**GLOBAL IMAGE SPORTS – 2019 WINTER EVENT**

**December 20th – December 22nd, 2019**

**Omni Orlando Resort at Championsgate**

**1500 Masters Blvd, Championsgate, FL, 33896**

**FREQUENTLY ASKED QUESTIONS**

***Disclaimer: Please note that the information contained herein below is accurate and complete up to the 1st September 2019. Some parts or aspects of the event scheduling or itinerary may be changed nearer to the time and this is at the discretion of the event organizers in conjunction with information received from the facility in Orlando.***

**How will I receive confirmation that I have successfully registered for the event?**

You will receive an automatic confirmation via email once you have registered through the provided link/flyer and have paid in full. You will also begin to receive email communications from GIS or its event affiliates in the weeks leading up to the opening day.

**Can players show up late for the event?**

The beginning of the event is very important. Players go through the registration process, meet the staff, change into uniform and an orientation is conducted; all before they even step on the field for the first session. If a player is not able to attend the beginning introduction of the event, please notify info@globalimagesports.com as early as possible. There are no refunds, or partial refunds, for late arrival to the event.

**How can players be contacted at the event?**

The emergency telephone numbers for this event are as follows:

* Head Office = 770-545-8146
* Backup 1 = 850-209-1956
* Backup 2 = 704-898-5282
* Backup 3 = 404-667-8632

**When and where is registration on the first day?**

Check-in will be at the Omni Orlando Resort from 9 am to 11.30am. The address is 1500 Masters Blvd, Championsgate, FL, 33896.

**There will be an opening ceremony at the Omni Orlando Resort**. Introductory remarks and information will be given by the coaches and staff. This will take place in one of the conference rooms at 11:45 am. Players should come with their training kits ready to head to the fields after the opening ceremony so that players can immediately begin training and not have to travel back and forth from the hotel.

The first session on Day 1 begins at 12.00 pm and runs until 2 pm. There will be a snack break from 2-2:30 (not provided by GIS) and then there will be a classroom session from 2:30-3:30 PM second session runs from 3.30 – 5:30 pm.

An up to date schedule of events and exact timings will be sent to all families prior to the start of the event. Keep your eyes open for it!

**When is departure on the last day?**

The closing ceremony on the last day (December 22nd) takes place between 3pm and 3.30pm. All families will be able to depart no later than 3.35pm. The Closing Ceremony will be at the Omni Resort Conference Room. Attendance at the Closing Ceremony is mandatory because it will confirm prizes, selection criteria and information about the follow-up from the event.

The last training session on the 22nd will finish at 2.30pm approx. Families will then make their way to the Resort for the Closing Ceremony usually in the same conference room were the opening ceremony is held.

**What does each player receive at registration?**

Players will receive:

* *A soccer ball.*
* *2 x Jerseys*

All other kit and equipment are their own responsibility. Players need to bring shorts, socks, shin guards, cleats, footwear and warm clothes in case of cold weather.

Kit sizes will be ordered based on what you selected during the registration process. If you failed to enter a size, then we will do our utmost to provide you with the correct kit but cannot guarantee anything.

* Please ensure you bring black shorts and black socks to wear.

**When is the first meal of the event?**

Lunch will be provided for the players on Day 2 and Day 3. On the first day, there is a snack break from 2-2:30 PM and players should **ensure they have their own food for this**. GIS will not be providing any food on Day 1. Coolers and water fountains will be available at the fields during all stages of the event.

Players should still bring plenty of water and drinking bottles with them as well.

**When is the last meal of the event?**

The last meal is lunch on Day 3. Lunches on Day 2 and 3 will be provided at the Resort.

