KSA EVENTS

2026 KSA EVENTS SPRING TRAINING
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 students and 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 all scheduled times on the itinerary are based upon the needs of the team. If the team's needs should change, the itinerary will adjust accordingly. If this should happen, we will notify you as soon as possible.

This document will provide you with tons of important information regarding your trip. Please note, we STRONGLY recommend that you read it in its entirety as even the most seasoned traveler will notice that things are done a bit differently when traveling with a large group. 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 clothing (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!
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Flight Information:

If you are flying on a scheduled service carrier: Delta, Southwest, United, Jet Blue, Frontier, etc., please confirm with the airline direct the night before the flight for any flight changes. Confirmations for all airline tickets purchased through KSA Events will be emailed to you and your coach prior to arrival. When you arrive at the airport in your departure city you will go to the ticket counter with your confirmation to check your bags and have your boarding pass printed.

Please check with your airline directly to see if they are requiring any health/safety precautions pertaining to Covid 19 or any other travel updates.

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. You will see a KSA Events representative at the bottom of the escalators. Don't worry, they are easy to spot! They'll usually find you first but just in case, look for someone in a **bright blue** KSA Events polo. Proceed to pick up your luggage and they will lead you to your private 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. **If you are flying in separate from the team please email your KSA Events account manager your flight schedule prior to travel.**

Resort Information:

Universal's Cabana Bay Beach Resort
6550 Adventure Way
Orlando, FL 32819

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 Universal Studios Guest Relations window at the theme parks, will allow the Universal Staff Member to assist you properly.

Breakfast vouchers can be used at the Bayliner Diner at your resort (as indicated on the front of the coupon). For your theme park dinners, you will receive a theme park card that can be used while dinning in the theme parks.

Laundry Facilities:

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

Exclusive Universal Resort/Theme Park Benefits:

- Early park admission to Wizarding World of Harry Potter one hour before public entrance.
- Complimentary shuttle buses and walking paths to both theme parks and CityWalk.
- Complimentary delivery of merchandise purchased throughout the theme parks to luggage services at your Universal Resort.
- Cabana Bay is also connected to Volcano Bay via a private garden walkway exclusive to resort guests only!

Recreational Facilities at Resort:

- Cabana Courtyard - zero entry pool with waterslide, beach party areas, and cabanas for rent.
- Lazy River Courtyard - zero-entry pool, with lazy river and waterfalls
- Galaxy Bowl - 10 lane bowling alley for an additional fee
- Physical Fitness Center - complimentary for resort guests
- Game O Rama - Arcade at the resort

Standard Rooms:

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

Suite Rooms:

Two queen size beds plus one full sized pull-out sofa bed, kitchenette with mini refrigerator, microwave, and small sink, living room, extra large bathroom with three person preparation space

WELCOME TO
Cabana Bay
BEACH RESORT
Starlight
Thunderbird
Castaway
The Continental
The Americana
We'll Take you There!
SHUTTLE BUS
TO UNIVERSAL ORLANDO
THEME PARKS AND
UNIVERSAL CITYWALK
Amenities
1 MAIN ENTRANCE
2 UNIVERSAL GIFT SHOP
3 GAME-O-RAMA ARCADE
4 FUN N' THE SUN REC CENTER
5 JACK LALANNE PHYSICAL FITNESS STUDIO
6 LOCKERS
7 PARKING GARAGE
8 SHUTTLE BUS PICK UP
9 GUEST SERVICES
HERTZ • DESTINATION UNIVERSAL ORLANDO
10 LUGGAGE SERVICES & STORAGE
11 UNIVERSAL PARKS GARDEN WALK
12 SHUTTLE BUS WAITING & T.V. LOUNGE
Cabana Courtyard
13 BAY PAVILION
14 BEACH PAVILION
15 LAWN
16 POOL
17 KIDS SPLASH PAD
18 WATER SLIDE
19 HOT TUB
20 POOL ACTIVITIES
POOL TABLE • BEAN BAG TOSS
21 PICNIC TABLES
22 CABANAS
23 FIRE PIT
Eats & Drinks
24 THE HIDEAWAY BAR & GRILL
25 BAYLINER DINER
26 STARBUCKS COFFEE®
27 GALAXY BOWL
28 SWIZZLE LOUNGE
29 ATOMIC TONIC
GARDEN WALKWAY
GUEST BUILDING ENTRY
Lazy River Courtyard
30 KIDS SPLASH PAD
31 POOL
32 LAZY RIVER
33 TUBE SHACK
34 FIRE PIT
RESTROOMS
DESIGNATED SMOKING

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. 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.

