

2018 Gen Con Housing

How to book, modify and cancel a room assignment in Cvent
Passkey™

BROWSER RECOMMENDATION

The Cvent Passkey™ Attendee Websites are supported on the following browsers:

Chrome 30 or higher
Internet Explorer 11 or higher
Firefox 34 or higher
Firefox Mobile 34 or higher
Safari 7 or higher
Safari Mobile 9 or higher
Opera 30 or higher

If you experience browser issues, try the following best practices:

MOZILLA FIREFOX

1. Press these 3 buttons at the same time on your keyboard: Ctrl / Shift / Delete
- A pop-up window will appear with the most common options pre-selected for you
2. Click "OK"
3. Close all open browser windows, then re-launch Firefox and return to **My Housing** in your Gen Con account.

MICROSOFT INTERNET EXPLORER

1. Press these 3 buttons at the same time on your keyboard: Ctrl / Shift / Delete
- A pop-up window will appear with the most common options pre-selected for you
2. Click "Delete"
3. Close all open browser windows, then re-launch Internet Explorer and return to **My Housing** in your Gen Con account.

GOOGLE CHROME

1. Press these 3 buttons at the same time on your keyboard: Ctrl / Shift / Delete
- A pop-up window will appear with the most common options pre-selected for you
2. Click "Clear Browsing Data"
3. Close all open browser windows, then re-launch Chrome and return to **My Housing** in your Gen Con account.

SAFARI

1. Click Safari in the upper left hand side of your screen.
2. In the menu that appears, click Preferences.
3. In the window that appears, click the Privacy tab. Click the button Remove All Website Data....
4. Click Remove Now in the pop up window that appears.

HOW TO BOOK A NEW ROOM ASSIGNMENT

A unique housing link will be assigned to each attendee who purchases a badge for the Gen Con 2018 event.

Log into your Gen Con account and navigate to your **My Housing** page. Click the **Request Room** button; the link will take you to the Gen Con 2018 housing booking page.

In the **MAKE A RESERVATION** box located on the right-hand side, enter your desired check in/check out dates and the number of guests in the room, then click **FIND**.

Note. You can browse participating hotels before submitting the room search criteria by clicking the **ON MAP** icon.

Contact Information Start Over

EXISTING RESERVATIONS

Gen Con 2018
AUG 2, 2018 - AUG 5, 2018

MAKE A RESERVATION

Check In: SUN, AUG 5, 2018 >

Check Out: >

Rooms 1

Guests 1
Max guests per room

FIND

OR BROWSE ALL HOTELS

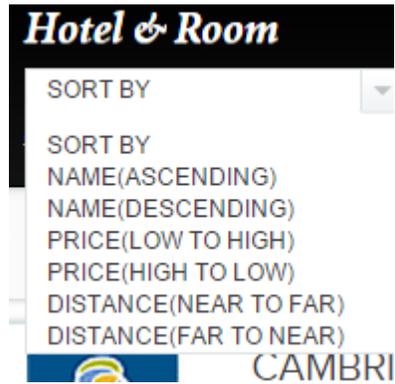

ON MAP

Indiana Convention Center
100 S. Capitol Avenue
Indianapolis, IN 46225, US
Event Website

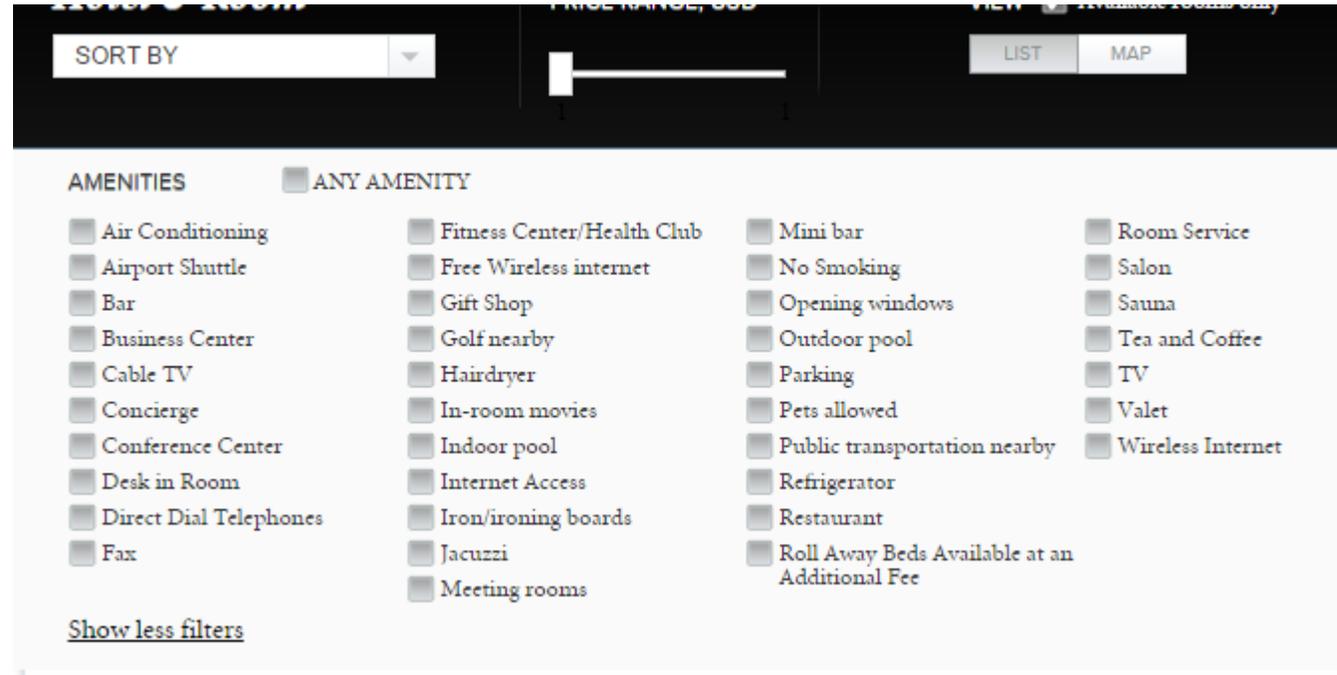
HOUSING REGISTRATION – TERMS OF SERVICE

The search will return a list of hotels having rooms available for the selected date range. The list is presented in alphabetical order by default, but you can also sort by price and distance to the Indiana Convention Center. Open the **SORT BY** drop down menu and select your sorting criteria. See **Picture 1**. You can click the **Show more filters** link below the **SORT BY** window to specify additional sorting criteria. When you are done, click the **Show less filters** link. See **Picture 2**.

