

15th Pan American Maccabi Games Frequently Asked Questions

Please read this page carefully for extensive details about the 15th Pan American Maccabi Games

****Please Note: The information provided is subject to change at any time**

What is the link for the most up-to-date 15th Pan Am Maccabi Games information?

<https://maccabiusa.com/panam2023/>

Where are the Games being held?

Buenos Aires, Argentina

What are the dates of the Games?

December 27, 2023 – January 5, 2024

How many countries are competing in the 15th Pan Am Maccabi Games?

20+ countries will compete, with over 3,500 participants.

How many athletes will represent Team USA?

Over 500 athletes will travel to Argentina to represent the USA Pan Am Team.

Will Maccabi USA be hosting an informational webinar prior to the PanAm Games?

Yes! In November/December 2023, Maccabi USA will be hosting a Pan Am 15 Pre-Departure Webinar for families and team members. You will receive an email invitation when the date is finalized. This webinar will be recorded for those unable to attend.

When and where can I submit flight, medical, passport, and diet information?

All delegation members will receive an email from CampDoc during the first week of June. Please note, individual forms are due on different dates. Remember to submit your forms in advance of the deadlines. Some CampDoc forms are due by July 1, 2023 and others are due October 1, 2023. There may be other due dates as we move forward.

When are registration payments due?

Your deposit is due immediately upon your appointment. All payments must be paid on your personal fundraising page at www.gomaccabiusa.com. Deposits are not refundable.

The first half of your balance is due on July 1, 2023.

Please note, athletes who have not submitted 50% of their balance by July 1 will be dropped from the team and an alternate will be appointed to the team in your place.

The final balance payment is due on October 1, 2023.

Please note, athletes, coaches, volunteers, media team members, and medical staff, who have not submitted 100% of their balance by October 1 will be dropped from the team and an alternate will be appointed to the team in your place.

HIRAISER

Where should I submit payments?

All deposits and payments should be paid on your HiRaiser Fundraising page at www.gomaccabiusa.com. This will allow you to check your balance on your fundraising page. Please do not submit payment on any other Maccabi page. Checks should be mailed to the office at 1511 Walnut St., Ste. 401 Philadelphia, PA 19102. Maccabi USA will upload checks to your HiRaiser page when the bank confirms the deposit. Please share your page with family and friends. Any checks that come in on your behalf must include your name in the memo line to receive credit towards your financial commitment.

Can friends and family pledge money on my HiRaiser page?

Yes! Please note, if someone made a pledge on your page, it is your responsibility to follow up with the donor if the pledge isn't paid in a timely manner. Pledges will not be reflected in your total balance. Only payments that have been deposited will count towards fulfilling your financial obligation.

How can I login to my HiRaiser page?

If you forgot your password, please go to <https://maccabiusa.hiraiser.com/admin/>. Enter your email and click, "Forgot Password". You will receive an email from HiRaiser prompting you to enter a new password.

How can I find a team member's page?

Please go to <https://gomaccabiusa.com>. Enter the name of the delegation member at the search bar and click on the name when it appears.

REFUNDS

Under which circumstances are refunds available?

If Maccabi USA drops a team from the competition, money raised or contributed personally by the team member, or others on behalf of the team member, will be refunded.

If athletes, coaches, volunteers, media team members, or medical staff withdraws from the delegation for any reason and the respective sport is still taking place in the Games, money contributed personally by the team member, or others on behalf of the team member, will be refunded according to the following schedule listed below.

Maccabi USA will keep the following non-refundable amounts:

\$360 before July 1, 2023

\$2,000 before August 15, 2023

\$4,000 before October 1, 2023

If a member of the USA delegation withdraws after October 1, 2023 no refund will be issued.

No refunds will be given for any Raffle Ticket contributions.

FLIGHTS

Do I need a passport to travel to Argentina?

Yes, you will need a passport valid through July 5, 2024 or later. If you need a new passport, submit an expedited application now! Please note that all U16, U18, and Open athletes will be required to provide your passport upon arrival in Argentina to your Head Coach or a member of the Maccabi USA management staff to hold for safekeeping for the duration of the Games.

Can you explain the two flight options?

