



KSA EVENTS

2021 KSA EVENTS BASKETBALL
DEPARTURE DOCUMENTS

The Time Is Finally Here!
You Are on Your Way to Sunny Orlando, Florida!

KSA Events is proud to be planning the travel arrangements for you and your team!

Once in Orlando, all the students and their coaches, will be following a specific schedule. Tag-Along Fans will have the freedom to follow the same schedule as the team or they can create an individualized itinerary. Please remember that the scheduled times in the itinerary are based upon the needs of the athletes. If the team's needs should change due to any game day changes, an itinerary change may be necessary for everyone. If this should happen, we will be sure to notify you as early as possible.

The following information will provide you with important information about your travel preparations, which as part of a large group, may differ from your past travel experiences. Additionally, there is information that will allow you to individualize your own schedule. Should you have any questions, please call 800-813-7193 or email info@ksaevents.net

Suggestions For Packing:

- There is no need to bring any formal clothes (Coats & ties, dresses, etc.)
- Do not overpack, leave room for souvenirs!
- It is recommended that all persons with prescription or other vital medical requirements keep such items with them via the use of a carry-on bag of some form.
- Bring comfortable shoes, sunscreen, and a jacket or sweatshirt. (Florida mornings and evenings can be chilly).
- Also, typical of Florida, you can plan at least one brief rain shower during your trip. You can usually wait it out in a restaurant or attraction, but it helps to be prepared with a rain slicker or poncho. (A second pair of dry shoes is not a bad idea either, in case you get caught in the rain!)
- Do not forget your bathing suit - the pool is open late!

Flight Information:

If you are flying on a scheduled service carrier: Delta, Southwest, United, etc., please confirm with the airline direct the night before the flight for any flight changes. Airline tickets purchased through KSA Events will be emailed to you and your coach prior to arrival.

Covid-19 Update: All scheduled service carriers now require a mask to be worn for the duration of travel. Please be sure to bring your mask with you to the airport. We will also be requiring face masks on all KSA Events buses and in the facility during play. We realize it is an inconvenience, but we are all in this together. We would rather wear a mask than not be able to travel.



Check-In at Your Airport:

Please allow a minimum of three hours prior to flight time at your departure airport. It is high travel season and security is tight throughout all airports. Do not run late! Remind your students that check-in at the airport is serious, it is a no nonsense behavior policy!

Proof Of Identification:

All persons 18 years of age or older must carry a valid government issued photo identification (i.e. driver's license, passport, etc.). The legal name on this identification card must match the name on your travel documents exactly. If there is any spelling or other discrepancy, please notify KSA Events immediately. All person 17 years of age or younger are not required to present photo identification when traveling with a parent or chaperone (In this case, their coaches). It is recommended that all persons carry some form of identification (i.e. driver's license or school ID) if it is available. Please be aware that lack of proper identification can result in denied boarding.

Baggage Requirements and Liability:

- Please check with each individual carrier you are traveling on for their baggage policy.
- One personal item will be permitted in the passenger cabin provided it fits under the passenger's seat. It is recommended that all persons with prescription or other vital medical requirements keep such items with them via the use of a carry-on bag of some form.
- Please know that as per FAA Regulations, liability for loss, damage or delay of baggage shall be limited to approximately \$1,250. (Individual policies may vary per carrier).



Baggage (Con't)

Personal baggage that is cloth, canvas, vinyl and other soft-sided bags as checked baggage will be transported. However, most airlines, and KSA Events, accept no responsibility or liability for damage to such baggage or its contents. To Avoid snags and possible damage to your articles during the baggage handling process, please remove all removable straps. Any claims for damaged baggage must be made immediately upon receipt of your luggage. If traveling on a scheduled service carrier, this claim must be made before you leave the airport. If traveling on a chartered aircraft, claims should be directed to your KSA Events travel representative immediately upon receipt of your bags at the hotel.

