

# MAKING GROUP RESERVATIONS WITH ANTHONY TRAVEL

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Below are some common questions about our reservation process. If you still need some clarification please call, 800-736-6377 or visit us at [AnthonyTravel.com](http://AnthonyTravel.com).

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## **Q. HOW DOES THE RESERVATION PROCESS WORK?**

A. The team manager or team travel coordinator can visit [AnthonyTravel.com](http://AnthonyTravel.com) to find out which hotels are available for the tournament. Once the team has decided upon which hotel to stay, the team manager can reserve a block of rooms. Upon reservation of the rooms, a credit card will be needed to guarantee the rooms, and the team will be assigned a group reservation number. The team manager is responsible for ensuring that all the policies for the specific hotel are explained to the team. These policies are explained at the time of reservation, as well as listed at the bottom of the confirmation email received from Anthony Travel. The team will have a deadline to submit a rooming list with individual names and credit cards to reserve each room.

*The rooming list can be provided two different ways:*

1. The team manager needs to collect and then provide Anthony Travel with the names, travel dates, and credit card numbers and expiration dates for each room. Anthony Travel can provide a generic rooming list form if needed.
2. Parents can visit [AnthonyTravel.com](http://AnthonyTravel.com), reference the reservation number provided for the team block and give their name and credit card to reserve a room within the team block. *Please note: Any unclaimed rooms at the time of the rooming list deadline date will be automatically released back into inventory for resale to other teams.*

## **Q. IS MY CREDIT CARD BEING CHARGED?**

A. Generally, rooms are held with a credit card guarantee. If a guest cancels their reservation after the date listed in the cancellation policy or does not check in at the hotel, then the credit card on file may be charged. If a specific hotel requires pre-payment, it will be stated in the payment policies.

## **Q. CAN I GUARANTEE THE TEAM'S RESERVATION WITH MY CREDIT CARD AND HAVE PARENTS CHANGE IT AT CHECK IN?**

A. Yes. Please note that the credit card on file at the hotel prior to check-in will be charged a penalty should reservation(s) not be harmed, if a guest does not check-in at the hotel, canceled after the cancellation date, etc.



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## **Q. WHEN IS THE LAST DATE I CAN CANCEL MY ROOM WITHOUT PENALTY?**

- A. The cancellation policy for each hotel and event varies. Each guest will receive these policies in writing on their confirmation email received from Anthony Travel. Anthony Travel is not able to guarantee the cancellation with no penalty after the respective drop date.

## **Q. WHAT IF MY TRAVEL DATES DIFFER FROM THE MAJORITY OF MY TEAM?**

- A. Anthony Travel is happy to accommodate different travel dates for guests. Anthony Travel can extend a guest's stay depending on availability at the hotel. Anthony Travel will do their best to honor the negotiated tournament rate. A shorter stay may be available depending on the specific hotel. Some hotels require a minimum-night stay. If the hotel has this requirement, it will be stated in the payment policy section online and in the reservation confirmation email from Anthony Travel. Please call Anthony Travel at 800-736-6377 to request alternate travel dates.

## **Q. WILL THE TEAM BE BLOCKED TOGETHER?**

- A. Although it is not guaranteed, every effort will be made by Anthony Travel and the hotel to block teams together according to the team name provided. Therefore, the team name, age group and gender is of utmost importance in the booking process.

## **Q. CAN WE CHECK-OUT EARLY?**

- A. Early departure policies vary by hotel. Anthony Travel understands the nature of your event and we do our best to negotiate the most flexible, convenient policies possible with the hotel. If the hotel requires an early departure penalty it will be stated on the confirmation email from Anthony Travel under the cancellation policies.

## **Q. CAN I HAVE A ROLLAWAY BED IN MY ROOM?**

- A. Rollaway beds cannot be guaranteed and are based on availability. Anthony Travel is happy to request this from the hotel. Please call Anthony Travel at 800-736-6377 to make the request. There is often a daily fee for the use of a rollaway bed.

## **Q. CAN WE GET ADJOINING ROOMS?**

- A. Adjoining rooms cannot be guaranteed and are based on availability and layout of the hotel. Anthony Travel is happy to request this from the hotel. Please call Anthony Travel at 800-736-6377 to make the request.

## **Q. CAN I HAVE A DIFFERENT ROOM TYPE (I.E. KING OR SUITE)?**

- A. Different room types cannot be guaranteed and are based on availability and layout of the hotel. Anthony Travel is happy to request this from the hotel. Please call Anthony Travel at 800-736-6377 to make the request. Rates may differ depending on room type.

## **Q. STILL NEED SOME MORE INFORMATION?**

- A. Call Anthony Travel at 800-736-6377 to speak with a sports travel expert about your event.

