

# Allstar World Championship FAQ's

## GENERAL EVENT QUESTIONS

### Question: What is the name and address for the event venue?

Orange County Convention Center - West Concourse  
9800 International Drive  
Orlando, FL 32819

### Question: What is the crossover policy for 2024 ASWC?

The full ASWC crossover policy can be viewed here: [2024 ASWC Crossover Policy \(openchampionshipseries.com\)](https://openchampionshipseries.com)

Teams with more than 8 crossovers on 1 (one) team will not be guaranteed 30 minutes between warm-up times  
Cheer athletes are limited to crossing over to no more than 1 (one) additional cheer team within their program. Athletes can cross up or down a maximum of 2 (two) levels at ASWC.

*Example: Athletes can be on Youth Level 1 & Youth Level 3. Athletes **CANNOT** be on Youth Level 1 & Youth Level 4.*

*Exception: Athletes on Level 4.2 teams can crossover to Level 2, Level 3, or Level 4*

### **DANCE DIVISIONS DO NOT HAVE CROSSOVER LIMITATIONS. ATHLETES**

Athletes can compete on up to 2 cheer teams, and an unlimited number of dance teams.

### Question: What days will my team compete?

ASWC 2024 BLOCK SCHEDULE	
Thursday, 4/18/2024	Jr/Sr/U17/U19/International Open Battle Rounds & Semi Finals
Friday, 4/19/2024	Jr/Sr/U17/U19/International Open Finals
Saturday, 4/20/2024	Mini/Youth & All Dance Divisions Battle Rounds & Semi Finals
Sunday, 4/21/2024	Mini/Youth and All Dance Divisions Finals

### Question: What are the participant gifts and awards for winners?

Prelim Winners - Bracelet

Participation - Medals

Division Winners - 1st, 2nd, and 3rd Place - Medals and Banners

Division Champions - Big Rings

### Question: When are finalist announcements and awards?

Finalist reveals will be Thursday for Junior, Senior, U17, U19 and International Open divisions and Saturday for Mini, Youth and Dance teams. Finalist Awards will be announced the same day as finals. (Friday and Sunday)

Reveal and awards schedules will be released April 4, 2024.

### Question: What is the cost of parking?

For parking information, go to: [Parking | Orange County Convention Center \(occc.net\)](https://occc.net)

# WHO MOVES ON TO FINALS?

Divisions with less than 20 teams			
Battle Round	25% (up to 8 teams)		
Bid Round	50% (up to 10 teams)		
Dance	No Battle Round – Teams compete in Semi-Finals		
Divisions with more than 20 teams			
For Semi Finals, once a division hits 20 teams, we will divide them into subgroups with the intention of creating fair and comparative divisions. We will then take the top half from each subgroup.			
See this example below for a better understanding:			
Small Junior 1	40 Total Teams in division	Example for Subgroups	Moving on to Finals
Group A	20 teams	Team has 16-19 athletes	10
Group B	20 teams	Teams that have 20-23 athletes	10
<b>20 total teams for this division will compete in Finals.</b>			

## LODGING PACKAGE QUESTIONS

### Question: How do I register for a lodging package?

To create a guest account, visit <https://regchamp.com/theopenguest>. Select your event, then begin typing your program name into the space provided and select the correct program name for your account. Double-check spelling and be sure to select the correct program name, or your roster will not populate correctly. Follow the prompts to enter your information, select your arrival and departure dates, top 2 choices for your hotel stay, and be sure to enter the names of your guests and their titles (guest/participant/coach). Then enter your desired payment amount. A \$100 non-refundable deposit is to create your account.

### Question: I am trying to register, and I don't see my gym/program name. Can you help?

Programs/Gyms must be registered for the event with rosters prior to parents/guests registering for lodging. Please check with your program to ensure that they have registered for the event. If they have not completed this step, you will need to wait to make your reservation until they do.

### Question: What is the age requirement for being added to the lodging package?

Guests 3 and older need to be added to the package to get a Universal Studios park ticket. Children over the age of the 3 are required to have a park ticket for entry.

**Question: I need to make a change to my lodging/ticket reservation. How can I do that?**

You can fill out a change request form here: [CHANGE REQUEST FORM](#)

**Question: When is the last day I can make a change to my account?**

All changes must be made by Wednesday, March 10, 2024.