Picture 1



Picture 2

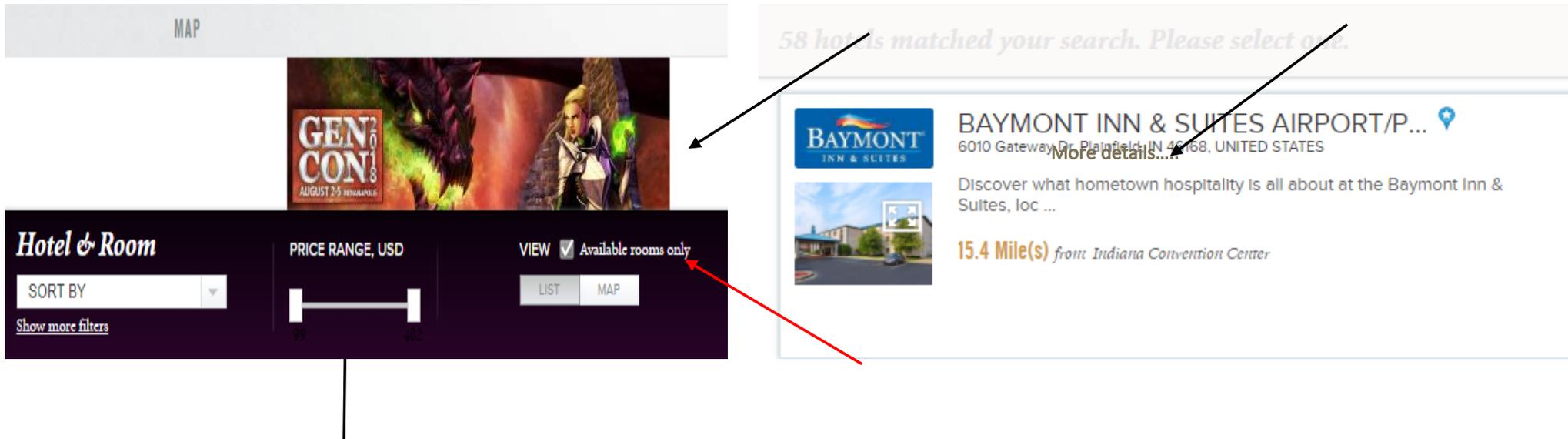


You can review hotel locations by clicking **MAP** at the top of the hotel list. You can narrow the list by pricing by moving the needle on the **PRICE RANGE, USD** bar. You can also uncheck the **View Available rooms only** box to see all hotels in the Gen Con block, including those which are no longer available for your specific dates, number of room guests, or are completely sold out. See **Picture 1**.

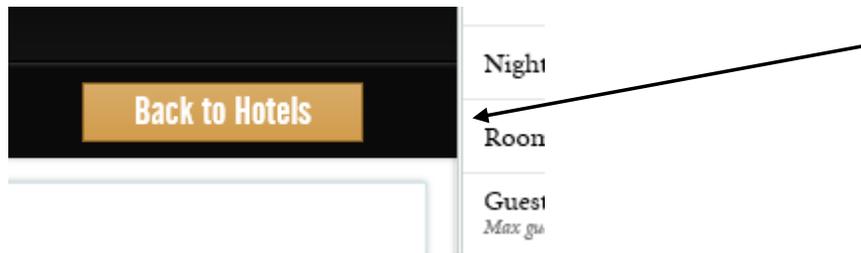
You can review hotel amenities by clicking on **More Details** and by expanding the hotel description. Move the cursor inside the hotel box to see the **More Details** option. See **Picture 2**.

Picture 1

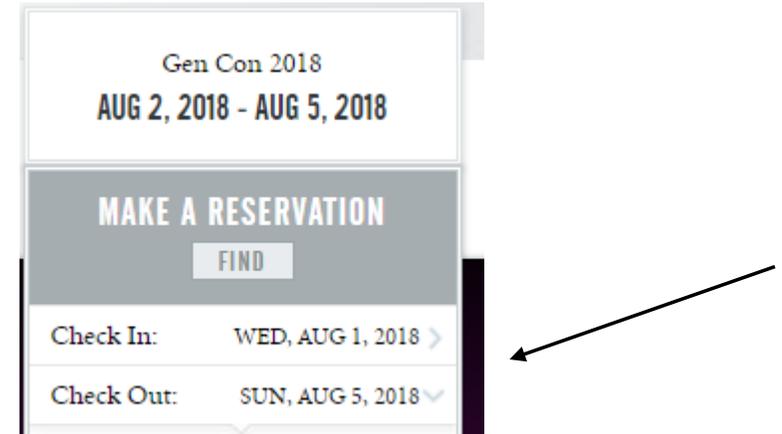
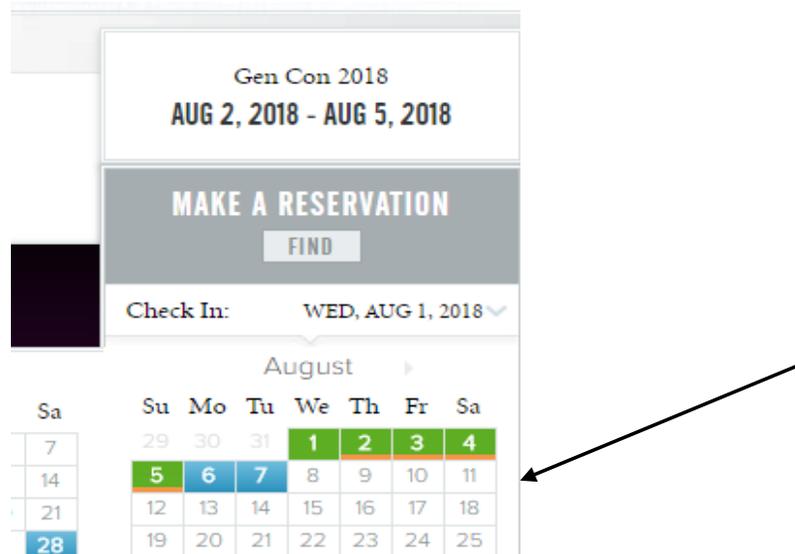
Picture 2