Option #1 – Team Group Flights

If you are a U16, U18, Open Athlete, Coach, Volunteer, Media Team Member, or Medical Team Member and you would like to travel with other Maccabi USA delegation members, you must complete the **Group Flight Request Form in CampDoc**. After your form has been reviewed, flight requests will be accommodated as soon as possible.

Seats have been reserved for Maccabi USA Team Members on the following flights, all departing December 25, 2023 and returning January 4, 2024. (Some flights may depart on December 26 as well)

Group flights will be departing from Chicago (ORD), Dallas (DFW), Miami (MIA), Philadelphia (PHL), Los Angeles (LAX), and New York (JFK)

Flights with connections: Chicago (ORD), Philadelphia (PHL), Los Angeles (LAX)

Non-stop flights: New York (JFK), Miami (MIA), Dallas (DFW)

Maccabi USA will do our best to accommodate all requests. We will notify you of your assigned flight in early August. Please DO NOT make any domestic flight arrangements until you have received your flight assignment in writing from the Maccabi USA Office.

Maccabi USA will collect personal domestic travel arrangements that will be utilized to meet the team at your scheduled departure flight in a form to be released in the fall.

Please note that the cost of your International round-trip flight to/from the event city is included in your program fees for the 15th Pan American Games.

All Maccabi USA Team members are personally responsible for their domestic travel arrangements (which is your travel within the United States) to/from their International USA gateway departure city. For example, if you live in Seattle but the flight you have been assigned to for the Games is to/from Los Angeles, you will need to arrange for your transportation to/from Seattle to get to LA.)

Option #2 – Individual Flights

Can I book my own flights?

Delegation members with extenuating circumstances may be approved to take their own flight in place of taking the team group flight.

If you intend to forgo the group team flight, you must complete the **Individual Request Form for Non-Group Flights form in CampDoc**.

Requests must be made by July 1, 2023. If approved, your final balance payment due on October 1 will reflect your flight credit of \$1700. Requests are not automatically granted. You must get approval from Maccabi USA to book your own flight.

Upon approval, delegation members will be given access to a form to enter their flight information.

All delegation members must arrive in Buenos Aires and meet the delegation on December 26 and are expected to stay with the delegation through January 4. U16 and U18 athletes must fly with a chaperone (parent/guardian).

What is the name of the travel agency booking team group flights?

Gil Travel will be booking all group flights. Please call Gil Travel with flight specific questions: 215-568-6655

When will group flights depart from the US?

The U16, U18, and Open Team members will depart on December 25 or December 26, 2023.

Are you accepting deviation requests?

No, Maccabi USA is not accepting or granting deviation requests for the 15th Pan Am Games. If you need to arrive earlier and/or depart later than the group flight, you must book your own flight. See below.

Do I need travel insurance?

We suggest that you purchase travel insurance. This can be purchased through Gil Travel, your credit card company, or a third-party provider.

DIETARY RESTRICTIONS/KOSHER/SHOMER SHABBAT

Will Kosher meals be available?

Yes, kosher meals will be available on the flight and during the Games. You can indicate dietary requirements in CampDoc on the Dietary Restrictions/Kosher/Shomer Shabbat form.

Will other dietary needs be accommodated?

Yes, you can indicate dietary restrictions in CampDoc on the Dietary Restrictions/Kosher/Shomer Shabbat form.

Do teams compete on Shabbat? What are your accommodations for those who are Shomer Shabbat/Sabbath observant?

No, our teams will not compete on Shabbat. Some light tours or activities may be offered, but they are not mandatory for observant team members.

FAMILY VISITS

Can U16 and U18 athletes visit with friends and family during the program?

Please keep in mind team members are participating in an international sports event and the coach will be monitoring their training and down time. The athletes have a very structured schedule from the time

they depart the USA to the time they return. If family and friends want to visit the athletes there will be times during the competition when the athletes will have “free or down time” determined by the coach. There will be a [Sign-Out Authorization Form in CampDoc](#) for all Junior, Youth, and Open athletes that want to visit with their family members during any free or down time. Requests must be submitted in CampDoc. The Coach has the right to decline any requests from any family members or friends that want to take their athlete out for any period. Maccabi USA suggests scheduling visits during Shabbat.

Are there rules for Open Athletes?

Open athletes will have flexible time when not competing. The delegation rules require that you ask your coach permission to leave and share your whereabouts at all times. You cannot travel alone and must have a delegation member accompany you.