**Question: When is my final payment due?**

All accounts must be paid in full by Wednesday, March 17, 2024. All unpaid accounts after this date will be cancelled and all payments will be forfeited.

**Question: When is the last date I can cancel my hotel registration?**

Hotel cancellation requests will only be accepted through March 10, 2024. Cancellation requests received after this date will not be processed.

**Question: I want to change my hotel preference. Who do I contact?**

Hotel assignments can be requested by completing the Change Request form linked below. These requests will be approved pending availability.

[Change Request Form](#)

**Question: A hotel is showing as sold out, will you be adding another room block?**

No, once a hotel is sold out for this event, we will not be adding another room block. You will have to choose another hotel choice, or book directly through Universal, knowing you will not be able to use our shuttle services, receive the athlete credit, and will need to purchase spectator wristbands separately for the event.

**Question: 2 of my guests can't join us until later in the trip. Can I pay for 2 people on my registration for 4 days, and then add my additional guests for the last two days?**

No. Universal will not allow you to pay for 2 people for 2 nights, and 4 people for 2 nights in the same reservation. You either have to have a 4-person room for 4 nights, or 2 separate rooms if you want your arrival and departure dates to be different. Remember that the package is a 3-night minimum stay should you choose the 2 room option.

**Question: I need to cancel my reservation; how can I get a refund?**

As stated in the agreed upon policies at the time of your reservation, the \$100 deposit is non-refundable\*. Payments above and beyond that amount will be refunded upon request up until the deadline of March 10, 2024.

Please submit a change request to process your cancellation here: [CHANGE REQUEST FORM](#)

\*It is allowed to give your deposit to another athlete's account. Please fill out the change request form if you would like to do this.

**Question: Are the prices listed per person per night and are the additional nights also per person?**

Prices listed are per person and include a 3-night minimum stay. For example if you choose to stay in a quad room at Dockside, it is \$619/person for THREE nights, so the total would be \$2476. There are three days in the package. The package includes a 5-day park ticket and event pass for each occupant. Additional nights are charged per room and not per person.

**Question: What are my options as far as hotel accommodations?**

We do not require athletes, coaches, or families to stay on a travel package. However, we have secured great group rates at Universal Studios Resorts with discounted hotel and park ticket packages. Here are your on-site options, which can be booked at [regchamp.com/theopenguest](http://regchamp.com/theopenguest):

ASWC Lodging Package Options							
Costs listed are per person; include a 3-night stay & 5-day park pass per person							Cost per Room
Hotel Option	1-person	2-person	3-person	4-person	5-person	6-person	Add'l Nights
Universal's Cabana Bay Beach Resort	\$1,094	\$804	\$704	\$659	\$674	\$649	\$250
Universal's Endless Summer Resort- Dockside Inn and Suites	\$1,064	\$774	\$654	\$619	\$654	\$629	\$200

True for ALL Lodging Packages
Prices listed are available on the following dates: Check In April 16, 2024 - Check Out April 22, 2024
Hotel Lodging Packages Includes: 5 Day Park-to-Park Ticket (3 Parks), Entry into Competition Venue
3 Night Minimum Stay
3 Park 5 Day Park to Park Ticket – Includes access to Universal’s Islands of Adventure, Universal Studios Florida, and Universal’s Volcano Bay Water Theme Park on the same day. Ticket is valid for any five (5) calendar days during a six (6) consecutive calendar day period which commences on and includes the date selected, with no block out dates.
Transportation to and from Event Venue on Competition Days
4 Day Event Spectator Wristband/Entry for all spectator occupants (athletes do not need a spectator pass for entry to competition venue)
Park Passes cannot be removed from Hotel Travel Packages for any reason or situation.
\$100 per account non-refundable deposit is due at the time of registration.

**Question: I need a wheelchair accessible or ADA room. Where can I notate that on my account?**

When creating your account, please add this info to the “Special Notes” section on page 2 of your registration. The Special Notes section is only for needs and not requests. If you have already completed your registration and need to add this info to your account, please submit a change request with this link: [CHANGE REQUEST FORM](#)

**Question: Do I still have to pay my gym the participant registration fee if I book a lodging package?**

Yes. All athlete registration fees are paid by the gym on the team invoice. You will receive a credit for this amount on your lodging package if you book one of our lodging travel packages.