**What if my child has food allergies?**

We take great pride in meeting the many unique needs of our participants and their special dietary needs. With this being said, we rely on parents to let us know about their children’s allergy and dietary restrictions during the registration process. Players with allergies and dietary restrictions will be provided a specific wristband at registration check-in. We kindly ask that if you give your child snacks for their time at the event – they do not contain nuts. None of the lunches we provide will contain any nuts either. If you want to speak to anyone about the allergy requirements, please email info@globalimagesports.com

**What are the pick-up/drop-off times?**

Day 1 = Registration is from 9 am – 11.30 am AT THE RESORT

 Opening Ceremony is from 11.45am – 12 pm AT THE RESORT

 First Session is at 12.15pm Approx.

Day 2 = Drop-Off at 8.45am

 Pick-Up at 3.15 pm

Day 3 = Drop-Off at 8.45am

 Pick-Up at 2.30 pm

 (Closing Ceremony at 3:00pm)

**Is there a laundry service provided during camp?**

There is no laundry service provided during the camp. Laundry will be the responsibility of each individual and you have the option of doing it at the Resort.

**What about safety & supervision?**

Players are fully supervised by staff during the hours of the event indicated on the schedule. Outside of these hours – parents are responsible for their children as the event staff will not be guaranteed to be on site.

**Is this a Residential Camp?**

NO. This is not a residential camp like the National Camp in Rome, GA. GIS staff are not looking after players during the evenings and will only be supervising players during the day and the times of the events. We are however helping with accommodations by offering a package through the Resort.

**My child is a goalkeeper. Will you have goalkeeper coaches for his or her specialized training?**

Yes, goalkeeper training will be conducted during the event by a specialized GK trainer.

**Are scholarships available?**

Global Image Sports do not currently provide any scholarships for this event.

**How can I arrange an airport transfer?**

GIS does not operate this service as this is a non-residential event.

**What happens if my child is injured or sick during the event?**

Athletic trainers will be on duty for the duration of the event to care for injuries and illness. Parents or guardians will be contacted immediately if there is a serious injury or a child needs to leave camp early for a medical reason. Please make a notation on the medical portion of your registration if there is any medical condition we should be aware of in advance of the player's attendance.

**Does the player need medical insurance?**

Every player must have some form of medical insurance if they are going to participate in this camp. If a player needs emergency medical attention, hospitals will require proof of medical insurance or payment on site. GIS will not be able to provide any insurance coverage as part of this event.

**Can my child take his/her regular medications while at camp?**

Yes, your child can take regular medications on the same schedule that he/she does at home. Please check in ALL over-the-counter and prescribed medications (including aspirin, Tylenol, etc.) with our athletic trainers at the registration table. Include written instructions and label all medications with your child’s name. This will only be possible during the hours of the camp. For anything outside of these times, GIS are unable to help, and you need to make your own arrangements.

**Can parents observe the sessions?**

Parents are welcome to attend sessions during the day to observe. We respectfully ask that all family members observe off the fields, in designated areas, and refrain from interacting with coaches or players during sessions. This follows International Academy protocol.

**What should a player bring to the event?**

* Soccer cleats and turf shoes (the fields being used are going to be turf)
* Sneakers if necessary, for in-between sessions.
* Shin guards
* Rain gear
* Casual clothing: t-shirts, sweats, etc. for in between sessions if needed.
* Players may also bring snacks and drinks from home. NO food containing nuts is permitted. All events are a nut-free environment.

*Players should not bring food items containing nuts, jewelry or expensive electronic devices.*

**What is the camp cancellation policy?**

There is a $100.00 cancellation fee. All cancellations must be in writing and sent to the US office. **NO REFUNDS AFTER DECEMBER 1st.** **NO REFUNDS** will be given to players who leave the event voluntarily or are removed for disciplinary reasons.

**What about photography and filming?**

A photographer/videographer will be covering the event and all pictures will be featured on Social Media (so we strongly urge you to sign up to Global Image Sports Facebook, Twitter and Instagram). As part of the registration process, you will all have signed waivers confirming parents are happy with these arrangements. Should you have any concerns or do not wish for your son/daughter to be photographed/filmed – simply let us know in writing at info@globalimagesports.com