FREQUENTLY ASKED QUESTIONS - SMOKY MOUNTAIN CUP (3/12-3/14)

Q When does my team have to be ready to play and when can we expect to depart?

Every team should arrange to be in on Thursday Night, March 11th as games could begin as early as 7:00am on Friday, March 12th. On Sunday, March 14th all championship games will conclude by 5:00pm. As the tournament gets closer, we will have a more accurate Sunday schedule for championship games.

Q How do I register for this tournament?

You can do so by clicking on the register tab on our website home page. To be considered for an entry spot both the application and deposit fee of $200 must be submitted. Once you submit your online application, our tournament committee will review the application and approve it. At the time of approval an email is then sent out to the email address indicated on the application (please be sure your email address is correct to ensure that our confirmation email is sent to the correct address). This email acknowledges receipt of your application as well as provides you with further information.

Q How many games are guaranteed and what are the length of game times?

All teams will be guaranteed 4 games. Length of game times will be as follows: Squirt/Peewee/Girls 12U Divisions will play three (3) x twelve (12) minute stop time periods. Bantam & Girls 14U Divisions will play three (3) x thirteen (13) minute stop time periods. Girls 16U Divisions will play three (3) x fourteen (14) minute stop time periods.

Q What rules do we follow?

Teams must be affiliated with one of the following National Governing Bodies: USA Hockey, Canada Amatuer Hockey Association, or IIHF. All games are operated under USAH Rules and Regulations. Neck guards are only required and mandatory if your US state/affiliate requires them. All USAH registered players, including goalkeepers in the Peewee (09, 08) through Midget (15U & 16U) age classifications are required to wear a colored (non-clear) internal mouthpiece that covers all the remaining teeth of one jaw, customarily the upper. Canadian teams will abide by the equipment requirements of their governing organization. For the first violation of this rule, the team shall be issued a warning. A misconduct penalty shall be assessed to any player or goalkeeper of that team for a subsequent violation during that game. For Squirts and Peewee's - USAH replaced the delayed offside rule with an automatic whistle. Consequently, if a player is off-side, the whistle will be blown immediately. If the offside is accidental then the face-off will occur just outside the offensive zone blue-line. An intentional offside will be whistled down with the face-off occurring in the violating team's defensive zone. Checking is permitted at the Bantam and older age classifications.

Q What do we need to provide as part of tournament sanctioning?

We need to receive a copy of your **Travel Permit** (if required by your state/affiliate) and **Certified Roster** by **March 5th.** These permits and rosters must be approved and signed by your governing body/affiliate. If you have an electronic version of these documents please email them to: admin@tcshockey.com - please be sure to bring your approved roster sheet and travel permit as back up to the tournament as well. **Travel Permits** & **Certified Rosters** can be mailed to:
TCS Hockey Inc. | 663 Pemberton Dr. | Lebanon, TN 37087

Q What is the roster limit?

USAH permits 20 players to be included on your team roster.

Q When is the final payment due for this tournament?

Final balances will be due by **February 26th.** Your team will not be scheduled until full payment is received.

Q How can final payments be arranged?

Checks or Money Orders can be mailed to: TCS Hockey Inc. | 663 Pemberton Dr. | Lebanon, TN 37087 - In the memo of payment, please put your team name and tournament date so we know who to apply it to when received. We also accept credit cards over the phone as a method of payment for balance of tournament fee, but there is a convenience fee of an additional 2% that will apply to each transaction. This can be done by calling our office at: (779) 221-1872

Q Does my team have to stay at designated hotels?

Yes, all TCS events have a "stay to play" hotel policy. This policy means that all attendees/groups in need of hotels are required to book them through Team Travel Source (TTS) in order to participate in the event. This policy helps to ensure sufficient availability at quality hotels and the best available rates. Rooms will book up quickly so please book well in advance. All this information can be found by Clicking Here.

Q When is the tournament schedule released?