**Question: I want to upgrade to a suite – is this an option?**

Room types will be automatically assigned based on the number of people in your room. If you have 1-4 people in your room, you will be automatically placed in a standard room. If you have 5 or 6 people, you will automatically be placed in a family suite. Due to only having a limited number of family suites available, these rooms will be reserved ONLY for those with 5 or 6 guests staying in their room. We will not process change requests or notes on guest registrations requesting to be upgraded to a family suite unless you are adding additional guests to your room.

**Question: How do I set up airport transfer shuttles if I am staying on a lodging package?**

You will contact Star Super Shuttle directly to set this up. You will need to tell them the hotel you have been assigned to when making this reservation, **so please make sure you wait until AFTER you have been officially assigned to your hotel choice on your invoice.** There is a reminder on how to read your invoice and where you will find this information on Number 3 on the diagram below. Here is their number: **800-823-4733**. Please remember that your hotel is assigned manually, so please allow for the standard 7-10 day waiting period before this will show up on your invoice.

**Question: What time do the shuttles run and who can ride the shuttles to the Convention Center?**

Only those guests staying on site in one of the hotel lodging packages are allowed to use the shuttles back and forth from your hotel and the venue. Shuttles run ON EVENT DAYS ONLY. Shuttles will run every 15-30 minutes.

**Question: How and when will I know what hotel I have been assigned to?**

Once you have registered, the assigned hotel information will show up on your invoice, middle of the page, above the guests listed on your reservation. Allow 48 hours for hotel assignments to show up on your invoice before November and up to a week during the busy season (December - March). Please email [info@openchampionshipseries.com](mailto:info@openchampionshipseries.com) if you are outside of the normal wait times and do not have your room assignment.

**Question: When will I receive a confirmation number from the hotel?**

Final rooming lists will not be submitted to the hotels until after the change request and final payment deadlines have passed. Confirmation numbers will be added to invoices and emailed out approximately 14 days before the event and can be found in the center of the invoice.

**Question: What is the layout of the suites at Universal’s Cabana Bay Beach Resort?**

The layout can be viewed here: [Universal Orlando \(truetour.app\)](#) Please note: We only have the 2-room suites available for lodging packages available. 2 **bedroom** suites are not available for reservations through RegChamp. If you need two separate bedrooms for your party, and a living area, you will need to book at Universal’s Endless Summer Resort-Dockside Inn and Suites.

**Question: What is the layout of the suites at Universal’s Endless Summer Resort-Dockside Inn and Suites?**

The layout can be viewed at the following link: [Universal Orlando \(truetour.app\)](#)

**Question: Do I still have to pay my gym the participant registration fee if I book a lodging package?**

Yes. All athlete registration fees are paid by the gym on the team invoice. You will receive a credit for this amount on your lodging package if you book one of our lodging travel packages.

**Question: How do I view/pay on my invoice?**

1. Click on this link: <https://regchamp.com/Guest/GuestReservation.aspx?COID=555>
2. Select your event and program, click NEXT
3. Enter the email address you used for your reservation and your information will auto populate. Click NEXT.
4. A prompt appears to either view your invoice or add ala carte items. Click VIEW INVOICE.
5. At the bottom center of your invoice there is the total amount due and directly under it is the box to enter how much you would like to pay today. Type in your desired amount and click "Continue Online Payment".
6. Enter your card information, click that you agree to the terms and policies and then hit "Submit Your Secure Payment".

## How to read your invoice for ASWC:

### The Allstar World Championship Battle Round

5/4/2023 - 5/7/2023

The Orange County Convention Center—Orlando, FL



**1. Verify your contact info is correct.**

**RECAP & INVOICE**

Contact: **Your Name** youremail@example.com    Guest ID: 123456    Related Team: 12345

Address: **Your Address**    Phone: 555-555-5555    Your Program Name

Hotel Preferences: Cabana Bay Beach Resort, Aventura Hotel, Surfside Inn & Suites - Endless Summer

Hotel Note: Hotel Travel Packages include 3 Night Stay & 3 Day Park Pass per each Occupant.