COMPETITION LOCATIONS

Where will athletes compete?

The U16/U18 Competition will be held at the Hebraica*

The Open Competition will be held at Cissab*

The Masters Competition will be held at Hacoaj*

Locations are subject to change

***Note: The following sport competitions will be held at satellite venues:**

Maccabi Man/Woman

Gymnastics

Water Polo

Softball

Squash

Cycling

Half Marathon

SUPPORTER TRAVEL - 15th PAN AM MACCABI MISSIONS

Maccabi USA is offering Silver and Gold Missions to families attending the Games. Additional information can be found here: <https://web.cvent.com/event/cd8f7990-66f9-4c6c-aaaf-981cdac8cf4c/summary>

Please reach out to Danny Sirdofsky, Development Director, at dsirdofsky@maccabiusa.com with specific questions regarding the mission. Mission attendees will receive credentials to join mission transportation to and from games and events as well as Opening Ceremony tickets.

Families who choose to attend as individuals will need to obtain their own transportation and purchase Opening Ceremony tickets when they become available in November/December.

Family members attending the Games who do opt to not join the Mission will be required to purchase a credential through Maccabi USA. This will give you access to the competition venues and is necessary for security purposes. More information on this and pricing will be available in the fall.

MEDICAL

Where can I submit medical records?

All medical records including medical examinations and immunization history must be uploaded to CampDoc.

You must print Medical C form in CampDoc and have the form completed and signed by a physician. This form must be based on a check-up with your doctor within the dates of December 1, 2022 – December 1, 2023. Following your examination, please upload the completed PDF form to CampDoc.

NOTE: Due to the volume of records, the Maccabi USA Medical team can only accept the completed Medical C form in CampDoc. Submission of medical records on any other form or in any other format will not be accepted.

RAFFLES

Do you have raffle tickets available?

Yes! Money raised through the sale of Raffle Tickets will be credited towards the team member's financial commitment at a rate of \$80 for each \$100 Raffle Ticket sold. Raffle contributions are NOT tax deductible and are non-refundable.

When will the drawing be held?

The raffle drawing takes place when the maximum number of tickets (1,000) is sold.

What are the raffle ticket prizes?

Grand Prize - Choice of Masters Golf or Super Bowl or Israel or Hawaii Trip or \$5,000 Cash

Second Prize - NCAA Final Four or NBA All-Star Game or Caribbean Cruise or \$3,500 Cash

Third Prize - U.S. Open Golf or Baseball All-Star Game or San Francisco or Broadway Trip of \$2,000 Cash

How can I sell raffle tickets?

You can share this link with family and friends. [Donate - Maccabi USA \(convio.net\)](#)

Please note: Friends and family who purchase raffle tickets online must type the name of the athlete in the blank "Use my payment for" box. This will ensure you receive the \$80 towards your balance.

Can I sell paper raffle tickets?

If you would like to request raffle tickets by mail, please contact Sara Lemma, Registrar at slemma@maccabiusa.com. Include your full name, mailing address, and number of tickets you are requesting.

OPENING CEREMONY/CLOSING CEREMONY

When is Opening Ceremony?

The Opening Ceremony will be held the evening of December 28, 2023 at Movistar Arena.

Do I need to purchase Opening Ceremony tickets?

The Silver and Gold Missions include tickets. Families attending as individuals will need to purchase tickets.

Where can I buy tickets?

All Opening Ceremony tickets are sold online through the Games organizers. Maccabi USA is not affiliated with the ticketing agency. Families will be notified when tickets are released in November/December.

When is Closing Ceremony?

The Closing Ceremony is on the evening of January 4. Athletes traveling on the group flights may miss this ceremony to prevent travel on Shabbat. The Closing Ceremony is only for team members and is closed to family and friends.

APPAREL

Submit your sizing on the **Apparel Form** in CampDoc. We will do our best to fill your apparel order based on your requests. Each delegation member will receive a USA competitive uniform package or other USA sport related apparel. Team members will receive a variety of apparel items that are included in the program fees.

Do athletes receive a competitive uniform?

Yes. You will receive a USA competitive uniform package or other USA sport related apparel.

Do athletes receive an apparel package?