Tournament schedule will be released 10-14 days prior to the tournament start date and will be posted on our website. Schedules will also be sent via email to all managers so please be sure we have your correct email address (coach & manager) on file in order to receive these important updates. We make every attempt not to make changes to the schedule after the release dates, but sometimes things happen that are out of our control and changes are made. It is important to monitor our website at www.tcshockey.com for updates.

Q What is the Refund Policy?

By submitting its' application, deposit & payment, the team agrees to accept all terms and conditions imposed, upon coaches, players, other participants and spectators of the event, by both TCS Hockey, Inc. and the owners of the facilities in which the event takes place.

Team deposits & payments are considered non-refundable. Refunds for teams will be provided only in the event TCS Hockey, Inc. cancels the tournament for any reason or in the event the division your team is registered for gets canceled for any reason. Any mistakes or errors made by the applicant during the registration process shall be construed against the applicant and may disqualify applicant's team or individual player from participation in the event and/or a refund.

Except as provided below in our COVID POLICY, TCS Hockey, Inc. is not responsible for a team refund if the event is cancelled for any reason beyond the control of TCS Hockey, Inc., including but not limited to, a national or natural disaster(s) or travel complications.

We do accept credit cards over the phone as a method of payment for balance of tournament fee, but there is a convenience fee of an additional 2% that will apply to each transaction.

COVID POLICY:
At TCS Hockey, the well-being of our customers is always our top priority. With respect to any event that does not take place DUE TO THE CORONA VIRUS, TCS will offer two options regarding deposits or fees. First, if requested, TCS will provide a FULL REFUND of all deposits and fees. Second, if requested, TCS will provide you with credits in the FULL AMOUNT of your deposits and fees for future events. We understand it's a challenging time and a lot of you may be facing your own crisis right now.

Q Where are the tournament games played?

Games will be played at Cool Sports & Downtown Civic Coliseum only.

Q Our Head Coach has more than one team to coach so can scheduling arrangements be made?

If a request is put in prior to February 26th we will make every attempt possible to help coordinate your coach's game. Although we can't promise that we can accommodate everyone's request, we will make every effort to accommodate your request.

Q When does my team need to Check-In at the Tournament?

All teams will need to check-in one (1) hour prior to their first scheduled game (at the designated arena) on Friday, March 12th. At this time, a manager/coach from your team will pick up their Coaches Bag, Player Gifts, and the Tournament Program Guide.

Q Does my team need to Check-In before each game?

Yes, we ask that all team managers bring 3 roster stickers per game to put on the scoresheets. We also require either a Manager or Coach to sign the scoresheet before each game.

Q Is there a Gate Fee for this tournament?

No, we do not charge a Gate Fee for this event. Any individual can attend any games for free so come on out and check to see the great competition we have to offer in the greatest sport on earth.

Q Will tournament games be live streamed?

Games will be live streamed at Cool Sports only.

Q Will there be tournament merchandise?

Yes, the tournament will be selling custom apparel for tournament souvenirs.

Q Will we have professional photographers on-site?

Yes, BC Photography will be on-site taking some of the best actions you have ever seen!

Q What can 1st & 2nd place teams expect to receive for their achievements?

These deserving teams can expect a Team Trophy (Cup) and Custom Medals. Our trophies and medals are some of the best in the sport!

Q Where can you view tournament scores, standings, & results?

You can do so by clicking on the Schedules & Stats tab on our website home page.

Q Can players expect to receive any personal awards throughout the tournament?

The answer is YES! This is something new we're introducing this year and we can't be more excited about it. Any player or goalie receiving a Hat Trick, Playmaker, or Shutout during any game throughout the entire tournament will receive a prize. This winner will head to our tournament headquarters after the game to receive their prize along with getting their picture taken.

Q How do I become a sponsor for this tournament or any future TCS Hockey, Inc. Tournaments?

To discuss partnership opportunities designed to help your business,please email Director Marc Costanza - marc@tcshockey.com

Q Who can I contact for further questions regarding this tournament?

Tournament Director: Marc Costanza - marc@tcshockey.com | (779) 221-1872

Q Who should I contact for any payment inquiries?

admin@tcshockey.com