

Frequently Asked Questions

Q: I want to book my team's hotel rooms for the Harrisburg College Showcase; can I get all the information here on this website? **A:** You can get all the information you need to book your team's hotel rooms here on this website. The list of Hotels, their amenities offered, the cost, and their individual requirements to book their hotel, as well as available rooms is directly below the forms you will need to reserve your teams hotel rooms for the Hempfield Fall Classic is all available on this website. If you have questions, see if your question is here first, if not, then please contact Tracy Connors at tconnors@tbd.travel. She will be able to answer any questions you may have yet to help you book your teams rooms for the tournament. Please do not call the hotels directly. All reservations must be made through Travel By Design so the questions you may have should also all be directed to Travel By Design also.

Q: I want to book my own hotel how do I do it? **A:** You cannot book your own hotel or directly with any hotel listed. All teams and families are required if attending the Harrisburg College Showcase to book through the Travel Services providing the information on this web page, Travel By Design.

Q: Can I purchase tickets for Dutch Wonderland or Hersheypark yet? **A:** No, You should wait for the schedule to come out to make sure your team has been accepted into the tournament. There will be plenty of time for you to purchase the tickets for the Amusement parks at the discounted link on the Travel By Design Website Link with the username and password provided by Travel By Design..

Q: How do I pay for the Hotel Rooms? **A:** You can reserve your rooms on a team credit card or have each family member provide a credit card for their room on the rooming list. You can also submit your list and ask for a number to allow your parents to go online and submit their credit card on a secure page directly to the Travel Services. They will only have a two week window to go online to do this. The hotel will NOT accept individual calls to give the hotel the cc number for each family. PLEASE REMEMBER: If you use one cc to reserve the rooms for your team based on the hotels criteria, The one card will be charged for the hotels rules for rooms blocks, meaning that some charge one nights room rental and some use the cc to guarantee the rooms reserved. AND if a person is a no show or cancels after the 72 hour room block rules, the one card will also be charged for these issues also. The best and safest way to block the rooms is to provide each families cc on the rooming list when submitting by mail, email or by fax to Travel By Design. You can always fill out the rooming list with all the parents' info, have an addressed envelope there at the meeting, and seal it in the envelope. Then send it by **Priority Mail** to Travel By Design so it can be tracked. **Travel By Design is a licensed travel agency that is bonded and secured to accept all cc's for reservations. The CC #'s supplied will only be used for the basis of hotel reservations for the Harrisburg College Showcase Reservation process.**

Q: Can you mail me the Hotel rooming list and Team contract? **A:** The Rooming list and Team Contract is online and only online. We will not be mailing out any forms. If you cannot retrieve the information that is online on your computer then find someone to help you as many teams have already completed the process by downloading the forms and submitting them by email, fax or by Mail.

Q: Should I wait to see if my team was accepted into the tournament before booking our rooms? **A:** The tournament will give you ample time to cancel your rooms if you are not accepted into the tournament. The hotels have a 30 day cancellation policy for the entire group. You will be notified with atleast one week before that 30 day deadline if your team was accepted into the Showcase tournament. The Hotel rooms fill very fast at the most popular hotels. Please don't hesitate to submit your team contact and rooming list to ensure you get your first choice. With the assurance that you can cancel if not accepted into the tournament. Once accepted and after the 30 day deadline to cancel individual rooms in case of injury, sickness, family emergency etc, there is a 72 hour cancelation before arrival for one or two rooms from your group only. The entire team can not cancel after the 30 days or they will be charged the hotels cancellation policy for breaking the contract after 30 days. If you make your reservation with in the 30 day window, your reservation cannot be canceled once submitted.

Q: I have families that only want to stay one night, and do not want both nights, is this possible? **A:** Yes, go to the list of the hotels, and then look for hotels that do not have 2 night minimum requirements. Those listed are the only hotels that do not require a two night minimum, and are based on first come first serve.

Q: I don't want to use any hotels on the Harrisburg College Showcase's participating hotels list for the Tournament, what will happen? **A:** There is only one way teams are allowed to not use a hotel and that is by being a local team in the tournament not needing a hotel at all and commuting to and from the tournament by car. You must use the hotels listed on the Available Hotel listing on the Travel By Design Website for the Showcase Tournament.

Q: Are the Hotel Reservation Rules posted anywhere for the parents to see? **A:** Yes, go to the top of the team contract/rooming list page and it is the first page of the contract.

Q: I don't know the Harrisburg/Hershey area where are the Tournament is being held, how will I know how far my hotel is from my field and how do I get directions? **A:**Hotels have maps of their approximate location listed on their own hotel website and the listing of available hotels on the Harrisburg College Showcase/Travel By Design website also list approximate locations to the fields where a majority of the games are played. The Harrisburg College Showcase website will also list directions to the fields for all locations on its website.

Q: What information do I need for the Team contract and rooming list? **A:** Go to the form you wish to use, the PDF to print and mail or fax, or the one to download in excel and fill in the required info on the page to then email to Travel By Design at tconnors@tbd.travel. You will need atleast the name of the adult in the room, then list A for Adult, P for Player and C for child for any other people in the room. Some hotels charge based on the number in the rooms, so the number in each room must be designated. If only 2 people listed, the room may be a KING only room so you must know the #.

Q: We don't have a team as tryouts have not occurred yet, can we pre-register our hotel selection? **A:** Yes we take reservations for hotels for each team today by filling out the TEAM CONTRACT and submitting it to Travel By Design as soon as you know you are attending the Showcase. The Rooming list with one CC or the parents CC information will then need to be submitted within one month or the room block held for your team will be released. Your slot will not be lost if you do not complete all rooming list information you can obtain on the website and mail, fax or email them to Travel By Design. We can change add or delete names on your rooming list up to a week before the Tournament.

Q: Is there somewhere to call to ask a question about the Hotel reservations process for the Harrisburg College Showcase Tournament? **A:** We prefer questions by email, due to the over abundance or repeat questions. If your questions and answers were no available here on this Frequently asked question page, then please email Travel By Design, Tracy Connors at tconnors@tbd.travel or call 717-489-0268.