



FAQs for Registration, Payment, Insurance & Cancellation Procedures for Parents

ONLINE REGISTRATION

What are the dates of Global Games, The Americas?

Tuesday, December 3 through Saturday, December 7, 2019

Where can I find details about the Global Games?

On our webpage with detailed event information, click on this link:

<https://www.nordangliaeducation.com/americas-global-games>

Where can I register?

Click on this link to start the registration process:

<https://fs24.formsite.com/gboundy/salbqhmk9n/index.html>

How long is registration open for?

Monday, August 12 through Wednesday, September 25, 2019

Can I register my child after September 25?

No. You can email GlobalGames@nordanglia.com to ask to be placed on a waiting list. If a spot opens from your child's school, it is a possibility that your child may sign up – depending on how long the wait list is and where your student's position is on the wait list.

It asks me for my student's cell phone on the registration form. What do we do if our child does not have a cell phone.

Please enter 000-000-0000.

How many sports can I sign my student up for?

As many sports as you would like. Students are encouraged to play, even if they do not have experience. We will have teams play at their level of experience.

Can I change or add sports to my student's registration after I have received a confirmed registration?

Yes, you may add or change sports for your child. Please email GlobalGames@nordanglia.com for assistance. The Event Team will update this new information in the registration database.

How will I know if my registration was successfully submitted?

You will receive an instant success page confirmation as well as an email confirmation.

Can I change or correct information on my student's already submitted online form?

Yes, you may. Please email your request to GlobalGames@nordanglia.com for assistance.

Is there anything else I need to do to complete my child's registration process?

Yes.

1. Complete the student mandatory medical forms online by Friday, October 11, 2019.

Click on this link to complete the medical forms:

<https://fs24.formsite.com/gboundy/fdx5ppykei/index.html>

2. A waiver form must be completed to participate in Andretti Karting and Games by October 11, 2019. Please click on this PDF off the webpage to complete. Email completed forms to your **Athletic Director**. Athletic Directors contact information are listed on the webpage.

What is included in the student package fee?

- **All Meals** (*starts Tuesday dinner on 12/3 to Saturday breakfast on 12/7*)
- **Airport Meals also included** (Tuesday, 12/3 and Saturday, 12/7)
- **Andretti Karting and Games dinner and pass**
- **Chaperone Fees** (*Hotel, Meals, Flights, Baggage, Ground Transportation, Tickets*)
- **Flights & Baggage Fees**
- **Ground Transportation** (*all week - including airport transfers & local coach buses*)
- **Hotel Stay for 4 nights** (*North Broward for 3 nights & No Hotel for Windermere*)
- **Marketing** (*Brochures, Posters and Signage*)
- **Pirates of Adventure and Cirque De Magique dinner and show**
- **Mickey's Very Merry Christmas Theme Park Ticket**
- **Name Badge Tech Pouch with Meal Cards (can hold phone too!)**
- **Olympic Village** – *Rolling Arcade Truck, Smoothies, New Food Courts, STEAM Activities, DJ*
- **Mobile Application Usage for Chaperones & Students**
- **Road Show Presentation at each School**
- **Security**
- **Sports Package** (*Field Prep, Sports Equipment, Sports Officials, Beverages, Tents, First Aid, etc.*)
- **Swag Bag & Sweatshirt**
- **Trophies & Medals**
- **Uniform T-Shirts (3) and socks**
- **Island's of Adventure Theme Park Ticket**

PAYMENT QUESTIONS

How can I pay for my Student's registration package?

There are 2 ways to pay.

1. You can pay via **credit card**. (The link for credit card payment will be on your student's confirmed registration notification or email).
2. Or you can have your student's tuition account **billed directly**. The invoice will appear in your student's statement around October 15th.

When is payment due?

Full Payment is due Friday, November 1, 2019, whether you are paying by credit card or invoiced.

Can I pay in installments?

No. We are only allowing full payments for this event.

Can I change my type of payment?

Yes, please email GlobalGames@nordanglia.com for assistance. Your student's registration payment will be changed in the registration database and then forwarded to Accounting to process.

Is there a discount offered for 2 or more siblings attending the Global Games?

No, there are no discounts available.

Why do the student package prices differ for each school?

Most schools have a similar base fee; however, the cost of flights and baggage makes costs vary between the schools.

CREDIT CARD QUESTIONS

What website do I go to pay by credit/debit card for the Global Games student package fee?

<https://NAEGlobalGames.plastiq.com>

What is the processing fee payment for the credit card and debit card?

The processing fee for a credit card is **2.5%**. The processing fee for a debit card is **1%**. If you are purchasing outside of the United States, there is an international handling fee charge of **1%**, in addition to the processing fee.

Can I also pay by debit card instead of credit card?

Yes, you can if you live in the United States. International debit cards are not accepted. *Please note the following are not accepted as debit cards: pre-paid cards, gift cards, and on-line only banks.*

How do I know if my payment was submitted?

When payment is successfully submitted, you'll see a green check on the screen.

How do I obtain a receipt?

Your receipt will be sent via email. Please double check your email address before submitting payment.

