invoice?

1. Click on this link: <https://regchamp.com/Guest/GuestReservation.aspx?COID=555>,
2. Select your event and program, click next.
3. Enter the email address you used for your reservation and your information will auto populate. Click next.
4. A prompt appears to either view your invoice or add ala carte items. Click View invoice.
5. At the bottom center of your invoice there is the total amount due and directly under it is the box to enter how much you would like to pay today. Type in your desired amount and click "Continue Online Payment".
6. Enter your card information, click that you agree to the terms and policies and then hit "Submit Your Secure Payment".

Question: What is the layout of the suites at Universal’s Cabana Bay Beach Resort?

The layout can be viewed here: [Universal Orlando \(truetour.app\)](https://universalorlando.com/truetour/app) Please note: We only have the 2-room suites available for lodging packages available. 2 **bedroom** suites are not available for reservations through RegChamp. If you need two separate bedrooms for your party, and a living area, you will need to book at Universal’s Endless Summer Resort-Dockside Inn and Suites.

Question: What is the layout of the suites at Universal’s Endless Summer Resort-Dockside Inn and Suites?

The layout can be viewed at the following link: [Universal Orlando \(truetour.app\)](https://universalorlando.com/truetour/app)

Question: How do I set up airport transfer shuttles if I am staying on a lodging package?

You will contact Star Super Shuttle directly to set this up. Their number is 800-823-4733. You will need to tell them the hotel you have been assigned to when making this reservation, so please make sure you wait until AFTER you have been officially assigned to your hotel choice on your invoice. See below, item 3, for an example of where to find your hotel assignment on your invoice. Please allow 72 business hours after booking for this to be updated on your invoice.

How to read your invoice for ASWC:

The Allstar World Championship Battle Round
5/4/2023 - 5/7/2023
The Orange County Convention Center--Orlando, FL



1. Verify your contact info is correct.

RECAP & INVOICE			
Contact: Your Name	youremail@example.com	Guest ID: 123456	Related Team: 12345
Address: Your Address	Phone: 555-555-5555	Your Program Name	
	Hotel Preferences: Cabana Bay Beach Resort, Aventura Hotel, Surfside Inn & Suites - Endless Summer		
	Hotel Note: Hotel Travel Packages include 3 Night Stay & 3 Day Park Pass per each Occupant.		

2. Verify your trip details are correct.

ALA CARTE ITEMS & HOTEL						
ID	RoomType	Arrive	Depart	Occupants	RoomCost	Special Needs
63156	4-Person Room	2023-05-03	2023-05-07	1 Guest(Spectator) 2 Guest(Spectator) 3 Guest(Spectator) 4 (Participant)	\$2,496.00	
# Hotel Room Nights: 4		\$2,496.00 Hotel Assigned: Cabana Bay Beach Resort			Total Hotel & Ala Carte Fee = \$2,496.00	

Make sure titles are listed correctly!

3. Verify hotel is assigned.

CHARGES & CREDITS					
Description	Source	Status	Amount	Date	
Guest Ala Carte		Due	\$0.00	9/3/2022	
Guest Hotel Cost		Due	\$2,496.00	9/3/2022	
Registered Participant Credit (1)	Invoice	Credit	(\$169.00)	9/3/2022	
Credit Card Fee		Due	\$0.00	9/3/2022	
Additional Nights for 63156	Invoice	Due	\$250.00	9/3/2022	
The Open Online Payment	CC	Paid	(\$300.00)	9/3/2022	

4. Review all payments, credits and charges.

TOTAL BALANCE OWED → **BALANCE DUE** **\$2,277.00** **MAKE A PAYMENT**

Enter Amount: \$2,277.00 **Continue Online Payment** **5. Enter desired amount, and click to pay.**
Click here to view Policy Terms

COMMUTER QUESTIONS

Question: Is this event stay to play?

No! Here at the Open Championship Series we believe in giving our customers the freedom to choose the best option themselves!

Question: What are my options if I register as a commuter?

If you would like to stay off site, our partner company, Competition Travel, has secured discounted rates for the surrounding area hotels. Click [HERE](#) to view options. We have the following discounted park ticket packages available for commuters:

Open Orlando Commuter Passes				
Type of Pass	2-Park 1-Day	2-Park 2-Days	3-Park 5-Days	Restrictions for All Commuter Passes
Friends/ Family	\$205	\$300	\$340	Commuters are responsible for their own lodging and transportation to and from the venue. Commuter packages come with 2 Day Event Spectator Wristband/Entry.
Park Pass Details				
<p>2-Park 1-Day Park-to-Park Ticket – Includes access to Universal’s Islands of Adventure and Universal Studios Florida on the same day. Ticket is valid for any one (1) calendar day during the specific validity window printed on the ticket with no blackout dates *Does not Include Volcano Bay</p>				
<p>2-Park 2-Day Park to Park Ticket – Includes access to Universal’s Islands of Adventure and Universal Studios Florida on the same day. Ticket is valid for any two (2) calendar days during a six (6) consecutive calendar day period which commences on and includes the date selected, with no blackout dates *Does not Include Volcano Bay</p>				
<p>3-Park 3-Day Park-to-Park Ticket – Includes access to Universal’s Islands of Adventure, Universal Studios Florida, and Universal’s Volcano Bay Water Theme Park on the same day. Ticket is valid for any three (3) calendar days during a six (6) consecutive calendar day period which commences on and includes the date selected, with no blackout dates</p>				
<p>Terms: \$100 non-refundable deposit per account is due at the time of registration. Teams/Coaches are responsible for the Athlete Registration on their invoice. You will pay your program the competition fee directly.</p>				

Question: I need to make a change to the number of park tickets I ordered or the number of days in my commuter package. How can I do that?

