



## PLAY Hockey World Youth Championship - Prague Policies

### REFUND / CANCELLATION POLICY

If you elect to cancel, refund eligibility and amounts will be based on the date of your cancellation request, in accordance with the below schedule:

- On or before December 15th, 2022: Deposit forfeited (\$600) / per person
- December 16th, 2022 to February 10th, 2023: \$1,500 penalty / per person
- February 11th, 2023 to March 15th, 2023: \$1,750 penalty / per person
- On or after March 16th, 2023: Not eligible for a refund

### FLIGHTS

PLAY Hockey will be offering a variety of round-trip group flight options from North American locations for interested customers. The price advertised is for the seat and any inclusions based on the selected airline, flight, and ticket. All group flight tickets must be paid in full at the time of purchase. Customers should expect to incur additional baggage fees each way for hockey equipment and excess luggage. Once your registration is Approved and your ticket(s) is/are paid for, we will send you the specific baggage fee details. Flight information will be provided shortly, at that time we will also provide the Group Flight Cancellation Policy.

### HOTELS

Our North American customers will be staying at a variety of 4-star hotels in close proximity to the main attractions of Prague, CZE. PLAY Hockey will not be releasing team-specific hotel assignments until May 1, 2023. During registration, we have asked to understand your desired rooming preferences as we construct our Rooming Lists per property. Please understand that we will be subject to the "Room Types" available at each property and in many cases, the hotel rooms in Europe contrast with our hotel rooms in North America; in terms of bed size, definitions of a "double", "triple", "quad" and "suite". Our team will work diligently to ensure all customers are aware of their room type and details as rooming assignments are drafted.

### TRAVEL INSURANCE

PLAY Hockey highly encourages all customers to purchase travel insurance to protect their investment in this trip. To learn about protecting your trip, if you are located in Canada, please call [Allianz Travel](#) at 1-844-310-1578. If you are located in the US, please call [Allianz Travel](#) at 1-866-884-3556.

### COVID-19

As of October 11th, 2022, per the US Embassy in Czech Republic there are no travel restrictions or pre-entry requirements for U.S. Citizens entering the country. Please reference information from the following link <https://cz.usembassy.gov/covid-19-information-71/>.



## FAQs

### **When is the deadline to have my order paid in full?**

All orders must be paid in full on or before March 15, 2023.

### **Payment Schedule:**

Deposit: \$600 per person, due Nov 7, 2022

Payment 2: \$750 per person, due December 15, 2022

Payment 3: \$750 per person, due Feb 1, 2023

Final Balance: Due by March 15, 2023

### **What if I am traveling to spectate but not purchasing a land package through PLAY or a participating North American team?**

All World Youth Championship players and guests must purchase a land package through their team to participate in any of the event's amenities such as Game Spectating, Opening Ceremony, meals, transportation, etc). Please contact the event coordinator ([amurphy@playhockey.com](mailto:amurphy@playhockey.com)) if you have further questions or concerns.

Thank you,

PLAY Hockey Team