Why didn't I receive a receipt after I paid with my credit/debit card?

Perhaps the transaction did not go through or there might have been a number typed mistakenly. Please contact customer service at Plastiq. See next question for Plastiq contact info.

How do I contact Plastiq customer service?

Please complete an online request form at: <https://help.plastiq.com/hc/en-us/requests/new>

Or you can have a live chat on the Plastiq website. <https://NAEGlobalGames.plastiq.com>

Click on "Support" on bottom left of screen. Hours of live chat are:

Monday through Thursday	7 am – 6:30 pm PST
Friday	7 am – 3:30 pm PST

INVOICE QUESTIONS

What is my student's school account number?

Please refer to your student's account in which you pay tuition from. This is the account that will be billed. If you do not know it, please reach out to your school's accounting office to obtain. See school accounting contact leads at each school on the last page of this document.

When will my student's school account be billed?

Around October 15. It may appear prior to that date.

CANCELLATION INFORMATION

I have registered my student online and have not paid yet. Can I cancel and not have to pay?

No, it states in our Terms and Conditions paragraph on the registration form that once you register online, you are accountable to pay in full, whether you have or have not paid.

I have registered and paid for my student to attend the Global Games. Can I cancel and get a full refund back?

No. We do not refund any student packages at any time, even if there is an emergency. Please purchase registration insurance (see below).

How do I cancel my Student's registration?

Please email GlobalGames@nordanglia.com for assistance. An online cancellation form link will be emailed to you after receiving your request. Please allow 1 – 2 weeks for processing. No refunds will be given.

REGISTRATION INSURANCE (OPTIONAL)

THIS IS HIGHLY RECOMMENDED. Please be sure to apply for Registration Insurance called RegSaver, which may cover all or partial of your costs, pending claim approval and Terms and Conditions. This is only 6% of your student's school package.

Insurance covers job loss, injury (on or off the field and before/during event), sickness, uninhabitable home, increment weather, active military, traffic accident, and airline/train/bus delay or cancellation. Here is a direct link to sign up: <https://www.registrationsaver.com/nord-anglia/>

Very Important: Please read the Terms & Conditions of RegSaver **before purchasing**. Click on this link: https://webservices.travelguard.com/Product/FileRetrieval.aspx?CountryCode=US&StateCode=NW&ProductCode=009074&PlanCode=P1&FileType=PROD_PLAN_DOC

To file a claim, click this link: <https://www.registrationsaver.com/policy-management/>

TRAVEL/MEDICAL INSURANCE FOR INTERNATIONAL STUDENTS (OPTIONAL)

This insurance option is for parents of international students from British College of Brazil, Metropolitan School of Panama and Country Day School Costa Rica.

If you would like to purchase Travel Insurance (which also covers medical) for your child when attending the Global Games, please contact directly your HR Manager from your school to assist you with this process:

British College of Brazil	Renata Capelucci	renata.capelucci@britishcollegebrazil.org
Country Day School Costa Rica	Karla Pennant	karla_pennant@cds.ed.cr
Metropolitan School of Panama	Marietta Perez	Marietta.Perez@TheMetropolitanSchool.com

REIMBURSEMENT

My company I work for can partially reimburse me for the Global Games package. Can you provide me receipts?

Yes, two weeks after the Global Games is over, we can provide receipts for ONLY flights and hotel room. Please email GlobalGames@nordanglia.com for assistance.

SCHOOL ACCOUNTING CONTACTS FOR GLOBAL GAMES

If you have any questions regarding your Global Games payment, please contact your school accounting contact information below.

School	Contact Name	Email Address
British College of Brazil	Bruno Correia	bruno.correia@britishcollegebrazil.org
British International School of Boston	Susan Burke	susan.burke@bisboston.org
British International School of Charlotte	Deborah Kenny	deborah.kenny@bischarlotte.org
British International School of Chicago, Lincoln Park	Marjorie Rock <u>or</u> Rosie Castrejon	ar@bischicagolp.org
British International School of Chicago, South Loop	Kawayna Jones	kawanya.jones@bischicagosl.org
British International School of Houston	Deanna Thompson	deanna.thompson@houston.nae.school
British International School of Washington	Ron Stevens	ron.stevens@biswashington.org
Country Day School of Costa Rica	Dora Sevilla	dora_sevilla@cds.ed.cr
Leman Manhattan Preparatory School	Jonathon Brendle	j.brendle@lemanmanhattan.org
Nord Anglia International, New York	Anna Wu	anna.wu@ny.nae.school
North Broward Preparatory School	Mercedes Muniz Bueno	Mercedes.muniz-bueno@nbps.org
San Roberto International	Liliana Alvarez	lalvarez@sanroberto.edu.mx
The Metropolitan School of Panama	Antonio Garcia	agarcia@themetropolitanschool.com
The Village School	Business Office	business.office@thevillageschool.com
Windermere Preparatory School	Candace Martinez	Candace.martinez@windermereprep.com

ADDITIONAL QUESTIONS

If you have any additional questions, please email GlobalGames@nordanglia.com for assistance. Thank you!