All changes to accounts must be submitted via this form on or before Thursday, March 21, 2024. Here is the link: [CHANGE REQUEST FORM](#)

Question: How do I register as a commuter?

To purchase your commuter passes, visit <https://regchamp.com/theopenguest>. Select your event, then begin typing your program name into the space provided and select the correct program name for your account. Double check spelling, and be sure to select the correct program name or your roster will not populate correctly. Follow the prompts to enter your information, and click next. At the top center of the page, select "No" as you are not registering for a hotel. You will then be taken to the screen to select your desired passes. Friends and family commuter passes are for NON-participants and Athlete and Coach Passes are for participants. (Note: You will need to select your athlete's name from the roster in the drop-down menu to purchase the Athlete Pass.) Select the amount of passes you would like to purchase and pay the minimum \$100 non-refundable deposit to create your account.

Question: How do I view/pay on my invoice?

1. Click on this link: <https://regchamp.com/Guest/GuestReservation.aspx?COID=555>,
2. Select your event and program, click next.
3. Enter the email address you used for your reservation and your information will auto populate. Click next.
4. A prompt appears to either view your invoice or add ala carte items. Click View invoice.
5. At the bottom center of your invoice there is the total amount due and directly under it is the box to enter how much you would like to pay today. Type in your desired amount and click "Continue Online Payment".
6. Enter your card information, click that you agree to the terms and policies and then hit "Submit Your Secure Payment".

PARK PASS QUESTIONS

Question: Are park tickets included in my athlete registration?

Yes! Due to the event being located inside Universal Studios, all park tickets for athletes & coaches are included in their registration fees. Those staying in a lodging package will receive a \$229 credit to their account. This credit covers the cost of the park pass that is included in the team registration fees.

Question: Can I purchase my park tickets directly through Universal Studios?

No. We are requiring that all parents purchase the commuter package through the Open Championship Series that includes both the Park-to-Park ticket to Universal Studios and the event spectator wristband. This ensures that all parents are receiving the correct park tickets needed to have access to both stages being used at the event – the one being used for the competition as well as the one being used for awards.

Question: Where and when can I pick up my park tickets?

Guests will visit our on-site offices to pick up park passes & spectator wristbands. Pick-up times and locations can be viewed [here](#)! Those who purchased one of our travel packages at Universal's Endless Summer Resort-Dockside Inn and Suites will pick up their tickets at the Wake Zone at the hotel. All others will pick up at The Fun in Sun at Cabana Bay.

Question: Will I get my park tickets when I check in at the front desk?

The hotel front desk WILL NOT be distributing any park tickets. The Open Championship Series will have designated locations within the hotel for park pass pick up.

Question: Will my athlete's park ticket be given to me or their coaches?

Park tickets will be given to the parent's for any athlete's attached to a RegChamp account registration. Any athletes not linked to a RegChamp guest account, either as a hotel occupant or as a commuter athlete, will have their park tickets given to the team coach for distribution. Athletes can only be linked to ONE guest account.

Question: What dates can I use my park tickets?

3 Day Park Ticket is valid for any three (3) calendar days during a six (6) consecutive calendar day period which commences on and includes the date selected, with no blackout dates. Ticket validity dates will be April 23 – May 7

Question: What happens if I don't pick up my tickets?

All passes not picked up by April 28th at 12pm will be forfeited and NO REFUNDS will be issued for any reason. Park tickets **ARE NOT** digital. They must be picked up onsite during the designated times.

COACH QUESTIONS

Question: Where do coaches go to book hotel rooms?

Discounted lodging packages for coaches can be booked at regchamp.com/theopenguest. All lodging packages include a 3-day hotel stay and 5-day park ticket for all listed occupants. All registered coaches will receive a \$229 credit on their hotel lodging package.

Question: How much are coaches' fees for Open Orlando?

You receive 1 free coach per team, coaches receive a 5-day park ticket with their registration. \$335 for each additional coach, coaches receive a 5-day park ticket with their registration.

Question: How do coaches purchase park tickets?

Discounted Universal Studios park tickets can be purchased at regchamp.com/theopenguest. Coaches do not need to purchase the commuter package since team registration fees include coach entry fees. Coaches will select the Coach Park Ticket option. They will need to be listed on the event roster prior to purchase for their name to appear in the drop-down menu for selection.

Question: How do credits work?

You earn \$10 per athlete in credits every time you attend a qualifying event throughout the season! These credits stack throughout the season, and are applied as a discount towards your registration fees on your Open Finals registration. Elite and Prep athletes can receive up to \$70 off per athlete; novice athletes can receive up to \$40 off per athlete!

List of qualifying events can be found here: [Open Qualifiers](#)