➤ If you change your mind after you have selected a hotel, click on **Back To Hotels** to return to the hotels list OR click **FIND** under **MAKE A RESERVATION**.



➤ If you wish to change the dates, just click on the date field you wish to change and you will get the calendar.



➤ **ATTENTION!** If you click the **START OVER** link, all previously entered search data will be cleared and you will be redirected to the splash page which requires an access code. Gen Con housing no longer accepts generic access codes, so please close the browser window and click the **Request Room** button in your **My Housing** page of your Gen Con account to reenter the housing portal. Your **Request Room** link communicates your unique access code to the housing registration system, bypassing the generic access code requirement.

Choose the hotel you wish to book and click **SELECT**.

All available room types for the selected hotel will be displayed. Your search dates will be shown in green, indicating the room is available on these dates. You can click **More Details** to expand the room description. Move your cursor inside the room type box to see the **More Details** option.

If you wish to book one of displayed room types click the **SELECT** button within the appropriate room description.

Select your room and stay dates

Available Wait Listed Selected



STUDIO SUITE - ONE QUEEN BED

Max Guests: 2

Suites Feature: One Queen Bed Entertainment: Cable / Satellite TV, CD
Player Col ... [More Details...](#)

Rooms: Guests: AUG

W	T	F	S
1	2	3	4

SELECT



STUDIO SUITE - QUEEN/QUEEN

Max Guests: 6

Suites Feature: Two Queen Beds Entertainment: Cable / Satellite TV, CD
Player Co ...

Rooms: Guests: AUG

W	T	F	S
1	2	3	4

SELECT



ONE BEDROOM SUITE - ONE QUEEN BED W/...

Max Guests: 4

Suites Feature: One Queen Bed & A Pull Sofa Entertainment: Cable /
Satellite TV, ...

Rooms: Guests: AUG

W	T	F	S
1	2	3	4

SELECT

USD 155.00
Average nightly rate
+ Taxes & Fees

USD 185.00
Average nightly rate
+ Taxes & Fees

USD 185.00
Average nightly rate
+ Taxes & Fees

The software will calculate the reservation cost subtotal (not inclusive of applicable taxes) for the selected room over the date range. If you wish to continue booking the room, click **NEXT**.

You will now proceed to the **Personal Information** page.

Gen Con 2018
AUG 2, 2018 - AUG 5, 2018

MAKE A RESERVATION
FIND

Check In: WED, AUG 1, 2018 >

Check Out: SUN, AUG 5, 2018 >

Nights **4**

Rooms

Guests
Max guests per room

CANDLEWOOD SUITES AIRPORT

USD 620.00
STUDIO SUITE - ONE QUEEN BED
1 adult, 4 nights

SUBTOTAL:
USD 620.00
+ Taxes & Fees

NEXT



PERSONAL INFORMATION PAGE

IMPORTANT! FROM THE MOMENT YOU ARRIVE ON THIS PAGE, YOU HAVE 10 MINUTES TO COMPLETE YOUR ROOM ASSIGNMENT. IF YOU DON'T COMPLETE YOUR ROOM ASSIGNMENT IN 10 MINUTES, YOUR BOOKING SESSION WILL TIME OUT AND THE ROOM WILL BE RETURNED TO INVENTORY AVAILABLE TO OTHER SYSTEM USERS.

Enter your personal information. Fields marked with an asterisk (*) are required fields. **Note.** Some of your personal information may be prepopulated from your Gen Con account. You may change this information here to update it or to book the room for a friend or family member, but the room request still counts toward your account room limit, which depends on the number of badges purchased within your account (i.e. 1 room per 2 badges, rounding down).

Guest Information

Candlewood Suites Airport / Wed, Aug 1, 2018 - Sun, Aug 5, 2018 / Studio Suite - One Queen Bed 1 adult, 4 nights

PERSONAL INFORMATION

PERSONAL INFORMATION

PAYMENT INFORMATION

Room: Studio Suite - One Queen Bed

Number of adults in this room: 1 Number of children: 0

GUEST 1

Arrival Date 8/1/18

Prefix

* First Name Molly

Middle Initial

* Last Name Holly

Suffix

Position/Title

Departure Date 8/5/18

* Email hollymolly@gmail.com

* Confirm Email hollymolly@gmail.com

Organization

* Country UNITED STATES

* Mailing Address Main Street

Mailing Address 2

* City Carmel

* State, Zip IN 46200

* Phone Number 1112223333

HOW TO REQUEST ADA ACCESSIBLE ROOMS

You can request an ADA accessible room in the **Personal Information** page.

