

Tournament Advantage Program - FAQ

What is TAP?

The Tournament Advantage Program (TAP) is how we secure the venues and hotel partnerships that make large-scale volleyball events possible, and how we keep the terms of those partnerships transparent for the families who attend.

Is TAP the same as “stay-to-play”?

For events where accommodations are part of the tournament plan, yes — TAP includes a hotel room-block requirement, sometimes called “stay-to-play.” We use that term openly because families deserve to know what's being asked of them, not to distance ourselves from it.

What matters isn't the name — it's how the program is run. Here's what we commit to on every TAP event:

- The hotel is responsible for ensuring that the contracted group rate for the room types included in the room block is the lowest publicly available rate for comparable room types during the peak event dates (rates requiring proof of membership or eligibility, like AAA, AARP, corporate accounts, government, military, or crew rates) aren't part of that comparison. Prepaid, nonrefundable rates, and rates for different room types or accommodations that are not comparable to those contracted for under the room block are also excluded from the Rate Guarantee. If a lower publicly available rate is identified, the event will notify the hotel as soon as it becomes aware of the issue and the hotel will then have 48 hours to either remove the lower publicly available rate or reduce the contracted group rate for the entire room block to match the lower rate. Note that the event does not control hotel pricing, availability, or the hotel's response to any identified rate discrepancy and cannot guarantee the hotel's actions beyond notifying the hotel and enforcing the applicable terms of the hotel agreement.
- Commuter exemptions are eligible for automatic exemption based on posted distance. Other exemptions, including military/government rate bookings and qualifying hotel loyalty point bookings, may also be available, provided the applicable eligibility requirements are satisfied and the team approves such exemption request. Note that any individual exemption does not alter the team's required room block or room ratio obligations.
- Our booking fee is a flat \$12 per reservation, non-refundable — it funds platform development, payment security, and customer support, not a nightly charge that grows with your stay.
- Where a hotel booking is required for an event, we say so plainly.

Why is a hotel booking required for some events?

Convention centers and venues commit space to us based on the hotel room nights we can guarantee. Without that commitment, the event would either be unable to host at certain venues, like convention centers, or would need to substantially increase registration fees to cover the additional venue costs — and participants would not have access to the negotiated group hotel rates and other accommodations made available through the room block. Where this makes a hotel reservation mandatory for an event, we state that clearly on the registration page.

How do I request an exemption?

Commuters within the posted distance are eligible for an automatic exemption upon providing proof of their distance from the venue.

Military/government rate bookings and qualifying hotel loyalty point bookings may be eligible for an exemption, provided the applicable eligibility requirements are satisfied. Individuals should first coordinate with their own team or club before an exemption request.

Any individual exemption does not alter the team's required room block or room ratio obligations. Requests for full-team exemptions require prior written approval from the Tournament Director before the applicable deadline.

Details regarding eligibility and the exemption request process are available on each event's registration page.

Please see the event's registration page for more information on how to request an exemption.

Why is there a Booking Fee?

A flat \$12 booking fee applies per reservation, non-refundable, regardless of how many nights you stay. The fee supports the technology and service behind your booking — platform development and maintenance, PCI-compliant credit card security, customer service and support, and ongoing platform improvements.

What is the Rate Guarantee?

The hotel is responsible for ensuring that the contracted group rate for the room types included in the room block is the lowest publicly available rate for comparable room types during the peak event dates (rates requiring proof of membership or eligibility, like AAA, AARP, corporate accounts, government, military, or crew rates) aren't part of that comparison. Prepaid, nonrefundable rates, and rates for different room types or accommodations that are not comparable to those contracted for under the room block are also excluded from the Rate Guarantee. If a lower publicly available rate is identified, the event will notify the hotel as soon as it becomes aware of the issue and the hotel will then have 48 hours to either remove the lower publicly available rate or reduce the contracted group rate for the entire room block to match the lower rate. Note that the event does not control hotel pricing, availability, or the hotel's response to any identified rate discrepancy and cannot guarantee the hotel's actions beyond notifying the hotel and enforcing the applicable terms of the hotel agreement.

Does TAP receive any benefits from hotel partnerships?

Depending on the event and applicable hotel agreement, the event may receive rebates or other partnership benefits based on the room nights generated through the hotel program. These partnerships and any related benefits support the event's ability to secure venues, host events of this size, and provide participants with negotiated group hotel rates and other accommodations.

Where can I find my event's specific requirements?

Room ratio, commuter distance, booking deadline, exemption process, and cancellation policy are always posted on that event's own registration page and confirmation communications.