

FAQ's

When you register your account please make sure that there is one contact person handling account details. That person is the one who should receive receipts and our e-mail updates. At no time should a parent register their child separate from the team.

- **Can I register more than one team, individual, stunt group, solo or duet for the same competition?**

Yes! When you reach the end of the registration questions for your first entry, it will ask if you want to add another registration. Click that and begin with the next team, individual, stunt group or duet registration.

- **Can I register for more than one competition at a time?**

No, although you may register as many entries as you like for the same event, you must log out then log back in to register for a different event.

- **What if I'm having trouble logging on to or navigating my existing account?**

Simply contact our service provider at 866-517-0759

- **Where can I find information about each event?**

On each event page on our website is information concerning each event such as locations, hotels, admission fees, parking, etc. Or you can email your question to info@pacwestspiritgroup.com.

- **When are registration deadlines?**

Deadline to register without a late fee is 14 days (two weeks) prior to the event date. After that a late fee of \$10 per person for regional and invitationals, and \$20 per person for nationals will be assessed.

- **When will there be access to an event schedule?**

Schedules are always posted on the applicable event web page the Monday prior to the event. All schedules are approximate and subject to change. At no time will a schedule be available prior to that Monday.

- **When will final scores be posted?**

Scores are posted on the appropriate event web page the approximately the Monday following the event.

- **How do I make a change or drop a registration?**

Simply contact our office toll free at 888-546-0020 or online info@pacwestspiritgroup.com

- **Why do I have to type in each athletes name and each coaches name?**

Athletes must be entered so we can verify that you are registered for the right size division and for insurance purposes. We need coaches listed so we may have enough gifts for coaches at each event.

- **How many coaches may I register for an event?**

You may register for as many coaches as you like, however only 2 coaches are admitted for free per team, and only 2 coaches gifts will be available per team. Additional coaches must purchase coach passes at team registration the day of the event and will not receive a free gift. Additional coach passes at Alaska, Apple Cup and Lilac City are \$10 each and are \$20 each at St. Paddy's Open Nationals.

- **Do I have to pay cross-over fees?**

Yes, you must register each team with the correct number of athletes per team, and choose the *pay by check* option. Our registration system will automatically charge cross-overs full price, however, if you then contact our office via e-mail (info@pacwestspiritgroup.com) with a name list of your cross-overs and we will adjust your account. You will then be sent an updated e-mail with your balance. At that time you may go to your online account and pay via credit card # or mail in your check. Cross-over fees for Alaska, Apple Cup, and Lilac are \$20 per athlete and they are \$50 per athlete for St. Paddy's Open Nationals.

- **I have a dance team where the same team competes in different divisions. Do I have to pay cross-over fees for this team?**

No, Dance teams that are the same team competing in more than one division pay only 1 entry fee. However, if you have an athlete's that compete in both dance and cheer they must pay for both.