New for 2018! ADA-compliant Accessible rooms can now be requested when selecting rooms within the online housing portal, and on opening day all users are required to select rooms using the online housing portal. Once a hotel and room have been selected for check-out the system will prompt the user to enter guest information. **Guests desiring a disability-compliant Accessible room should select the “Accessible” checkbox located below the guest information fields to place the request.**

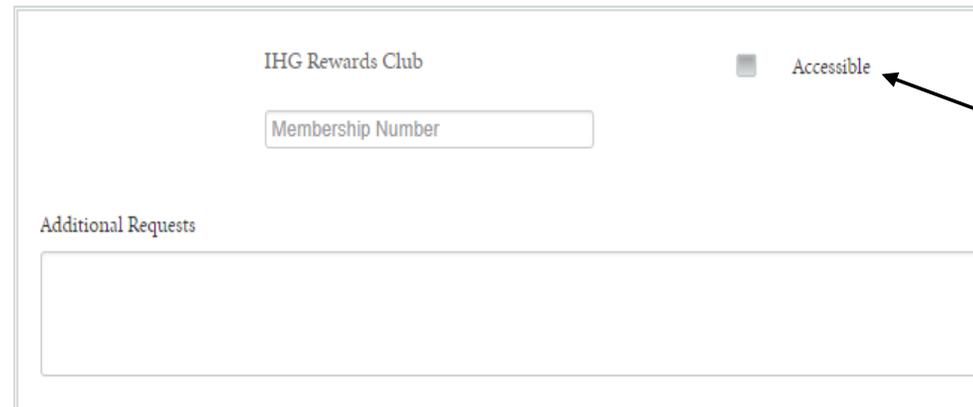
Important! The Accessible checkbox should only be selected to indicate need for an ADA-compliant room. Enter other types of special requests in the text box marked **Additional Requests**, but leave the Accessible checkbox blank unless you want an ADA accessible room to be substituted for the standard room type you selected.

Within two weeks of housing registration opening, Q-rooms will review Accessible room requests on file and confirm availability with hotels. As Accessible room assignments are confirmed, guests will receive updated acknowledgments indicating change of assignment from a standard room type to Accessible room type (e.g. standard double/double to ADA double/double or Accessible double/double).

In the event Accessible room requests exceed the capacity of a particular hotel, Q-rooms will fulfill Accessible room requests in the order the requests were submitted through the online registration system. Q-rooms will address any shortages by soliciting alternative Accessible rooms at comparable, nearby hotels and obtaining guest consent prior to changing their assignments.

Important! Federal ADA legislation requires all hotels to meet minimum accessibility requirements, and as such hotel location is not applicable to ADA criteria. **Requesting an Accessible room in the Gen Con housing block has no bearing on hotel location relative to the convention center. Selecting the checkbox to request an Accessible room will not change your hotel selection or assignment.**

OTHER INFORMATION



The screenshot shows a form titled "OTHER INFORMATION". It contains a section for "IHG Rewards Club" with a "Membership Number" input field. To the right of this section is a checkbox labeled "Accessible", which is currently unchecked. A black arrow points to this checkbox from the right. Below the IHG Rewards Club section is a text box labeled "Additional Requests".

How to make additional requests

The **Additional Requests** field is a free-form field where you can add any request concerning your room assignment (i.e. 1st floor room, close to elevator, early arrival, rollaway cot, refrigerator for meds, etc.)

Additional Requests are NOT GUARANTEED. In fact, additional requests will not be reviewed by hotel reservation agents until the room assignments are transferred to the hotels after Gen Con housing registration closes on July 16. Additional requests are usually fulfilled by hotels subject to availability when the guest arrives for check-in.

OTHER INFORMATION

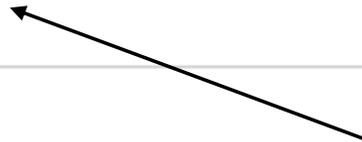
IHG Rewards Club



Accessible

Membership Number

Additional Requests



Click on **Show room policies** at the very bottom of this page.

Yes, I'd like to be notified about the upcoming event specials and

[Show room policies](#)



READ THE SHOW ROOM POLICIES CAREFULLY. No refund of cancellation fees will be granted!

Yes, I'd like to be notified about the upcoming event specials and promotions. See our Terms & Conditions

[Hide room policies](#)

ROOM POLICIES

- Tax is not included

TAX POLICY

The current hotel tax is 17%. Subject to change at any time.

CANCEL POLICY

All room assignments are subject to cancellation fees. Assignments cancelled **before 11:59 pm (Eastern), June 11, 2018** are subject to a \$50 USD cancellation fee per room. Room assignments cancelled after **June 11, 2018** are subject to a cancellation fee equal to one night room charge per room. Cancellation fees will be automatically charged to the credit card on file, and Q-rooms LLC will be listed as the charge originator on the credit card statements. **No exceptions or refunds will be granted.** After housing registration ends on July 16, 2018, your assigned hotel will charge a non-refundable deposit equal to one-night room rate plus tax and convert your assignment into a confirmed hotel reservation. Hotels will begin charging deposits on July 17, but it can be 24 hours or longer for the hotel to complete the transactions and issue confirmed reservations.

CHILDREN POLICY

Children stay free with adult.

Proceed to Payment Information

NEXT

When you have completed this page, click **NEXT** to proceed to the payment information page.

Payment Information

Room requests **MUST** be guaranteed with a valid credit card. If your card expires BEFORE your check in date, the system will reject it. You'll need to submit a different card.

No fees or deposits are charged to your credit card when you request a room assignment. But once the room assignment has been completed, fees apply if you cancel the assignment, as stated by the Cancel Policy presented prior to completion. Upon cancellation, the credit card on file will be automatically charged the appropriate fee.

IMPORTANT! After housing registration closes on 7/16/18, your assigned hotel will charge **a non-refundable deposit in the amount of one night's room rate + applicable taxes** to the credit card on file for the room assignment: If the credit card is no longer valid or has insufficient funds to pay the deposit, the hotel has the right to cancel your room assignment without notice. You can change the credit card on file at any time by modifying your assignment. You can also issue a different credit card when you check in if you want to pay the balance of the reservation with a different card. Hotels typically preauthorize guest credit cards for the reservation balance during check-in but charge the card upon check-out. Please inquire with your assigned hotel to confirm their standard billing practices.

After you have completed the payment information section, click **NEXT**.

The software will display a summary of your reservation. Each section can be modified by clicking the **MODIFY** button located in the upper corner of the section.

