

FAQ - European Maccabi Youth Games July 28 – August 6, 2024

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

IMPORTANT DATES

When will delegation members depart the US?

July 28, 2024

When must athletes arrive in London?

On or before July 29, 2024

When and where will delegation members meet?

Delegation members will meet around 10 AM on July 29, 2024

****meeting time may change****

When will the competition begin?

Competition will begin on July 30 and end on August 5. Departure is August 6.

When is the Opening Party?

July 30 for delegation members only.

When is the Closing Ceremony?

August 5 for delegation members only.

When will delegation members return to the US?

August 6, 2024

PASSPORTS

NOTE: Passports must have an expiration date no earlier than February 7, 2025.

- If your passport expires prior to this date, please renew your passport as soon as possible.
- If you need a new passport, submit an expedited application now!

FLIGHT OPTIONS

Option #1 – Team Group Flights

- After April 1, we will have limited seats available on our group flights. Please contact Program Officer, Mackenzie Mager, at mmager@maccabiusa.com with questions
- You will be notified of your assigned flight in mid-April. Please DO NOT make any domestic flight arrangements until receiving your flight assignment in writing from the Maccabi USA Office
- Maccabi USA will collect personal domestic travel arrangements. If your arrangements change after submission, it is your responsibility to notify Maccabi USA of any updates. This information will be utilized to meet the team at your scheduled departure flight to be released late Spring
- Please note that the cost of your international round-trip flight to/from the event city is included in your program fees for the European Maccabi Youth 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

- Individual flight requests will be reviewed on a case-by-case basis. Requests are not automatically granted. Please contact Program Officer, Mackenzie Mager, at mmager@maccabiusa.com with requests
- Please DO NOT make any domestic flight arrangements until you have received your flight
- 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.)
- If approved, your final balance payment due on May 1 will reflect your flight credit of \$700
- Delegation members must arrive in London and meet the delegation on July 29
- Delegation members are expected to stay with the delegation through August 6
- Any U16 and U18 athletes who have been approved to make their own flight arrangements must be accompanied by chaperone (parent/guardian) to and from London
- In addition, you must provide your own transportation with a chaperone to campus on July 29 prior to 10:00am.
- A chaperone must retrieve you from campus on August 6 if you are not returning with the team

Can I arrive early or extend my trip?

- Only if you have already been preapproved to take your own flight.
- You may extend the back end of your trip on your own flight, however a chaperone must collect you on August 6 from a designated location and you must book your own one-way ticket home.

Can group flights be broken-up by leg?

- No, all Maccabi USA group flights are round-trip tickets that cannot be broken-up by leg
- Refunds will not be issued to those who do not use the return portion of their group flight

PAYMENT SCHEDULE

<u>Payment</u>	<u>Minimum Amount</u>	<u>Due Date</u>
Payment 1	50%	Within 5 days of appointment
Payment 2	100%	May 1, 2024

- Your deposit is due immediately upon your appointment
- All payments, including your deposit, must be paid on your personal fundraising page: <https://maccabiusa.hiraiser.com/europe2024/>

- Athletes who haven't submitted 50% of their balance within 5 days of appointment will be dropped from the team and an alternate will be appointed to the team in your place
- Athletes, coaches, volunteers, media team members, and medical staff who have not submitted 100% of their balance by May 5 will be dropped from the team and an alternate will be appointed to the team in your place.

Tax Deductibility

Athletes and Media Students

- Maccabi USA will not be issuing receipts for charitable donations for athletes

Coaches, Volunteers (non-coaches), Medical Staff, and Media mentors

- Maccabi USA will be issuing receipts for charitable donations

HIRAISER

When will I receive a link to my personal fundraising page?

Upon appointment to the delegation

Where should I submit payments?

All deposits and payments should be paid on your HiRaiser Fundraising page:

<https://maccabiusa.hiraiser.com/europe2024/>

How can I find my personal fundraising page?

1. Click on this link - <https://maccabiusa.hiraiser.com/europe2024/>
2. Enter the name of the delegation member in the search bar
3. Click on the name when it appears

How can I find my balance?

Your balance due will appear on your fundraising page

Can friends and family make contributions on my HiRaiser page?

- Yes! Please share the link with friends and family.
- Contributions are accepted via VISA/Mastercard/AMEX

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.

Can checks be added to my HiRaiser page?

Yes.

