



GESTSPORTS

GESTSPORTS FRECUENTLY ASKED QUESTIONS FOR ELITE PROGRAM

Elite Program is the concept of Gestsports to development in footballing talent and it is designed to help players to reach to their fullest potential always within the group dynamics with the young promises of spanish football.

This FAQ document is simply a guide to help you prepare for your Elite Program trip. It is a good idea to create a long-range calendar.

Include when payments are debited, when to apply for passports and permission to travel forms, when the group conference call is conducted, etc. Doing this at the start of your planning can prevent many last-minute glitches.

1. What is Gestsports Elite Program?

Elite Program offers players aged between 10 and 20 years of the highest level, the perfect opportunity to show their skills and develop their training in the facilities of the professional clubs of LaLiga.

2. What's the minimum number of people needed to organize a tour?

Your tour needs at least 16 participants. This can include players, coaching staff, team administrators, parents, relatives/siblings and anyone else who you would like to join the group.

3. Training

You will be training with the Spanish football promises and in the training ground of the most best clubs. You are guests of the club; this is a once in a lifetime opportunity. Make the most of it! Make sure you rest when the opportunity arises.

All decisions regarding training, playing positions, group assignments, etc. are at the discretion of the Academy and Professional coaches and are based upon a number of different factors. Players will be evaluated based upon their age and ability in comparison to current Academy players.

4. Who are the coaches and instructors that work with children?

In Gestsports Elite Program all the coaches are graduated and certificated in physical and sport activities sciences and Uefa PRO Licence.





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5. How can I enroll my child to the camp?

The enrolment consists in providing some data to the registration form that you can find in our website. Once the form is filled and when it be validated we will need you to send us the document of rules and the authorization attached to your confirmation email signed.

6. 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 and have paid the initial deposit (or paid in full at time of registration). After your successful registration, that will initiate a string of informative emails and communications leading up to the departure of your trip. Please note: all family members are welcome to register to join the player on the trip. In addition to the soccer aspect of your trip, we offer wonderful sightseeing and cultural experiences that can be enjoyed by all.

7. When is the money due?

Please refer to the payment schedule provided during the registration process. Accounts must be paid in full prior to departure.

The intensity and length of the different training areas vary depending on the camp's module.

8. What is the refund policy?

Unless otherwise specified on the event agreement;

- 120+ days from departure date of event: Full refund of participant fees paid to date to the customer (Minus the \$250.00 admin fee).
- 90 - 120 days from departure date of event: 75% refund of participant fees paid to date to the customer (Minus the \$250.00 admin fee).
- 45 - 89 days from departure date of event: 50% refund of participant fees paid to date (Minus the \$250.00 admin fee).
- 15 - 44 days from departure date of event: 25% refund of participant fees paid to date (Minus the \$250.00 admin fee).
- Date of Departure - 14 days from departure date of event: No Refund.





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9. Communications prior to your departure

After completion of your initial registration, you will begin to receive a series of emails from the Gestsports staff. Each correspondence will be important, so please take the time to read through everything. You will be notified of a “pre-trip conference call” which will be held for all attendees approximately two weeks prior to your departure.

You will be sent call details (date/ time/ dial in instructions, etc.) via email. We strongly recommend at least one person per family dial in for the call. Your conference call host will review important trip details and parents/guardians will have the opportunity to ask general questions at the conclusion of the call. A trip itinerary will also be circulated around the time of your conference call for your review.

10. When will all arrangements be confirmed?

This will generally be 4 – 6 weeks prior to departure. Please be aware that some minor details can change up until a few days before departure.

11. Can I/we make my own air travel arrangements?

Yes, you may book your own flights. Gestsports has its own in house travel agent who can book group fares available only to travel agents. However, some participants chose to do a ‘land only’ package and book flights using points.

12. Do we need a passport or visa to travel?

A valid passport is needed for any person travelling outside your country of citizenship. Tour participants are individually responsible for obtaining a valid passport prior to departure, as well as any visa that may be needed.