Gen Con 2018
AUG 2, 2018 - AUG 5, 2018

RESERVATION SUMMARY

Check In: WED, AUG 1, 2018
Check Out: SUN, AUG 5, 2018
Hotel: CANDLEWOOD SUITES AIRPORT
Room: **USD 740.00**
ONE BEDROOM SUITE - ONE QUEEN BED W/PULLOUT
1 adult, 4 nights
Taxes & Fees **USD 125.80**
SUBTOTAL: **USD 865.80**
SAVE & CONFIRM

Please review and accept your reservation

CANDLEWOOD SUITES AIRPORT
5250 W. Bradbury Street, Indianapolis, IN 46280, UNITED STATES

ROOM INFORMATION

ONE BEDROOM SUITE - ONE QUEEN BED W/PULLOUT
1 adult, 4 nights
Check In: Wed, Aug 1, 2018
Check Out: Sun, Aug 5, 2018

PERSONAL INFORMATION

GUEST 1
HOLLY MOLLY
111 Main
Carmel, IN, 46000
UNITED STATES
hollymolly@gmail.com, 1112223333
Aug 1, 2018 - Aug 5, 2018

PAYMENT INFORMATION

PAYMENT INFORMATION BILLING ADDRESS RATES

The summary page will display key **POLICIES** applicable with event lodging and use of the online registration system. If you are ready to confirm your room assignment, check the **Terms & Conditions** box.

By checking the Terms & Conditions box, you agree that you have read and accepted the event housing policies and the Terms & Conditions for using the booking website.

POLICIES

ROOM POLICIES

- Tax is not included

TAX POLICY

The current hotel tax is 17%. Subject to change at any time.

CANCEL POLICY

All room assignments are subject to cancellation fees. Assignments cancelled **before 11:59 pm (Eastern), June 11, 2018** are subject to a \$50 USD cancellation fee per room. Room assignments cancelled after **June 11, 2018** are subject to a cancellation fee equal to one night room charge per room. Cancellation fees will be automatically charged to the credit card on file, and Q-rooms LLC will be listed as the charge originator on the credit card statements. **No exceptions or refunds will be granted.** After housing registration ends on July 16, 2018, your assigned hotel will charge a non-refundable deposit equal to one-night room rate plus tax and convert your assignment into a confirmed hotel reservation. Hotels will begin charging deposits on July 17, but it can be 24 hours or longer for the hotel to complete the transactions and issue confirmed reservations.

CHILDREN POLICY

Children stay free with adult.



I have read and accept room policies shown above and [Terms & Conditions](#) for the use of this website

SAVE & CONFIRM

Carefully review the Reservation Summary subtotal, which includes the room rate subtotal + applicable taxes and fees. If your room assignment is accurate and complete, click **SAVE & CONFIRM**.

Gen Con 2018
AUG 2, 2018 - AUG 5, 2018

RESERVATION SUMMARY

Check In: WED, AUG 1, 2018

Check Out: SUN, AUG 5, 2018

Hotel:
CANDLEWOOD SUITES AIRPORT

Room: **USD 740.00**
ONE BEDROOM SUITE - ONE
QUEEN BED W/PULLOUT
1 adult, 4 nights

Taxes & Fees **USD 125.80**

SUBTOTAL:
USD 865.80

SAVE & CONFIRM



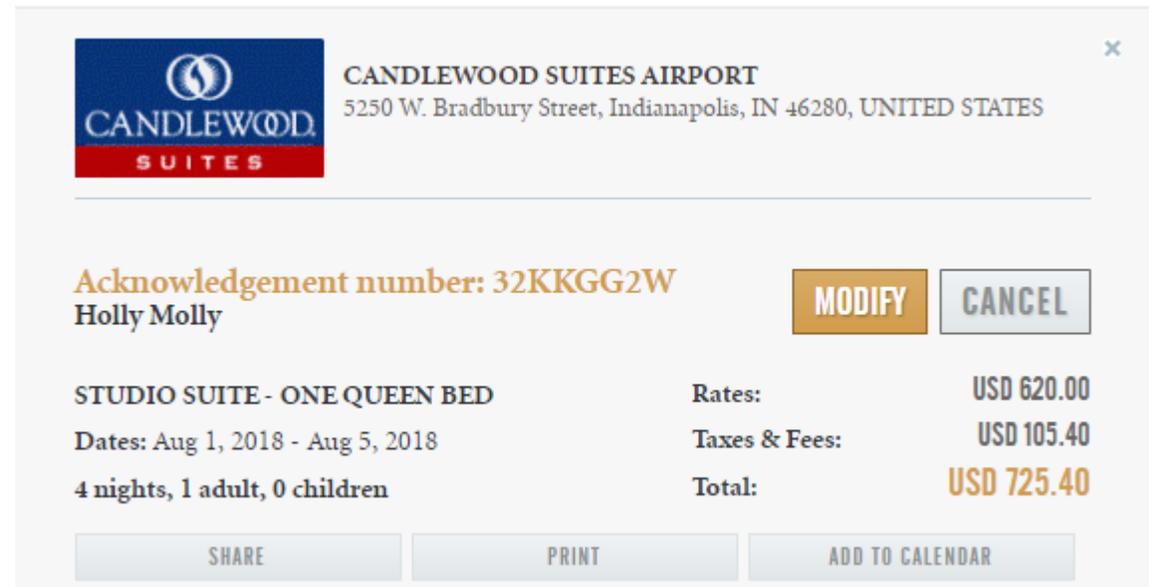
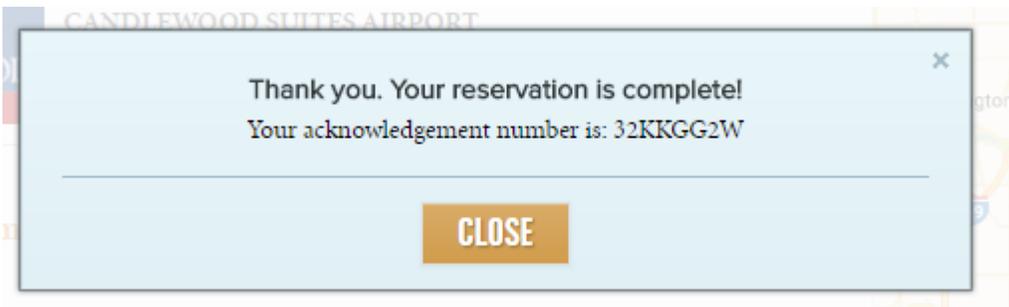
Congratulations!

