



## Frequently Asked Questions (FAQ)

### Family and Friends Program

#### What is the Family and Friends (F&F) Program?

Families are the backbone of an ill and injured member or Veteran's physical and psychological support system throughout their recovery journey. Participation in the Invictus Games not only supports the healing and recovery of the ill and injured member or Veteran but also that of their family.

The Family & Friends (F&F) Program enables family and friends to share in the Invictus Games experience and to recognize them for the role they play in supporting their ill and injured member or Veteran along their path of recovery.

The Family & Friends Program sponsors up to two (2) family or friends per competitor.

The two **sponsored** F&F will be provided:

- Flights\*;
- Accommodations (one room per competitor for **BOTH** sponsored F&F);
- Meals;
- Access to Nations Home, Welcome event, Opening and Closing Ceremonies;
- Reserved seating at sporting events and ceremonies;
- Transport between Invictus Games event venues, accommodations (via public transportation) and airport\*;
- Team Canada apparel; and
- Access to select local tourist attractions.

\*Some F&F may travel by train

A Military Family Services program manager (coordination and logistics), two (2) Family Information Line counselors (emotional support) and two (2) Soldier On staff (logistics) will support F&F in their Invictus Games experience.

#### Can a competitor have more than two (2) family or friends at Invictus Games?

Yes. Competitors are welcome to invite more than their two sponsored F&F. However, the cost beyond the two sponsored spaces will be the responsibility of the competitor and/or the individual. Various buy-in packages are available for purchase from Invictus Games or individuals can organize their own travel, accommodations and other attendance details.



**In the event that a competitor has one or no F&F attending the Games, can their unused sponsored F&F space be transferred to another competitor?**

No. The sponsored F&F spaces are non-transferrable and cannot be used by another competitor.

**What is the age limit at which children count towards the number of allotted F&F spaces?**

Usually, children under the age of two (2) do not count towards the sponsored two spaces and do not require tickets for sporting events, Opening and Closing Ceremonies. However, children under the age of two (2) must be accredited and may be required to sit on their parent's lap during the seated events and flights.

**Will F&F be staying at the same hotel as their competitor?**

No. All F&F will be staying at a different hotel than the competitors. F&F will be able to spend time with their competitor when they are not competing or between Team Canada events at the Nations Home. Other activities for competitors and F&F include: Welcome event, Opening and Closing Ceremonies.

**My spouse and one child are sponsored F&F but my second child is not. How does it work to ensure we are all on the same flights?**

Soldier On can book flights for sponsored F&F and those of unsponsored minor children to ensure that your family is travelling together. Competitors will be responsible for the reimbursement of the flights and will need to purchase a buy-in package for their child.

**Can the general public purchase tickets for sporting events, Opening and Closing Ceremonies?**

Yes. The general public will have the opportunity to purchase tickets on the official Invictus Games website. Tickets will be offered on a first-come first-serve basis and should be purchased in advance. Some events such as the Welcome event are reserved for F&F and tickets cannot be purchased by the public. The seating area for the general public is separate from the reserved seating area for F&F.

**Will F&F have reserved seating at Invictus Games events?**

Yes. There will be a designated seating area for F&F at each sporting venue. To enter this area, F&F will be required to show their Invictus Games credentials. The general public will not be able to access this seating area.



### **What happens if my F&F cannot stay for the whole duration of the Invictus Games?**

Soldier On can book alternate travel dates. Once the flights are booked, F&F will be responsible for any additional costs (i.e. change fees, difference in fare) if there are any changes to the travel dates. Invictus Games will provide transportation between the airport and the hotel only on designated arrival and departure days. If F&F are travelling outside those dates, they are responsible for their transportation between the airport and the hotel. This cost is not reimbursable.

### **Can F&F arrive earlier and depart later than the scheduled dates?**

Yes. F&F can extend their stay at their own cost. Details on how to extend their stay will be provided at a later date.

### **What is included/not included in the Buy-In packages\*?**

- This depends on the Buy-in package purchased.
- Buy-in packages can include a combination of **all or some** of the following: accommodations, meals, transportation to Games venues and/or access to sporting events, ceremonies and select local tourist attractions.
- Transportation to the Games and Invictus Games merchandise are NOT included.

\*The Invictus Games Organizing Committee set Buy-In package pricing. The cost cannot be prorated for shorter stays and are non-transferrable. There is a very limited quantity of Buy-In packages with accommodations.

### **What is available at Nations Home?**

- Lunch and supper buffets (breakfast is at the F&F hotel);
- Snacks and refreshments;
- Live coverage of sporting events and ceremonies;
- Games and activities for children;
- Merchandise shop, Quiet Rooms; and
- Various services such as chaplaincy, medical (limited) and peer support.