



## Aiken Soccer Cup Hotel Guidelines

The following has been put together to answer the commonly asked questions from teams and individuals. Please check here for information you may need. If you have something that can not be answered here, feel free to contact Jason Spinks at [jspinks@ga-scbulls.com](mailto:jspinks@ga-scbulls.com).

Step by step instructions:

- 1) Determine hotel for your team's accommodations from the list provided by GA-SC BULLS HOUSING BUREAU. (Approved Hotel List for the Aiken Soccer Cup)
- 2) One team representative will contact the hotel contact directly to set up a block for your team. (Must use the hotel contact listed for the hotel you choose)
- 3) One team representative will collect individual information, complete the rooming list form provided, and send to the hotel contact directly.
- 4) Once your reservations are complete, one team representative will complete the Tournament Hotel Information sheet for your team. (Aiken Soccer Cup Hotel Information Sheet) and fax to:  
Fax#: (815) 301-9054  
Attention: Jason Spinks by Sunday, August 12th.
- 5) Your application will not be considered without this information sheet completed and returned to GA-SC Bulls Housing Bureau.

### Frequently Asked Questions

#### **Q. Can each parent call in Individual reservations & credit cards?**

A. NO! Each team will have one representative that takes care of housing for the entire team and family members attending etc. That person will be in charge of gathering credit card information, rooming lists, etc. Individuals will NOT be able to contact the hotels for reservations with the Aiken Soccer Cup. Again, this is done to cut down on confusion and overbooking. The hotel sales contact will only be able to make reservations or discuss team reservations with one person per team.

#### **Q. What if we don't want to book through the Tournament?**

A. In order to even apply to the tournament, the coach, manager, or whoever filled out the application had to agree to use our booking process and book through the tournament. It is a requirement for playing in the tournament that you've booked your hotel through us and follow our process. We do track and follow through with all reservations and room blocks. We stay in very close communication with the hotels to ensure this is done properly. If you do not want to go through us to book your rooms, please inform us immediately of your withdrawal from the tournament.

**Q. What if we have problems during the tournament at our hotel?**

A. Though most instances are between the team and hotel, we ask that you inform us immediately if there are any issues on property during the tournament. The GA-SC Bulls Housing Bureau is always available before, during and after the tournament. If a problem arises during the tournament, there will be access to the Housing Bureau through Tournament HQ. We can only help if we know what is happening. Please do not hesitate to let us know.

**Q. Who will see our credit card numbers and personal information?**

A. You will be required to use our Rooming List form. However, only you and the hotel will be privy to this information on it. This form will be sent directly from you, the team hotel coordinator, or the hotel contact/sales person. Since we do require that only one member of the team is in charge of gathering credit card and rooming list information, please rest assured, the hotel will confidentially secure this info and shred it after the event.

**Q. What is the penalty for early check out?**

A. Every hotel has set a minimum night stay during the tournament. You are responsible for all booked room nights that are not cancelled within the hotels guidelines. There are no early check outs or late arrivals without the hotels approval.

**Q. What is the penalty for canceling reservations?**

A. You are responsible for all booked room nights that are not cancelled with your hotel.

**Q. But..... That's not what the hotel website said.....**

**A. Again, hotel websites are aimed at individual reservations, etc. Group reservations, contracts and cancellations are completely different. You can not randomly call the front desk and get the answers to questions that pertain to groups. You must call and speak to the sales person / hotel contact name that we provide for you.**