Arrival at Orlando International Airport (MCO):

Upon arrival into the Orlando International Airport follow the signs to baggage claim. A KSA Events Representative will be waiting with a KSA EVENTS sign. Proceed to pick up your luggage and they will direct you to the privately hired transportation. If you are arriving separate from the team, after 10:00pm or arriving at a different airport, please contact your KSA Events Representative for instructions on how to transport yourself to the resort.

Land Only Guests:

If you have purchased a land only package, a KSA Events Representative, will meet you at the resort. During the main arrival dates for the event, KSA Events will be waiting for your arrival at the hospitality desk at the resort. If you have made arrangements to arrive before or after your team's scheduled arrival day, prior to your departure please arrange a meeting time with your KSA Events Representative.



Resort Information:

Gaylord Pams Resort & Convention Center
6000 W Osceola Parkway
Kissimmee, FL 34746

General Resort Check-In Information:

Generally, rooms will be available beginning at 4:30pm. In the event that your rooms are not ready upon your arrival, the resort will have a team room that is ready or another designated area to store your luggage at the resort for the day. Upon arrival at the resort, a KSA Events Representative will be waiting to greet you and give you your KSA Events orientation.

Theme Park Passes, Meal Coupons, and Other Components:

Upon arrival at the resort, your group will meet with a KSA Events Representative. During a brief orientation, you will receive the components of your package as well as tips and tricks to make the most out of your time in Orlando. Theme park passes purchased as part of your KSA Events travel package expire at the conclusion of the event, so be sure to make the most of your pass while you are here!

When you receive your theme park passes upon registration at the event, it is recommended that you take a picture of the back of your pass (including the ticket number) in case your ticket is misplaced. Presenting this photo at any Guest Relations window at the theme parks, will allow the theme park staff to assist you properly.

Breakfast Vouchers can be used at the designated KSA Events Buffet Breakfast Room each morning. For your theme park dinners, you will receive a theme park card that can be used while dining in the theme parks.



Laundry Facilities:

Laundry facilities are available at the Gaylord Pams Resort for an additional fee. It is suggested that each team bring their own laundry detergent due to on-site costs.

Recreational Facilities at Resort:

- Cypress Springs Water Park & Resort Pools - AquaDrop slide, racing slides, zero entry pool, rapid river, a tropical pool oasis inspired by South Beach and so much more!
- NEW! Crystal River Rapids - Twist and turn through currents, natural waterfalls and limestone rock in this exhilarating new ride.
- FlowRider Surfing Experience - Feel the rush of the wake zone where you can body board or surf! **Additional Charges Apply*
- Relache Fitness Center - On site fitness center open daily from 6 AM - 8 PM
- Relache Spa - One of only two spas in Orlando awarded four stars by Forbes Travel Guide. **Additional Charges Apply*
- Walking distance to the KSA Events Basketball Tournament playing facility

Standard Rooms:

Two queen size beds, mini refrigerator, iron, hairdryer, in-room WiFi for a fee or free WiFi in public areas.



CONVENTION CENTER

EVV
ELEVATOR

Down To Exhibit Hall & Convention Center Entrance
Up To Restroom Level

Convention Center

Convention Center Entrance

Convention Center Bus Loop



Key West Entrance (Lower Level)

Guest Parking Key West

Attractions Shuttles Bus Pick-up

Transportation Lobby

Porte-cochère

LOBBY

EVERGLADES

Guest Parking Everglades

Everglades Entrance (Mezzanine Level)

GAYLORD PALMS®



Transportation in Orlando:

As a member of the KSA Events Traveling Group, you will utilize two forms of transportation while at the event:

- **KSA Events Private Transportation:** Private motor coach transportation is provided to all prearranged event activities and is scheduled by KSA Events. Please refer to your team's specific itinerary for these transfer times. Specific pickup locations, as well as transportation credentials, will be given to participants during check-in at the resort. In order to provide our guests with the best possible service, only guests traveling with KSA Events will be permitted to utilize this transportation.
- **Gaylord Transportation:** Gaylord Palms provides a shuttle bus service to Walt Disney World theme parks and Disney Springs. A daily schedule is available at the concierge desk.

