



## Team Placement Program FAQ's

### Who determines the rules for the policy?

The National Cheerleaders Association implemented the policy and works with our housing partner, Connections Housing, to see that it's enforced. Any communication to teams about non-compliance is at NCA's request.

### Who is required to stay through the Team Placement Program?

All performers, coaches and spectators attending NCA All-Star Nationals are required to stay through our housing program. Gyms that are within 60 miles of the Kay Bailey Hutchinson Convention Center are exempt. However, if they choose to stay at a hotel then they must book through Connections.

### Team Placement Program Competition Benefits:

-  The Team Placement Program requires that all of the hotels in the area work through NCA/Connections for the competition. Without this requirement, the higher demand hotels would try to book the business direct at inflated rates.
-  Total room nights are tracked for the city giving NCA the ability to secure the Kay Bailey Hutchinson Convention Center multiple years out. NCA also has more leverage in negotiating venue rental and concessions, which allows us to keep overall costs in check.

### Team Placement Program Benefits

-  Guaranteed lowest rate
-  Many Gyms/Teams are able to be together in the same hotel
-  Guaranteed Room Type

### Does everyone have to abide by the Team Placement policy?

Yes, NCA requires all performers, coaches and spectators attending NCA All-Star Nationals to stay through our Team Placement Program. Programs that are within 60 miles of the Kay Bailey Hutchinson Convention Center are exempt. However, if they choose to stay at a hotel then they must book through Connections.

### What happens if a program or individual does not abide by the policy?

Programs and/or individuals who don't abide by the policy will be ineligible to compete at NCA All-Star Nationals. If, during the post-event room audit we find that a performer canceled or no showed, their program may lose priority hotel bookings for the following season.

### How do you monitor that all teams are abiding by this rule?

NCA is using a Housing Compliance roster for each team registered. The rosters must be filled out by all teams attending NCA All-Star Nationals, regardless of whether or not they are within the 60 mile radius. These forms must be submitted by November 30<sup>th</sup>.

### **PERCEIVED PROBLEMS**

#### **Gyms can find cheaper rooms on their own:**

Connections Housing guarantees the lowest rate. Please bring it to their attention if your team or gym receives a lower quoted rate. It's important that this quote is in writing, even if it's an email or a confirmation letter from the hotel.

#### **Discount Hotel websites are cheaper:**

There are typically 5 or less rooms available at this rate, and they are not available to groups. Most of the time you have to prepay for these rooms with a "no refund" policy. Room types (king, double/double) are also not guaranteed through these sites.

**There are lower rates inside 30 days before arrival:**

When Connections is unable to fill a hotel block, hotels have the right to do what they can to sell their remaining inventory. Connections will always offer the guaranteed lowest available group rate.

**I want a hotel that is not on the list:**

If your preferred hotel is not one of our partner hotels you may ask them to contact Connections. Once they have a signed contract, you may request that hotel through Connections. Keep in mind we're in a partnership with most of the Dallas area hotels and the low rates and other amenities already negotiated are contingent on picking up the room blocks at our partner hotels.

**I booked my reservation directly at a hotel:**

If you booked directly through a hotel, you're not in compliance with our policy and are not eligible to compete. You will need to contact Connections in order to book your room.

**Individuals who want to redeem Reward Points:**

You are able to use hotel reward points to book rooms as long as you stay at one of the NCA partner hotels. Please forward your email confirmation from the hotel showing that you used points to [NCAExceptions@ConnectionsHousing.com](mailto:NCAExceptions@ConnectionsHousing.com) by October 31, 2018. Connections will contact you in writing if your exception has been approved.

**Individuals who want to stay with family in the area:**

If you have family in the area, please contact Connections Housing at [NCAExceptions@ConnectionsHousing.com](mailto:NCAExceptions@ConnectionsHousing.com) by October 31, 2018 for a housing exception. Additional documentation will be requested and Connections will contact you in writing if your exception has been approved.

**Individuals who want an upgraded room or suite at a hotel:**

Connections can help you with suite or upgrade requests. Please contact them with what you're looking for and they'll be more than happy to check rates and availability.

**Individuals who want to book a room using a military rate:**

To all of our military families, we appreciate your service. If you'd like to book one of our hotels within our group block using a military rate then you can contact Connections Housing and they will book your room at the military rate (if available) or our rate if it's lower.

**WHAT YOU GET FOR USING CONNECTIONS**

-  Assistance in selecting the best hotel for your needs
-  Onsite Housing desk that has a dedicated phone number that partner hotels have for issues.
-  Guarantee that when you show up you will have a reservation
-  Online and personal assistance with any issues before, during and after the competition
-  If requesting a gym block, a personal online gym profile to view all of your reservations.

**CONTACT INFORMATION**

**CONNECTIONS HOUSING:**

1-855-404-2433 or [ncanda@connectionshousing.com](mailto:ncanda@connectionshousing.com)

**NCA:**

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