Your room assignment is complete and you have obtained a housing acknowledgement number. You must see the screens below to be sure your room assignment has been completed.

- You can **SHARE** the acknowledgement notification, **PRINT** it and **ADD TO CALENDAR**.
- You can also **MODIFY** or **CANCEL** your room assignment by navigating from this screen if you realize you have entered incorrect information. There are no penalty fees for making any type of change to your room assignment, provided you don't cancel the assignment. You can modify any detail of your room assignment, including the hotel selection, any number of times until housing registration closes on July 16, 2018.

Reminder! Cancellation fees become immediately applicable upon completing a room assignment. You can modify any detail of an existing assignment, including choosing a different hotel and/or room type: Please do not cancel an assignment with the intention of rebooking a different hotel or room type. **MODIFY** your room assignment to change hotel or room type selection. **CANCEL** your room assignment ONLY if you no longer need a room to attend Gen Con.

You will also receive a new room assignment acknowledgement summary by email. If you do not receive an acknowledgment email, return to **My Housing** to make sure the acknowledge number is listed with your room assignment. If the number is missing, please contact the call center for assistance.

A screenshot of a room assignment summary page for Candlewood Suites Airport. The page includes the hotel logo, name, and address. It displays the acknowledgement number (32KKGG2W) and the guest name (Holly Molly). A table shows the room type (Studio Suite - One Queen Bed), dates (Aug 1, 2018 - Aug 5, 2018), and occupancy (4 nights, 1 adult, 0 children). To the right, a summary of costs is provided: Rates (USD 620.00), Taxes & Fees (USD 105.40), and Total (USD 725.40). At the bottom, there are buttons for "SHARE", "PRINT", and "ADD TO CALENDAR".

Acknowledgement number: 32KKGG2W		MODIFY	CANCEL
Holly Molly			
STUDIO SUITE - ONE QUEEN BED	Rates:	USD 620.00	
Dates: Aug 1, 2018 - Aug 5, 2018	Taxes & Fees:	USD 105.40	
4 nights, 1 adult, 0 children	Total:	USD 725.40	

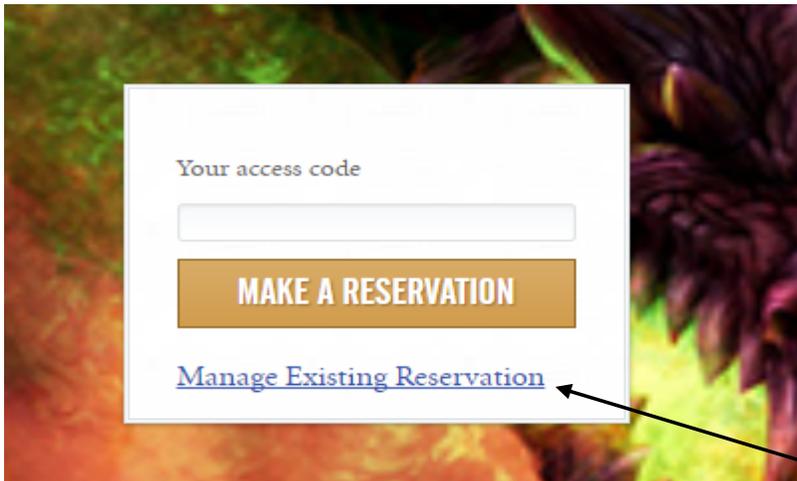
HOW TO MODIFY A ROOM ASSIGNMENT

Go to the **My Housing** page within your Gen Con account and click the **Manage Room** button to navigate to the Housing Registration splash page (**Picture 1**).

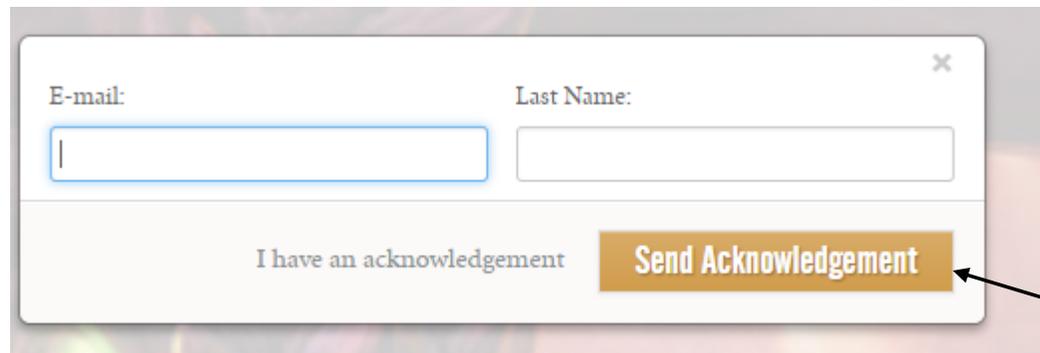
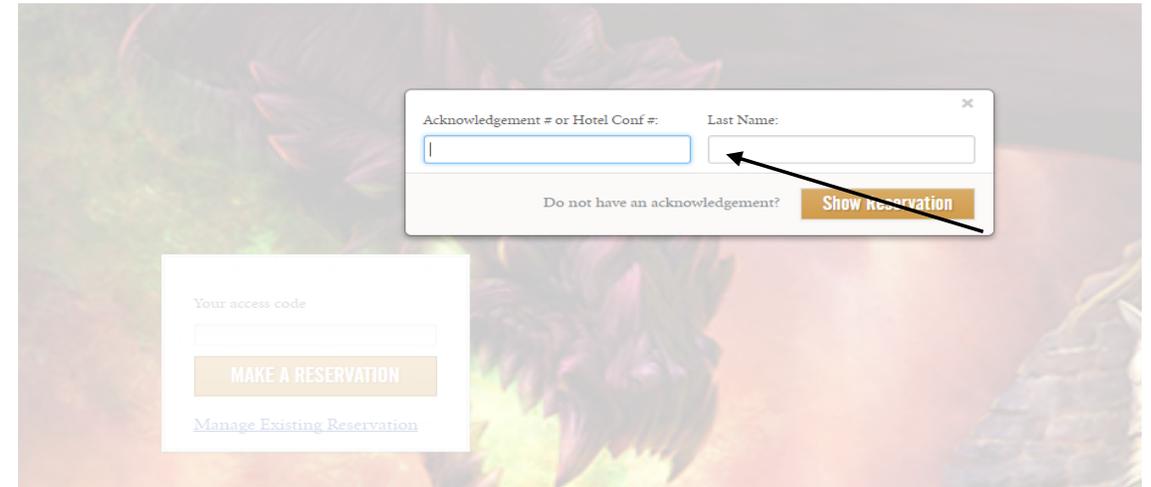
Click the **Manage Existing Reservation** link. The system will present a pop-up window asking for your acknowledgment number and another security question such as last name (**Picture 2**).