Departing Resort:

- Your room will be available until 11:00 am on your check out day
- If your flight is leaving later than 2:00pm you may store your luggage at the resort luggage area in the front of your resort or another designated area. Please report back to the resort prior to departing for the airport.
- For guests departing from Orlando International Airport, please refer to your itinerary for your scheduled motor coach departure.



Other Important Information

Name Changes:

Please contact your KSA Events Representative to make a name change on an airline seat if by some change you or someone in your group cannot make the trip. You will need to provide the legal name of the passenger who is not traveling and the legal name and birth date of the passenger taking his or her place. Name changes can be confirmed up until 14 days prior to departure. The airline may charge a fee for any changes made.

Medical Emergencies With The Team:

The team's package does not have a medical policy attached in case of an emergency while in Florida. The procedures as far as injury are as follows: the student who is injured will be transported to the hospital via ambulance or taxi, depending on what the trainer at the facility suggests. An adult (either parent or school official) must accompany the minor along with a copy of the school's medical release form including the family's home insurer. Upon check in at the hospital please submit the home policy as the primary policy and our travel policy as the secondary policy. Our policy will cover many incidentals that home policies will do not cover. Example: taxi cab fare, additional lodging if the student and parent are required to stay longer than the team, it will cover a change in airline reservation date as well as to fly a parent down to stay with a minor if he/she needs to extend a stay. It will not however, cover the deductible of the student's policy. Any bills that may be incurred in Orlando should be paid by the guardian and submitted to the insurance company upon return with receipts for reimbursement. Any secondary expenses should be submitted to us for reimbursement up to a maximum amount of \$5,000.



Security Theme Parks:

Please be aware that all theme parks have security stations set up at the front of the parks. These stations require you to open all purses, nap sacks, book bags or fanny packs for their security officers to look inside. This can delay your entrance to the parks due to long lines of other guests.

Lockers:

All day lockers are available at each of the theme parks for a rental fee of \$10 per day, with larger lockers available for \$12 per day. Guests have unlimited access to these lockers during the course of the day.

ATM's and Banking:

Automated Teller Machines are available throughout the entire Universal Studios property.

Religious Services:

Please call the resort directly if you would like to make individual arrangements.

Wheelchair/ECV Rentals:

Guests can rent strollers, wheelchairs and electric convenience vehicles (ECV) upon entrance to either theme park. Due to limited numbers, please note that ECV rentals are on a first-come, first-serve basis and must be operated by a single person 18 years of age or older.



The Use of Hotel Room Phones:

Upon check-in, room phones will be activated for free to receive calls, place room-to-room calls, local calls and emergency calls. There is an additional charge for every other call dialed from the room. Direct dial long distance phone calls will be deactivated but you can make collect or credit card calls from these telephones. Additionally, there are telephones available in the lobby of the resort. We recommend, when at all possible, to use your cell phone for any outgoing calls. Please check with the front desk prior to check out to take care of any incidental charges to your room.



KSA Events On-Site Staff

Katie Dull - Tournament Director

Cell: 407-716-2618

Eric Melanson - Director of Operations

Cell: 863-221-4284

Christina Geraghty - Operations Manager.

Cell: 407-797-8280

Evelyn Kirouac - Airline Department

Cell: 407-506-9392

Kim Peagram - Transportation

Cell: 407-506-9396

KSA Events travel coordinators will be with you at the airport, at your resort, at your meals, at your meeting locations - in short, we will always be around. We will be easily identifiable in our KSA Events polos. Our goal is to make your trip as enjoyable and hassle free as possible. If you have a questions or need something, please do not hesitate to ask. In advance of travel, if you have any questions, please give us a call at our office at 1-800-813-7193.

Thank you for traveling with us and we look forward to seeing you soon!

