



# ENTRY EXPRESS FAQ

# AVOID THE LINE



## What is Entry Express?

Entry Express is ACBL's new portal for tournaments. You will be able to view tournaments, RSVP for ones that you are interested in or going to, track your past and upcoming tournaments, and buy event entries in advance.

I've never had to RSVP or purchase entries for a tournament in advance. Why should I do this now?

ACBL is launching Entry Express to provide tournament hosts a more accurate estimate on attendance numbers. Entry Express also allows you to track your upcoming and past tournaments, as well as buy entries in advance to avoid long lines before game time.

This new portal lets you RSVP for tournaments by indicating if you're interested or if you plan to go. You will also be able to buy entries in advance for Regional Tournaments in the United States. This system will help reduce lines at tournaments, streamline the entry purchasing process and make event days smoother for participants so you can focus more on what you came for – playing bridge!

## RSVPs

### How do I RSVP for a tournament?

Simply visit [members.acbl.org/tournaments](https://members.acbl.org/tournaments) and click the "star" icon on any tournament. You will be prompted to login to MyACBL. Then, select either "Interested" or "Going." If you are no longer interested or plan to go, you can click the icon to change your RSVP.

If you select "Going," follow the prompts regarding hotel stay. Please note that clicking "Yes" does not mean you're completing a hotel reservation, but rather it helps tournament sponsors plan ahead and anticipate more accurate attendance numbers.

You can keep track of your selections on your "My Tournaments" page. By submitting an RSVP, you are helping our tournament sponsors plan for attendance for each event and allowing them to plan a smooth tournament experience for you and your fellow players.

### I marked that I am "Going" to a tournament. Does that automatically enter me into an event?

No. By marking a tournament as "Interested" or "Going," you're simply letting the tournament sponsors know of your plan so they can gauge attendance levels as the tournament date approaches. To purchase an entry, click "Details" on the tournament, find the event you want to play in and follow the steps. (See more info below.)

When you visit your "My Tournaments" page after purchasing an entry, you will notice a green ticket icon next to the tournament name, instead of a star or calendar icon.

### I'm no longer interested or able to go to a tournament. Do I need to change my RSVP?

In order for tournament sponsors to keep an accurate count of tournament participants, we request members change their RSVP if they're no longer attending. You can visit "My Tournaments," and click the icon in the top right corner of the respective tournament to change your status to either "Not Interested" or "Not Going."



SCAN ME

[members.acbl.org/tournaments](https://members.acbl.org/tournaments)





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## Purchasing an Entry

### **How do I purchase an entry for a tournament in advance?**

Online entry purchase via Entry Express is currently only open for Regional Tournaments in the United States. To sign up for a pair or team event, visit [members.acbl.org/tournaments](https://members.acbl.org/tournaments) to find the tournament you want and click the “Details” button. (You can also access this through the “Find a Tournament” page at [tournaments.acbl.org](https://tournaments.acbl.org).)

When you select a specific game, you’ll be asked to select a partner and/or your team members. You can search for them by either their name or ACBL member number. Once you add your entry, you will be asked to pay via credit card for you and your partner and/or team members per event. Upon finishing, you and your partner or team will each receive confirmation emails. ACBL accepts all major credit cards through the Entry Express Application.

### **Where do I find tournaments I have RSVP’d for or bought entries for?**

All of your events are listed on your “My Tournaments” page. You can access this from [members.acbl.org/tournaments](https://members.acbl.org/tournaments), then log into MyACBL and click the My Tournaments tab. You can also access your “My Tournaments” page by logging into MyACBL and clicking on your name in the top right corner. A drop-down menu will appear, then select “My Tournaments.”

### **When purchasing an entry, I entered my partner’s name and member ID, but the system is saying they’re not eligible. Why is that?**

Some events during tournaments are tailored to players in specific Masterpoint ranks. It’s possible that your partner does not have the number of Masterpoints required to participate in the particular event.

### **After I logged into my MyACBL account, some tournament events have disappeared for selection. Why are they no longer available?**

Upon signing in, the system will automatically block events for which you are not eligible based on your total number of Masterpoints.

### **I purchased entries for a tournament event, but I changed my mind on the event. Can I get a refund?**

Registrations can be canceled and refunded through the online portal up to one calendar day before the event until 11:59 p.m. local time. Log in to MyACBL, navigate to “My Tournaments” and click “View Details” on any tournament for which you have registered. You can cancel individual entries or all of your entries.

To cancel and request a refund closer to the event time, please visit the Registration Desk on-site at the tournament.

### **If I cancel an entry, how soon will it be credited back to my credit card?**

If you cancel your entry before 11:59 p.m. local time of the day before your purchased event, a full refund will be credited to your credit card within ## days of requesting the cancellation.

### **I need to change my partner or team members for an entry, is that possible?**

Yes, you can edit any event entry by visiting the online portal up to one calendar day before the event until 11:59 p.m. local time. Log in to MyACBL, navigate to “My Tournaments” and click “View Details” on any tournament for which you have registered. You can edit the individual entry registration to update your partner’s or team members’ information.

### **If my partner signs me up for a tournament event to play with them without my knowledge, what will happen if I try to register for the same event?**

You will receive an email when your partner registers you in an event with them. You will receive this notification since ACBL membership numbers are required for all participants when purchasing entries. The specified tournament event will have a record that you are registered and the portal will prevent you from purchasing a duplicate entry for the same event. We recommend communicating with your partner first before either of you begin the entry purchase process.

### **Who can I contact if I have a problem using Entry Express?**

As our online advanced entry system is still in the beta-testing phase, we kindly ask you to please share any issues or feedback at the Registration Desk on-site at the tournament or email [tournaments@acbl.org](mailto:tournaments@acbl.org)