Yes! Team members will receive a variety of apparel items that are included in the program fees. Maccabi USA will send an apparel package to each Team member prior to the Games. Sizes and updated shipping information will be collected in the Summer of 2023.

PLEASE NOTE:

- Maccabi USA Team apparel will be shipped prior to the Games. Please provide the permanent address where your package will be shipped to in November 2023. We cannot be responsible for packages lost in university mail systems.
- We do NOT ship internationally. If you will be out of the country beginning in November, please indicate your departure date in the field below. We will do our best to accommodate early shipping dates.
- We cannot ship to Post Office Boxes.
- If apparel does not fit correctly, swaps can be made with other team members at the Games. There is a limited supply of certain sizes. We will do our best to accommodate all requests submitted.

Will additional items be available for purchase for athletes and family members?

This is yet to be determined. If apparel becomes available, there will be a link to purchase items on the Maccabi USA website.

STREAMING

Will the 15th Pan Am Games be live streamed?

Yes and No. The Maccabi USA Student Media Team will be streaming select games.

Please note, not all games will be streamed. A streaming link will be provided prior to the Opening Ceremony on December 28. While not all athletic events will be streamed by Maccabi Media or the Argentina organizers, we are currently exploring additional options to provide more coverage of the Games. Stay tuned!

TAX DEDUCTIBLE vs NON-TAX-DEDUCTIBLE DONATIONS

Are registration fees tax deductible for U16, U18, and Open Athletes?

No. Payments directed towards an athlete's personal financial commitment are not tax-deductible as the athlete is receiving a benefit. Donors will receive donation acknowledgments but will not receive tax deductible receipts.

Can tax deductible contributions be accepted from a charitable organization?

Charitable contributions can be accepted from organizations (Jewish Federation, family foundation, synagogue) so long as they are not designated to support a specific athlete's financial commitment to participate. Please consult with your tax advisor.

Are registration fees tax deductible for volunteers?

Registration fees are only tax deductible for volunteers including: coaches, managers, athletic trainers, and medical staff. Donors will receive an acknowledgement for the payment but will not receive a tax deductible receipt.

ADDITIONAL INFORMATION

Who are the Chairs of the USA delegation to the 15th Pan Am Maccabi Games?

Marc Backal and Deb Lichtenfeld are the Co-Chairs of the Maccabi USA delegation.

Who should I contact if I have questions about my team?

Your first point of contact is your team's coach. The Maccabi USA office disseminates all information to the coaches and chairs as it becomes available. In the past, some team parents have found it helpful to create their own WhatsApp group to communicate with one another about the team. All Coach and Chair email addresses are here: <https://maccabiusa.com/panam2023/> Please scroll to the bottom of the page and find the icon for your sport. Click on the appropriate icon and your coach's information will be on the far left of the page. If your team coach is not listed, please email your team chair for information.

My question did not appear on this FAQ. Who should I contact?

Please email Sara Lemma, Maccabi USA Registrar, at slemma@maccabiusa.com

Who should I contact for information about my sport?

Please contact Steve Graber, Program Director, at sgraber@maccabiusa.com regarding:

Cycling, Field Hockey, Futsal, Golf, Gymnastics, Half Marathon, Maccabi Man/Woman, Soccer, Swimming, and Water Polo

Please contact Shane Carr, Senior Director of Programs, at scarr@maccabiusa.com regarding: Padel, Rugby, Softball, and Tennis

Please contact Mackenzie Mager, Program Officer, at mmager@maccabiusa.com regarding: Basketball, Volleyball, Judo, Squash, and Table Tennis

Who should I contact about Maccabi Media?

Please contact Neal Slotkin, Digital Media Director, at nslotkin@maccabiusa.com with Maccabi Media questions.

Who should I contact for Mission and/or additional fundraising information?

Please email Danny Sirdofsky, Development Director, at dsirdofsky@maccabiusa.com with questions regarding fundraising and the Silver and Gold Missions.

Maccabi USA will be sending emails to both parents and athletes as new information is confirmed. If you are not subscribed to the newsletter, please sign up here: <https://maccabiusa.com/newsletter-sign-up/>

What is the Maccabi USA office contact information?

1511 Walnut St., Ste. 401
Philadelphia, PA 19102
215-561-6900
Fax: 215-561-5470
maccabi@maccabiusa.com

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