- **Universal Transportation:** Universal Transportation offers a variety of ways to get around the Universal Orlando Resort. From motor coaches or water taxis, getting to the theme parks could not be easier. Motor coaches depart from the front of the resort approximately every 10-15 minutes.

Departing Resort:

- Your room will be available until 11:00 am on your check out day
- If your flight is departing 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 on the groups scheduled flight, 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 chance 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 change policies are specific to each carrier. Please contact your KSA Events account manager for your carriers specific name change policies.

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 at the Universal Theme Parks:

Please be aware that Universal has 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 inside the main entrance of each of the theme parks for a rental fee of $12 per day, with family size lockers available for $15 per day. (Prices subject to change). Guests have unlimited access to these lockers during the course of the day.

There are courtesy lockers outside attractions that do not allow loose articles onto the rides. These free lockers typically expire 30 minutes past the wait times of the attractions.

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, to the left side of each park's entrance. Manual wheelchairs are also available at the rotunda area of the parking structure. 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.

What If There Is A Schedule Change:

Although we do everything we can to stay on schedule, sometimes delays occur or a game time needs to be adjusted. All changes to on field schedule will be posted to Tourny Machine. Please follow your team on tourny machine and allow for notifications so you are informed of any adjustments.

What If The Airline Cancels Your Flight:

If KSA Events has purchased your airline tickets, we will try our best to work with the airline as a liaison to help get your group on another flight. KSA Events is not responsible for any out-of-pocket expenses or flight changes that the carrier may impose. We hire the airline on your behalf based on your approval. If a cancellation occurs please contact your KSA Events account manager immediately and our airline department will begin working on alternative plans. This is rare, but does happen, so please be patient

From the Department of Transportation Website:

"When planning a trip, passengers should remember that airlines do not guarantee their schedules. While airlines want to get passengers to their destinations on time, there are many things that can – and sometimes do – make it difficult for flights to arrive on time. Some problems, like bad weather, air traffic delays, and mechanical issues, are hard to predict and are often beyond the airlines' control.

In the United States, airlines are not required to compensate passengers when flights are delayed or cancelled. Compensation is required by U.S. law only when certain passengers are "bumped" from a flight that is oversold."

Only KSA Events Clients Can Attend KSA Events Functions

We hope that all passengers coming to the event will be traveling in the KSA Events package. The package is all-inclusive, fun, and easy to experience, but we respect the fact that some families may have bought around the package. These families are not our customers on-site. Please do not try to add into group functions such as team meals, transportation or specialty events as this will result in your team being charged for the additional passengers.

KSA Events Components

- All breakfast, lunch, and dinner functions require a ticket and a KSA Events credential (which you will receive at check in).
- If purchased, each passenger has an assigned theme park pass that is non-transferable. **When you receive your physical ticket at check-in, please immediately take a picture of the back.** If you lose or damage the physical ticket in any way, this picture will help guest service print you a replacement.
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- The physical components you will receive at check -in, if purchased, are:
  - Theme Park Tickets
  - Meal Vouchers
  - Resort Mugs
  - KSA Events Credentials and Commemorative Items
- **Please note once received, all physical components cannot be replaced if lost or stolen.**

Parking At Cabana Bay:

The daily parking rate at Cabana Bay is $20.99 + tax. (cost subject to change by resort) **This cost is not included in your KSA Events travel package.**

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 out going 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

Sarah Spencer - Account Manager	Cell: 407-506-7850
Ashley Hoffman - Account Manager	Cell: 407-492-8980
Julia Tielke - Account Manager	Cell: 407-697-2446
Kim Peagram - Account Manager	Cell: 407-506-9396
Niki Curran - Account Manager	Cell: 407-413-3235
Macy Hayes - Account Manager	Cell: 407-808-2671
Emily Block - Account Manager	Cell: 407-697-0385
Alyssa Shears - Account Manager	Cell: 407-558-9355

Your Account Manager should be your first contact as they will have the most knowledge about the specific arrangements for your team

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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!