

1. How do I book a room?

- Once your housing portal opens, use the link provided by your event planner to book your room(s). Enter your check-in and check-out dates and click the "Search" button to be shown a list of hotels matching your search criteria. From there, select your hotel of choice and you will be taken through the booking process.
- Once the housing portal has closed, we are no longer able to accept reservations. Please reach out to the hotels directly to inquire about availability. It is at the hotel's discretion whether they will offer the room at the special group rate.

2. Why does the hotel say there is availability when I call, but your website shows no availability?

- The hotels have a block of rooms set aside for your event, but will not receive final booking information until the housing portal has closed, approximately 30 days before your check-in. Rest assured, the availability at the group rate is accurately displayed on the Housing Services booking portal.

3. If you need an invoice or would like to pay by check:

Your hotel invoice information will not be available until after the housing portal has closed, typically 30 days prior to your check in date. Once you've received a final hotel confirmation email, contact the hotel directly to request an invoice and, if necessary, arrange payment via check. Please note that all hotels require a credit card on file for reservations, and many hotels require checks to be delivered two weeks prior to check in.

1. Why doesn't the hotel have a record of my reservation?

- The hotels have a block of rooms set aside for your event, but will not receive final booking information (including your name) until your housing portal has closed, approximately 30 days before your check-in. If you have received an acknowledgment email from booking through the Housing Services reservation portal, rest assured that your reservation has been received.