**2. Verify your trip details are correct.**

ALA CARTE ITEMS & HOTEL						
ID	RoomType	Arrive	Depart	Occupants	RoomCost	Special Needs
63156	4-Person Room	2023-05-03	2023-05-07	1. (Guest/Spectator) 2. (Guest/Spectator) 3. (Guest/Spectator) 4. (Participant)	\$2,496.00	
# Hotel Room Nights: 4		\$2,496.00 Hotel Assigned: Cabana Bay Beach Resort			Total Hotel & Ala Carte Fee = \$2,496.00	

**Make sure titles are listed correctly!**

**3. Verify hotel is assigned.**

Description	Source	Status	Amount	Date
Guest Ala Carte		Due	\$0.00	9/3/2022
Guest Hotel Cost		Due	\$2,496.00	9/3/2022
Registered Participant Credit (1)	Invoice	Credit	(\$169.00)	9/3/2022
Credit Card Fee		Due	\$0.00	9/3/2022
Additional Nights for 63156	Invoice	Due	\$250.00	9/3/2022
The Open Online Payment	CC	Paid	(\$300.00)	9/3/2022

**4. Review all payments, credits and charges.**

**TOTAL BALANCE OWED** → **BALANCE DUE** \$2,277.00

Enter Amount: \$2,277.00    **MAKE A PAYMENT**    Continue Online Payment

**5. Enter desired amount, and click to pay.**

**Question: What is the \$189 athlete credit for on my invoice?**

Think of your athlete as having two separate registrations. One is for their hotel, and one is for the event. Your gym is registering your athlete as a participant. You are registering them as a hotel guest. The lodging package total includes your athlete’s event registration amount. However, a credit in the amount of \$189 is automatically applied to your guest lodging registration when you choose your athlete from the drop-down menu at the time of registration. This credit is applied because your gym has already been charged for the athlete to participate so you do not need to pay for it again. You will pay your program directly for their competition fee.

**My child is one more than one team. How much will be credited to my account?**

Hotel travel packages have a \$325 per athlete max credit. If the athlete crosses from paid bid team to paid bid team, the crossover fee of \$100 is waived on the team invoice. Guest accounts do not exceed \$325 in credits on their guest account.

**Question: If I book through Universal directly, can I still use the bussing system and get the athlete credit on my invoice?**

No. To receive the participant credit on your invoice, you MUST book through regchamp.com/theopenguest. The buses that go from the hotel to the Orange County Convention Center are ONLY for guests who have booked through the Reg Champ portal. As a hotel guest you are welcome to use the buses Universal provides to their parks and City Walk, but the event buses are only for registered lodging package guests.

## COMMUTER QUESTIONS

**Question: What are my options for purchasing park tickets if I register as a commuter?**

If you would like to stay off site, our partner company, Competition Travel, has secured discounted rates for the surrounding area hotels. Click [HERE](#) to view options. We have the following discounted park ticket packages available for commuters:

ASWC Commuter Passes				
Type of Pass	2 Park 1 day	2 Park 2 days	3 Park 5 Days	Restrictions for All Commuter Passes
Athlete	\$154	\$214	\$244	Commuters are responsible for their own lodging and transportation to and from the venue.  Athletes are not required to purchase a park ticket. The price of athlete registration is included on the gym/program’s invoice. Ticket prices listed are in addition to athlete registration for the event.
Friends/ Family	\$205	\$300	\$340	
Park Ticket Details				
2-Park 1-Day Park-to-Park Ticket – Includes access to Universal Studios Islands of Adventure and Universal Studios Florida on the same day. Ticket is valid for any one (1) calendar day during the specific validity window printed on the ticket with no block out dates - \$154 Per Athlete *Does not include Volcano Bay				
2-Park 2-Day Park-to-Park Ticket – Includes access to Universal Studios Islands of Adventure and Universal Studios Florida on the same day. Ticket is valid for any two (2) calendar days during a six (6) consecutive calendar day period which commences on and includes the date selected, with no block out dates – \$214 Per Athlete *Does not include Volcano Bay				
3-Park 5-Day Park-to-Park Ticket – Includes access to Universal’s Islands of Adventure, Universal Studios Florida, and Universal’s Volcano Bay Water Theme Park on the same day. Ticket is valid for any five (5) calendar days during a six (6) consecutive calendar day period which commences on and includes the date selected, with no block out dates: \$244 Per Athlete				
Terms: \$100 is due at Time of Registration. Teams/Coaches are responsible for the Athlete Registration on their invoice.				