- Maccabi USA will upload checks to your HiRaiser page once the bank confirms the deposit
- Any checks that come in on your behalf must include your name in the memo line to receive credit towards your financial commitment
- Checks should be mailed to the office at 1511 Walnut St., Ste. 401 Philadelphia, PA 19102

REFUNDS

Maccabi USA will keep the following non-refundable amounts:

\$360 before February 1, 2024

\$2,000 before March 15, 2024

\$4,000 before May 1, 2024

No refund after June 1, 2024

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 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
- If a member of the USA delegation withdraws after May 5, 2024 no refund will be issued
- No refunds will be given for any Raffle Ticket contributions
- The full refund policy can be found here - [Refund Policy](#)

CAMPDOC

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

- Upon appointment, delegation members will receive an email invitation from CampDoc to enter personal, travel, and medical information

What are the submission deadlines?

- CampDoc forms are due by May 1, 2024

Are there medical form requirements?

YES!

- **The Maccabi USA Medical team can only accept the completed Medical Forms C in CampDoc**
- Medical Forms C must be signed by a physician based on a check-up with your doctor within the dates of July 20, 2023 – July 20, 2024

Will medical forms be accepted using a different form or format?

No, due to the volume of records, our medical team will only review Medical Forms C submissions

APPAREL

Where can I submit my sizing?

Submit your sizing on the **Apparel Form in CampDoc prior to March 30**

Will I receive a uniform?

Yes! Delegation members will receive a USA competitive uniform package or other USA sport apparel

Are apparel items included in the registration fees?

Yes! Team members will receive a variety of apparel items that are included in the program fees

PLEASE NOTE:

- Maccabi USA Team apparel will be shipped in late JUNE
- We do NOT ship internationally. If you will be out of the country beginning in June, 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.

There is a limited supply of certain sizes. We will do our best to accommodate all requests submitted. If apparel does not fit correctly, swaps can be made with other team members at the Games.

DIETARY REQUIREMENTS/SHOMER SHABBAT/KOSHER

Will kosher meals be available?

Yes, kosher meals will be available on the flight and during the Games

Will other dietary needs be accommodated?

Yes, we will work with Maccabi GB to ensure all dietary needs are accommodated. Please indicate dietary restrictions in CampDoc on the Dietary Restrictions/Kosher/Shomer Shabbat form

Do teams compete on Shabbat?

No, our teams will not compete on Shabbat

What are your accommodations for those who are Shomer Shabbat/Sabbath observant?

Any activities offered will be Shabbat friendly. All Shomer Shabbat delegation members will be accommodated

Supporter's Mission for Family and Friends

For parents and loved ones of athletes appointed to the delegation who want to go to London to watch The Games, Maccabi USA is putting together a Supporter's Mission package to reduce the stress of trip planning, to help you see the Jewish side of London, and to meet other Jewish families in the process. Please email Development Director, Danny Sirdofsky at dsirdofsky@maccabiusa.com to inquire about package information.

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 athletes will have "free or down time" determined by the coach.

Can I sign-out my athlete during the program?

No. Due to the short length of the Games, parents may not take their athlete at any time.

INSURANCE

- Personal healthcare insurance is required
- Travel insurance is strongly suggested in case of cancelation or travel complications

MACCABI USA Contact Information

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
- Link to Coach and Chair email addresses:
<https://maccabiusa.com/european-maccabi-youth-games-2024/>
- In the past, some team parents have found it helpful to create their own WhatsApp group to communicate with one another about the team.

Who should I contact for questions regarding CampDoc and other registration forms?

Sara Lemma, Maccabi USA Registrar, at slemma@maccabiusa.com regarding questions relating to CampDoc and other registration forms

Who should I contact for information about my sport?

- Steve Graber, Program Director, at sgraber@maccabiusa.com regarding:
 - Field Hockey, Futsal, Soccer, and Swimming
- Shane Carr, Senior Director of Programs, at scarr@maccabiusa.com regarding:
 - Tennis
- Mackenzie Mager, Program Officer, at mmager@maccabiusa.com regarding:
 - Basketball (5v5 and 3v3)

Who should I contact about Maccabi Media?

Neal Slotkin, Digital Media Director, at nslotkin@maccabiusa.com regarding Maccabi Media

Who should I contact for additional fundraising information?

Danny Sirdofsky, Development Director, at dsirdofsky@maccabiusa.com regarding questions about fundraising and the Supporters Mission

What is the Maccabi USA office contact information?

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

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