Enter the requested information associated with your room assignment. If you don't have an acknowledgment number, click on **Do not have an acknowledgment?** link and the software will send it to you via email.

Picture 1



Picture 2



Once you click **MODIFY**, the following message will display: “click **YES** to confirm the modification”. The system will redirect you to the summary page.



Click the **MODIFY** button and the summary page will be displayed: You can select any section you want to modify.

A reservation summary page for a hotel stay. At the top is a banner for "GEN CON 2018" with the dates "AUGUST 2-5 INDIANAPOLIS". Below the banner is the heading "Please review and accept your reservation". The main content is divided into sections, each with a "MODIFY" button on the right side. The sections are: 1. Hotel information: "CANDLEWOOD SUITES AIRPORT" with address "5250 W. Bradbury Street, Indianapolis, IN 46280, UNITED STATES". 2. Room information: "STUDIO SUITE - ONE QUEEN BED" with details "1 adult, 4 nights", "Check In: Wed, Aug 1, 2018", and "Check Out: Sun, Aug 5, 2018". 3. Personal information: "GUEST 1" with name "HOLLY MOLLY", address "111 Main, Carmel, IN, 46000, UNITED STATES", email "hollymolly@gmail.com,1112223333", and dates "Aug 1, 2018 - Aug 5, 2018". 4. Payment information: "PAYMENT INFORMATION" with "CREDIT CARD", "BILLING ADDRESS" with "HOLLY MOLLY", and "RATES" with "Aug 1, 2018 - USD 155.00". Four black arrows point from the right towards the "MODIFY" buttons for the hotel, room, personal information, and payment sections.

You can change any detail of your room assignment, including:

- Hotel
- Room type
- Dates
- Personal Information
- Payment Information

There are no fees for making changes to your room assignment, provided you don't cancel the assignment in entirety.

Make the desired change and click **NEXT** until you are directed back to the *Summary* page. When you are done making changes, click **SAVE & CONFIRM**. If you need to make additional changes, click **MODIFY** on the next aspect of the assignment you want to change. Repeat as necessary to complete all desired changes.

If you don't click SAVE & CONFIRM your changes will not be saved, and your room assignment will remain as it was before you began the MODIFY operation.

Once you click **SAVE & CONFIRM**, the modification(s) you made are confirmed and you will be redirected to your Guest Desk. You will receive an updated room assignment acknowledgment email reflecting the changes you have made. The acknowledgement number stays the same as your original. Please review the email carefully to ensure all desired changes have been confirmed.

You can make as many modifications as needed until Gen Con housing registration closes at **11:59 pm EST, July 16, 2018**. After housing registration closes, your hotel will download your room assignments and charge a **non-refundable deposit** equal to first night plus tax to the credit card associated with to each room assignment as submitted under the **Payment Information** details. If you wish to modify or cancel a room assignment after housing registration closes on July 16, 2018, you'll need to contact the assigned hotel(s) to make the desired changes.

