

frequently **ASKED QUESTIONS**

What does 'Downunder' mean?

Downunder is the name given to Australia and New Zealand as they are located at the bottom of the world.

What does my tour program price cover?

The ADU tour program price covers return airfares, taxes, transfers, accommodation, tour representative, two meals per day, competition, and entry to theme and recreational activities as listed on your itinerary. (It does not cover the price from your home to the ADU departure airport).

What do I need to do to sign up for this program?

Complete the registration form and send it to ADU with your \$350 deposit.

If you are wanting to take up the early bird discount please send the complete tour program payment with your signed registration form.

If my son/daughter has to cancel is there a refund policy?

Yes. ADU's refund policy is clearly stated in the athlete's reservation form. Please read and understand this policy to avoid confusion in the event a participant has to cancel. All deposits are non-refundable and non-transferable for any reason.

Do we have to follow the payment plan?

Yes, as closely as possible. Each athlete is required to make a monthly payment to keep their account current and to avoid cancellation. ADU does not allow participants to pay one lump sum payment at the end because of deposit commitment dates in the months preceding the tour prior to departure.

Will my son/daughter be chaperoned?

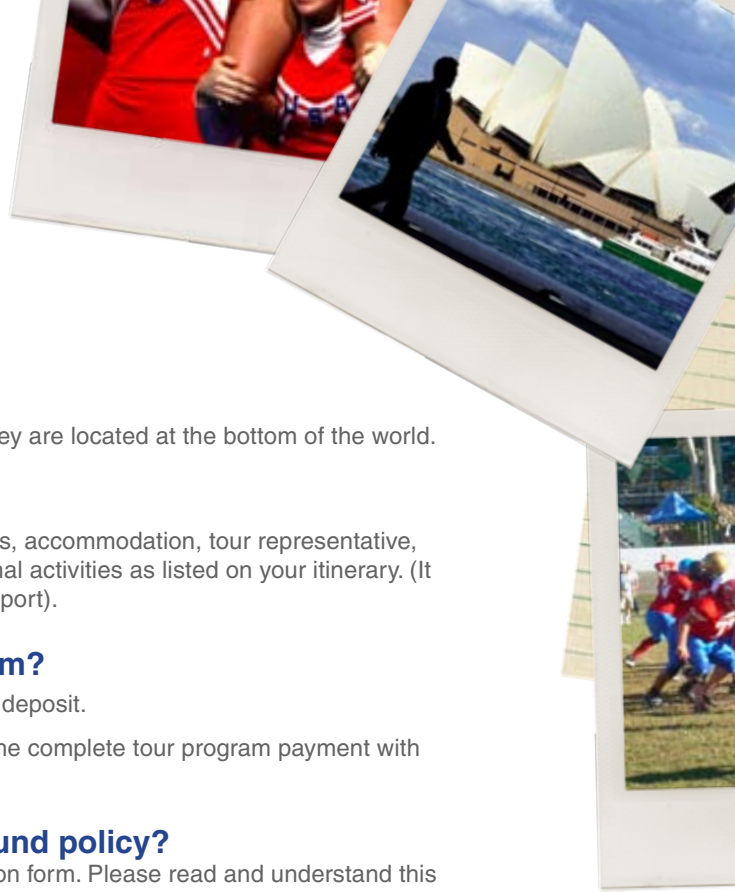
Yes. ADU will ensure that each athlete is chaperoned. We are very strict with our rules and regulations. Athletes are never to be alone. They must seek another athlete, coach, or staff member to accompany them at all times. ADU will notify the parents of any athlete / supporter who violates the rules and regulations of ADU or any of the host venue rules and the athlete / supporter will be sent home on the first available flight.

If I am traveling Downunder with a teammate from my school or a friend, am I guaranteed to be on the same team and in the same dorm or hotel room as him or her?

No. ADU is not able to guarantee teammate or lodging requests simply due to the large number of participants that attend and to ensure equality among teams.

Where do parents and supporters stay during the tours?

Any parents/guests who wish to accompany their athlete Downunder, and purchase a travel package through ADU will stay in the same hotel/resort as the athlete. Please see supporters application in this information pack.





Will the athletes be able to spend time with their parents during the tours?

Yes, participants may check out to THEIR PARENTS ONLY during the designated free times only if they are signed out with their respective coach. ADU suggests that players spend as much time as possible with his/her respective team to ensure good team bonding and quality time. Generally, those players who spend all their free time with his/her parents do not fully enjoy all of the attributes of this event. All athletes will have the same regulations concerning curfew and lights out, which will be covered at the athlete /parent / supporter meeting on arrival Downunder. Athletes are not allowed to be checked out to anyone other than their own parents at any time.

Where do I get my Passport?

You will need to get a passport application from your local post office or county clerk office. You need to do this as soon as you sign up for the program as passport applications can take several weeks to be processed.

Do I need a Travel Visa to get into Australia and New Zealand?

ADU will provide your entry visa for Australia and New Zealand as part of the tour package price.

How much money do I need to spend on Tour?

We suggest you bring anywhere from \$350 to \$700 and ideally carry a debit / credit card for unexpected expenses. It really depends on what you like when you shop, the extra food and beverages you may want to buy and any other activities you may wish to do.

What can we use fundraising for?

You can fundraise for the entire trip amount if you wish.

Will my \$350 deposit be refunded if I cannot go on the trip?

Sorry these funds cannot be refunded; further information is on the registration form.

How much luggage can I take on tour?

You can take 1 bags to be checked in, plus one carry on bag. No single piece can exceed 50lbs. Your carry on bag for the plane cannot weigh more than 7kgs.

When do we receive our flight information?

Your final itineraries and tickets will be sent to you 14 days prior to departure.

Can we use frequent flyer miles?

Sorry frequent flyer miles or any airlines discounts cannot be accepted by ADU.

How much should we budget for lunches?

We recommend from \$5 to \$10 depending on how much you eat.

What can we do to fundraise?

Look at our website www.americadownunder.com. We have a range of suggested fundraising activities for you.