**Question: Is this event stay to play?**

No! Here at the Open Championship Series we believe in giving our customers the freedom to choose the best option themselves!

**Question: I am trying to register and I don't see my gym/program name. Can you help?**

Programs/Gyms must be registered for the event with rosters prior to parents/guests registering for lodging. Please check with your program to ensure that they have registered for the event. If they have not completed this step, you will need to wait to make your reservation until they do.

**Question: How do I register as a commuter?**

To purchase your commuter packages, visit <https://regchamp.com/theopenguest>. Select your event, then begin typing your program name into the space provided and select the correct program name for your account. Double check spelling and be sure to select the correct program name or your roster will not populate correctly. Follow the prompts to enter your information and click next. At the top center of the page, select "No" as you are not registering for a hotel. You will then be taken to the screen to select your desired passes. Friends and family commuter packages are for NON participants. There are discounted park ticket only options available for registered athletes and coaches. (Athletes and coaches do not need spectator wristbands). Note: You will need to select the athlete or coach's name from the drop-down menu in order to purchase a Athlete or Coach Ticket. Their name will only populate if they have been added to the event roster) Select the amount of passes you would like to purchase and pay the minimum of your \$100 non-refundable deposit to create your account.

**Question: How do I view/pay on my invoice?**

1. Click on this link: <https://regchamp.com/Guest/GuestReservation.aspx?COID=555>
2. Select your event and program, click NEXT
3. Enter the email address you used for your reservation and your information will auto populate. Click NEXT.
4. A prompt appears to either view your invoice or add ala carte items. Click VIEW INVOICE.
5. At the bottom center of your invoice there is the total amount due and directly under it is the box to enter how much you would like to pay today. Type in your desired amount and click "Continue Online Payment".
6. Enter your card information, click that you agree to the terms and policies and then hit "Submit Your Secure Payment".

## **SPECTATOR PASS QUESTIONS**

**Question: What is the age requirement for purchasing a spectator pass for The Allstar World Championship competition?**

Ages 5 and under are FREE. Ages 6 and up need to purchase a spectator wristband.

**Question: Are child and adult spectator wristbands the same price?**

Children 5 and under are free. Everyone else is the same price.



**Question: Do I need to purchase a spectator pass?**

An event spectator wristband, valid for all 4 days of the event, is included in the lodging package for all registered occupants. An event pass is also included in the pricing for all commuter packages. Additional spectator wristbands will be available for prepurchase online and on-site at the venue for those not staying on site

1-day spectator entry: \$40 (plus tax and fees)

Event pass (valid for all 4 days): \$75 (plus tax and fees)

**Question: What if I don't want park tickets? Where can I buy just spectator tickets?**

Spectator wristbands will be available for pre-purchase online approximately 30 days before the event. The link to purchase will be posted to our social media pages and emailed out to all coaches. Spectator wristbands will be available for purchase onsite at the event as well.

## **PARK TICKET QUESTIONS**

**Question: Are park tickets required for participants or spectators?**

No! The Open Championship Series does not require park tickets for anyone attending the Allstar World Championship.

**Question: Are park tickets included in my athlete registration?**

No, since this event is held at the Orange County Convention Center, the purchase of any/all park tickets is 100% optional. Park tickets are only included with your registration if you are staying on-site with one of our lodging packages or if your team won a paid bid. Paid bid winning teams get a free 1-day park ticket for all athletes and 2 coaches.

**Question: Are park tickets included in my lodging package?**

Yes! Anyone staying on a lodging package does not need to purchase additional park passes as they are included in your registration. Each occupant receives a 5-day park ticket.

**Question: What dates can I use my park passes?**

5-Day Park Tickets are valid for any five (5) calendar days during a six (6) consecutive calendar day period which commences on and includes the date selected, with no block out dates. Valid dates will be April 16 – May 7

**Question: Where and when can I pick up my park tickets?**

Park tickets will be picked up at the hotel you are staying at if you purchased a lodging package through The Open Championship Series. Those who purchased commuter packages, athlete park tickets, or coach park tickets will pick up at the Orange County Convention Center. Ticket pickup times and locations can be viewed [here](#).