13. Should we purchase trip insurance?

We strongly recommend the purchase of trip cancellation insurance. We can provide you with brochures and details of how to purchase travel insurance. The terms and conditions of coverage vary according to the insurance provider. Cost of coverage is generally based upon the cost of the trip. It is understood that Gestsports accepts no liability for damages incurred by circumstances that would be covered under trip/travel insurance.

14. What is the standard of the accommodations?

Gestsports selects accommodations with great care. Most accommodations have been used for many years with great satisfaction by other soccer groups. The choice of accommodations depends on the budget of each group. We offer many lodging options, including university dorms, budget hotels, business-class hotels and sports centers.





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15. Will my child be well supervised on the trip?

Along with any family members that come on the trip, there will always be a chaperone with your group. This person is available at all times and will be with your group at soccer events and any outings. Chaperones assist the group and individuals around the clock for the duration of the stay. Please note: We do not provide chaperones to accompany unaccompanied players on flights. All participants will be met upon arrival at the designated airport (per your itinerary).

16. Arrival at the airport

Upon arrival at the airport, you will be greeted just after customs by your Gestsports chaperones. The chaperones will be holding signs, dressed in Gestsports attire and will be wearing photo ID badges.

17. Transportation when you arrive at the airport and back to the airport for departure back home

All attendees that are registered with Gestsports for the trip will be provided transportation to and from the airport on the days of arrival and departure. In order to utilize the provided transportation, the attendee must arrive and depart within the timeframe and stated airport guidelines set for the trip.

18. Transportation during your stay.

All registered attendees of the trip will be transported to all activities, training and sightseeing via a reserved bus service during the entirety of the stay. It is likely you will have the same bus and driver for the duration of the trip. The bus is locked and secure when not in use. All personal belongings should be taken with you to your room at the end of each day.

We cannot be responsible for anything left on the bus.

19. Can other family members travel with the player?

Yes, parents and family members are always welcome to join our tour.

20. Can a player travel without a parent/family member?

Yes, the majority of our players travel without family members.

21. Do players stay with accompanying family members?

Players stay with their teammates while on the tour. Sometimes the players are in a different hotel to the parents; if this occurs we always ensure the hotels are within walking distance of each other so parents can have access to their children at all times





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22. How should a player take money on tour?

Providing your player with foreign currency before they leave is a good idea but not in large amounts.

* Do not travel with large sums of US dollars as it is can be difficult to exchange currency.

23. How much money will a player need?

From the itinerary you will see which meals are included, so you can base part of their allowance on food that will need to be purchased. Depending on your child's spending habits, you may wish to give them additional money and guidelines for purchasing gifts/souvenirs.

24. How do I keep in touch with players while they are on tour?

Players may travel with their own cell phone (which can be enabled for international use based on your provider), plus there are free communication apps (e.g. Skype, Viber) that can be used on certain devices. Our Tour Manager will also post news on our Facebook page. Please do not expect them to call you every day - take into consideration the time difference and the activities they will be doing.

25. Laundry

GestSports will wash training kits as part of this trip. Other personal items of clothing for the player and accompanying attendees will not be laundered. We recommend you bring enough to last the full duration of the trip.

26. Sightseeing

In addition to the soccer portion of your trip, you will be enjoying sightseeing and local culture of the destination, which will provide memories of a lifetime. Sightseeing mentioned on your itinerary is included in your trip price. There will be plenty of cultural experiences and opportunities to take fascinating photographs.





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IMPORTANT:

Family members/guardians who have elected to attend the event outside of the Gestsports package (referred to as “Unregistered Attendees”)

- For insurance and liability reasons, unregistered attendees may not use the provided shuttle/bus transportation to/from the airport or for the duration of the trip.
- Unregistered attendees will also need to provide their own meals, hotel accommodations, match tickets (Please note: Gestsports cannot provide tickets or a means to obtain match tickets. The professional club provides Gestsports match tickets for registered attendees only. Unregistered attendees of the trip may check the Club’s website for ticket availability and purchasing).
- Unregistered attendees may enter the stadium to view practice sessions.