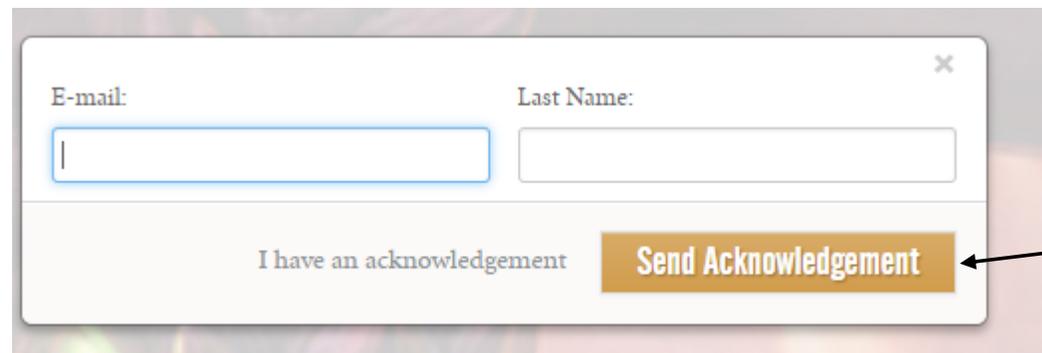
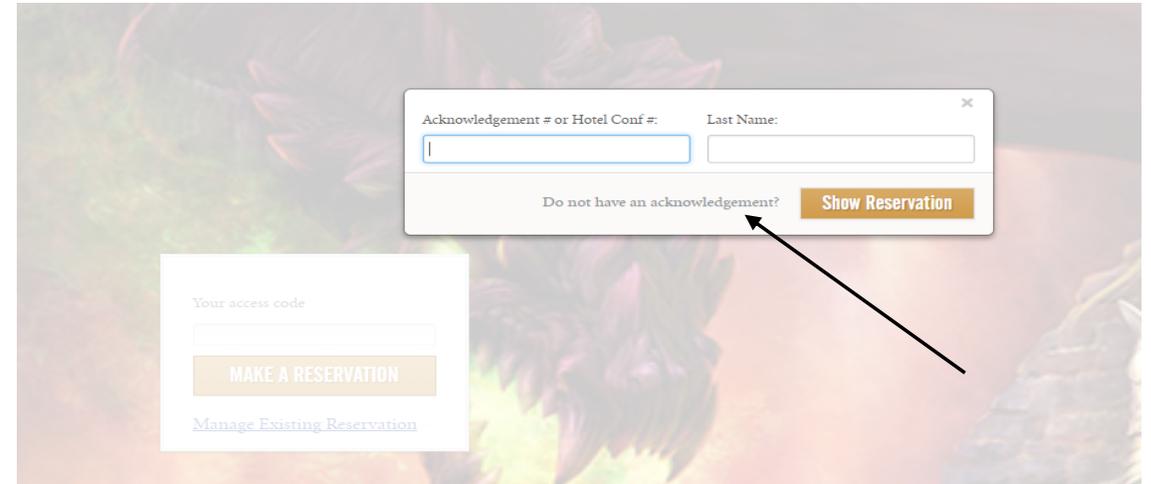
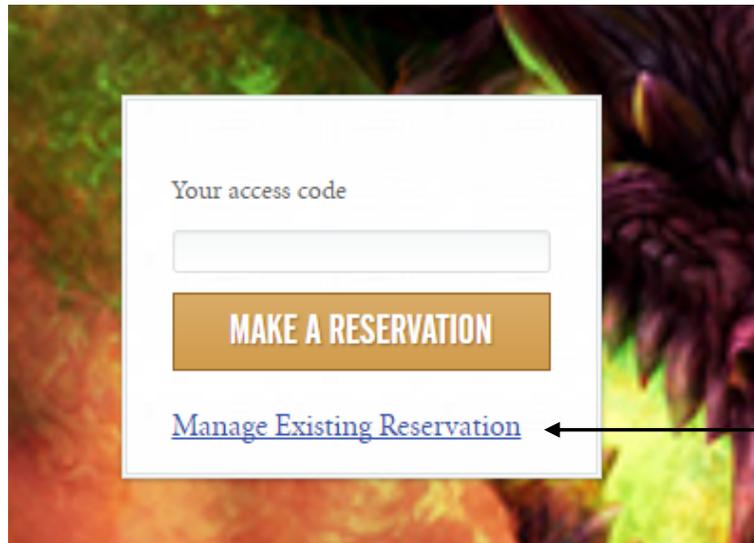
IMPORTANT! If during the MODIFY process you decide you don't want to make a change, you can close your browsing session to quit the process and preserve the original assignment.

Closing the browser during a MODIFY operation aborts any changes that were not confirmed by clicking the **SAVE & CONFIRM** button. Closing the browser keeps your original assignment intact. You cannot cancel or lose a room assignment by accidentally closing your browser during a MODIFY operation. To cancel a room you need to deliberately perform the **CANCEL** operation.

You can access and change your room assignment via the **MODIFY** button as often as you wish, with or without making any changes. Initiating a MODIFY operation is a good way to check available inventory periodically if you're looking to change your hotel or room type as inventory become available from other guest cancellations.

HOW TO CANCEL A ROOM ASSIGNMENT

Go to your Gen Con **My Housing** page, click **Manage Room** and you will land on the housing registration splash page. Click the **Manage Existing Reservation** link. Enter your acknowledgment number and other security detail requested (such as email address or last name). If you don't have an acknowledgment number, click the **Do not have an acknowledgment?** link and the software will send it to you via email.



Click on the CANCEL button.

CANDLEWOOD SUITES AIRPORT
5250 W. Bradbury Street, Indianapolis, IN 46280, UNITED STATES

Acknowledgement number: 32KKG2W
Holly Molly

STUDIO SUITE - ONE QUEEN BED Rates: USD 620.00
Dates: Aug 1, 2018 - Aug 5, 2018 Taxes & Fees: USD 105.40
4 nights, 1 adult, 0 children Total: USD 725.40

SHARE PRINT ADD TO CALENDAR

MODIFY CANCEL

A pop up alert will display (see **Picture 1**). By clicking 'Yes', you agree to pay the applicable cancellation fees and cancel the room assignment. A confirmation of your cancellation will appear (see **Picture 2**). Click **OK** to close the window. A cancellation acknowledgement will be sent to the email address on file. The cancellation acknowledgement number will be different than the original acknowledgment number. **NOTE:** If you don't receive a cancellation acknowledgement number via email, please go to **My Housing** and make sure your room assignment is cancelled. If the original acknowledgment number is still presented on your **My Housing** page, the room assignment remains active.

Picture 1

CANCEL RESERVATION

All room assignments are subject to cancellation fees. Assignments cancelled **before 11:59 pm (Eastern), June 11, 2018** are subject to a \$50 USD cancellation fee per room. Room assignments cancelled after **June 11, 2018** are subject to a cancellation fee equal to one night room charge per room. Cancellation fees will be automatically charged to the credit card on file, and Q-rooms LLC will be listed as the charge originator on the credit card statements. **No exceptions or refunds will be granted.** After housing registration ends on July 16, 2018, your assigned hotel will charge a non-refundable deposit equal to one-night room rate plus tax and convert your assignment into a confirmed hotel reservation. Hotels will begin charging deposits on July 17, but it can be 24 hours or longer for the hotel to complete the transactions and issue confirmed reservations.

Would you like to cancel this reservation? Please note that applicable cancellation fees may apply.

Yes No

Picture 2

YOUR RESERVATION IS CANCELLED

OK