**Question: Will I get my park tickets when I check in at the front desk?**

The hotel front desk WILL NOT be distributing the park tickets included in your hotel travel package. The Open Championship Series will have designated locations within the hotel for park ticket pick up.

**Question: What happens if I don't pick up my park tickets?**

Any park tickets not picked up by 7pm on Sunday April 21st will be forfeited and NO REFUNDS will be issued. Park tickets ARE NOT digital and must be picked up onsite during the days and times specified.

## COACH QUESTIONS

### **Where do coaches go to book hotel rooms?**

Discounted lodging packages for coaches can be booked at [regchamp.com/theopenguest](https://regchamp.com/theopenguest). All lodging packages include a 3-day hotel stay and 5-day park ticket for all listed occupants. Only paid bid winning coaches will receive a registered coach credit on their hotel travel package.

### **How do coaches purchase park tickets?**

Discounted Universal Studios park tickets can be purchased at [regchamp.com/theopenguest](https://regchamp.com/theopenguest). Coaches do not need to purchase the commuter package since team registration fees include coach entry fees. Coaches will select the Coach Park Ticket option. They will need to be listed on the event roster prior to purchase for their name to appear in the drop-down menu for selection.

### **How much are coaches fees for ASWC?**

You receive 2 free coaches per team, no park tickets

\$120 for each additional coach, no park tickets

If you receive a PAID bid then you will get 2 complimentary 1-day park tickets or a credit on your guest account. Guest account credits: \$100 for lodging packages, \$154 for commuter packages. Coaches must be listed on paid bid winning team roster to receive credit.

## BID QUESTIONS

### **Question: Can bids received in the 23-24 season be deferred?**

Only bids received internationally can be deferred to next season.

### **Question: Does dance have a battle round?**

Dance teams can register for the battle round to secure early registration, but their will not be a battle round for dance teams to compete in at the competition. All teams – regardless of bid type (no bid, at-large bid, or paid bid) will compete against each other in the semi-finals round on Saturday for a chance to advance to Finals on Sunday.

### **Question: My athlete or team won a paid bid. What does that include?**

A paid bid includes athlete and coach registration fees to the Allstar World Championship and a 2-Park – 1-Day Park-To-Park Ticket to Universal Studios Islands of Adventure and Universal Studios Florida on the same day. If your athlete is staying on a hotel travel package, the complimentary 1-day park ticket will be credited on their account in the amount of \$325. If you are registered as a commuter, you will receive a \$154 credit for the park pass only. This complimentary 1-day park pass is not in addition to the 5-day park pass included in the hotel travel package.

### **Question: My team won a paid bid? Do we advance straight to Finals?**

No, there is no guarantee for any team to advance directly to finals. All bid-winning teams, regardless of bid type, will have to compete in semi-finals.

**Question: My athlete's team was listed in the Battle Round, but now we have received an at-large or paid bid.**

**What do I need to do to update my account?**

Credit amounts will be the same for registered participants for both the Battle Round and the bid round. No action will need to be taken. For athletes upgrading from the Battle Round or an at-large bid to a paid bid, the credit amount will automatically update once your coach updates the bid type on the program account. If it has been more than 7 days since the upgraded bid type was won, reach out to [info@openchampionshipseries.com](mailto:info@openchampionshipseries.com) for assistance.

**Question: How many athletes can be replaced on a team after the bid is received?**

You may compete with more or less athletes on the floor than what you qualify with as long as it keeps you in the same size division. You will be able to replace 25% of your roster from the time you receive your bid until you compete at the Allstar World Championship. Teams will also be able to add athletes to reach the maximum number of participants in their division. For any additional athlete that is added without exceeding team size, programs are responsible for the full registration fee of \$229 for those additional athletes. For teams that have received a paid bid, they will only receive complimentary park tickets for the number of athletes on the team's roster when the bid was awarded.

\*Example:

- A team of 16 competes and receives a bid, they can replace 4 athletes to compete at the Allstar World Championship. This team can then add up to 7 new athletes to compete, remaining in the same qualifying division.
- A team of 23 competes and receives a bid, they can only replace (not add) 6 athletes (5.75% will be rounded up) to compete at the Allstar World Championship.