

FAQ's USAV USA OPEN

Who determines the rules for Stay and Play?

USA Volleyball implemented the stay and play policy and works with our housing partner THS to see that it is enforced. When teams are notified by THS about teams not complying with the stay and play policy, it is at USAV's request.

Who decides the city for the National Championships?

USA Volleyball determines which city to go to each year based on venue cost and availability, hotel rates and availability as well as other ancillary expenses.

Stay and Play or (Required Housing) Tournament Benefits:

- Required housing requires all of the hotels in the hotel community to work with USAV/THS for the tournament. Without required housing some of the hotels in the best locations try and book the business direct at inflated rates (higher than acceptable tournament rates).
- Total room nights are trackable in each city, giving USAV more negotiating leverage for venue costs, and concessions in future years. That keeps costs in running the event in check and registration costs level each year.

Stay and Play or (Required Housing) Benefits:

- Better comp policies if teams can coordinate and reserve in bulk versus individuals
- Guaranteed lowest group rates
- Multiple teams (friends) are able to be together in the same hotel

What do I need to book in order for my team to be eligible?

USAV requires each team to book 75% of their room nights through THS into an approved hotel. If you have friends or family in the area, or want to travel and stay in a RV, please contact USAV for a waiver form. USAV will notify you in writing if your waiver has been approved.

Teams can find cheaper rooms on their own:

THS has implemented a clause in the contract with each hotel property that in the event a hotel inadvertently sells direct to the public then a lower rate than the tournament rate, THS will match that rate for each person that receives that rate in writing from the hotel. THS will monitor the rates each hotel sells direct to the public. This will assure the clause that requires the tournament rate to be the lowest is enforced. If a team/club is quoted a lower rate please report this to THS and copy USAV. This will ensure all participants receive the lowest rate possible for this event.

Teams can get more comp rooms on their own:

If a team or club is able to get more comp rooms on your room, report to THS and copy USAV what they were quoted in writing (by the hotel) and THS will do their best to get it matched.

Individuals want to redeem Rewards Points:

While THS can't redeem rewards points, that shouldn't prevent an individual from redeeming them on your trip. Give THS your confirmation letter (that is booked using rewards points) from an approved hotel, and THS will issue credit against the team reservation.

Expedia, Hotels.com, Hotelplanner.com websites are cheaper:

There are only 2-5 rooms available at this rate, and are not available to groups. It is like a carrot a hotel dangles to try and get you to book additional rooms. Most of the time, you also have to prepay the room in full with a "no refunds" policy. This is not comparable with THS's rates and their cancellation policies. Also, websites like hotelplanner.com add extra booking fees on top of the rates after you book.

There are lower Rates inside 30 days before arrival:

When THS is unable to fill a hotel block, hotels have the right to do what they can to sell their remaining inventory. Like airline flights, people booking at different times get different rates. THS's rates are always going to be the overall lowest available group rate.

I want a hotel that is not on the list:

The team or club can contact THS and request any hotel that is not on the approved hotel list. They will do their best to negotiate the best price for your team/club.

I go to multiple events and use that as leverage to get better rates at one hotel:

Let THS know what you need! THS works with hotels all around the country frequently and have excellent relationships in many cities. Let them help you book anything you need.

What's new at THS

- Designated Customer Service Manager- A real person, not an automated system to handle any problems you may have
- 24 hour Return call Guarantee
- All clubs that confirm 200 or more room nights at an event (based on previous season) will have one point of contact at THS
- All Regional Commissioners will have one point of contact at THS
- VIP list- Top room night producers, the team contact gets their room for free and a suite upgrade. Other top VIP clients will get free room nights.
- Team ratings on hotels- Teams will be able to read what other teams think about hotel listings on our website

- Facebook- an instant way to communicate to teams when rooms open up at a hotel, new hotels are added, events go live, etc.
- Youtube- The “show me how” of using THS website

What you get for using THS

- Assistance in selecting the best hotel for your needs
- Onsite Housing desk that has a dedicated cell phone number that goes out to EVERY ATTENDEE, not just team contacts
- Tournament Cancellation Insurance- If the event cancels for any reason you will not be charged by the hotel.
- Guaranteed when you show up you will have a reservation
- Online and personal assistance of any issues before, during or after a tournament
- A personal online team/club profile to view all of your reservations
- The best staff of any housing service