



# GEN CON 2020

HOW TO REQUEST A ROOM ASSIGNMENT THROUGH THE  
HOUSING REGISTRATION WEBSITE

# 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 click the housing portal hyperlink.

## **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 click the housing portal hyperlink.

## **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 click the housing portal hyperlink.

## **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.

# HOUSING ELIGIBILITY

- ▶ Attendees desiring rooms in the Gen Con housing block must first purchase badges through Gen Con's badge registration system. Upon purchase, Gen Con's registration system will create unique links for housing registration and activate the links when housing registration opens. The housing registration links will be located on the "My Housing" page of the Gen Con account.
- ▶ Badge *purchasers* — not badge *holders* — are eligible to request room assignments in the Gen Con housing block. The account holder who purchases the badge must request a hotel room assignment through the unique links located on the [My Housing](#) page of their Gen Con account. Only badge purchasers can request room assignments. If a badge is bought for you, you are not eligible to request a room assignment through your account.
- ▶ ROOM LIMITS
- ▶ Badge purchasers are allowed to request one hotel room for every 1-2 badges purchased.
  - ▶ 1-2 badges = 1 room
  - ▶ 3-4 badges = 2 rooms
  - ▶ 5-6 badges = 3 rooms
  - ▶ 7+ badges = etc ...

# Housing Registration Website: Landing Page

To request a room assignment, follow these steps:

Sign into your Gen Con account.

Visit your [My Housing](#) page.

Click the "Request Room" link.

Click "Go To Housing Portal." The link will connect you with the online system where you can select the hotel and room type you want to be assigned.

Click on *Show Details* to read the [Terms of Service](#).

GEN CON

Start Over

EXISTING RESERVATIONS

DEMO-Gen Con 2020  
JUL 30, 2020 - AUG 2, 2020

MAKE A RESERVATION

Check-in: >

Checkout: >

Rooms 1

Guests 1  
Max guests per room

FIND

OR BROWSE ALL HOTELS

AS LIST

ON MAP

Terms of Service & Privacy Policy Advisory!  
[Show details](#)

<

1 of 5

>

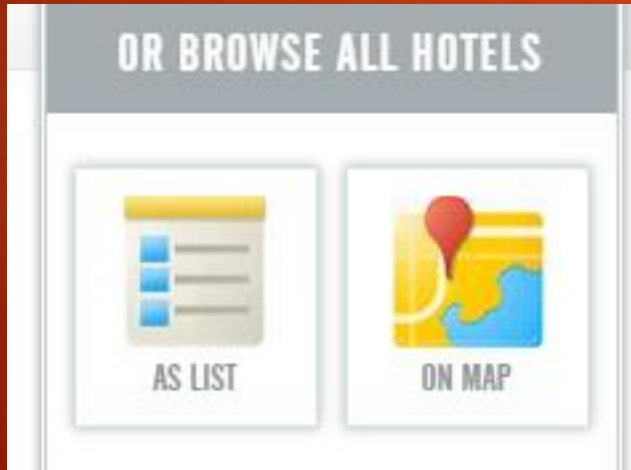
DEMO-Gen Con 2020  
100 S. Capitol Avenue  
Indianapolis, IN 46225, US

Event Website  
Welcome to the Gen Con housing registration portal! To request a room assignment, enter your desired lodging dates and number of guests sharing your room in the upper right of this screen, then press "FIND". All Gen Con room assignments are subject to the convention policies applicable to your group designation and the housing registration Terms of Service, viewable by clicking [here](#).



# Housing Registration: Search Page

- ▶ Enter your check in and check out dates and click the FIND button.
- ▶ NOTE: the show dates are split between two calendar months.
- ▶ You can also browse hotels As List or on the Map



GEN CON

Start Over

EXISTING RESERVATIONS

DEMO-Gen Con 2020  
JUL 30, 2020 - AUG 2, 2020

MAKE A RESERVATION

Check-in: WED, JUL 29, 2020

Checkout:

July

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 28 | 29 | 30 | 1  | 2  | 3  | 4  |
| 5  | 6  | 7  | 8  | 9  | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1  |

August

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 26 | 27 | 28 | 29 | 30 | 31 | 1  |
| 2  | 3  | 4  | 5  | 6  | 7  | 8  |
| 9  | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | 1  | 2  | 3  | 4  | 5  |

Available Event Selected

Rooms 1

Guests 1  
Max guests per room

FIND



DEMO-Gen Con 2020  
100 S. Capitol Avenue  
Indianapolis, IN 46225, US

Event Website  
Welcome to the Gen Con housing registration portal! To request a room assignment, enter your desired lodging dates and number of guests sharing your room in the upper right of this screen, then press "FIND". All Gen Con room assignments are subject to the convention policies applicable to your group designation and the housing registration Terms of Service, viewable by clicking [here](#).

You will obtain the list of available hotels.

- ▶ Click the SELECT button on the hotel you wish to reserve. Click the **BACK TO HOTELS** button if you want to select a different hotel

64 hotels matched your search. Please select one.



### BAYMONT INN & SUITES AIRPORT/P...

6010 Gateway Dr, Plainfield, IN 46168, UNITED STATES

The Baymont Inn & Suites offers nicely appointed accommodations for both the bus ... [More details](#)

15.4 Mile(s) from Indiana Convention Center



USD 104.00 - 124.00  
Average nightly rate  
+ Taxes & Fees

[Compare](#) ✓  
SHOW AVAILABILITY

**SELECT**

SORT BY [dropdown] [range: 104 - 124]

Room(s) available at this hotel [Back to Hotels](#)



### BAYMONT INN & SUITES AIRPORT/P...


6010 Gateway Dr, Plainfield, IN 46168, UNITED STATES

The Baymont Inn & Suites offers nicely appointed accommodations for both the bus ...

15.4 Mile(s) from Indiana Convention Center

Select your room and stay dates

Available Wait Listed Selected



#### STANDARD KING OR QUEEN ROOM

Max Guests: 2

USD 104.00  
Average nightly rate

# How to view all hotels in the block, even if they are not available:

- If your preferred hotel is not listed, please uncheck the VIEW box located top-right of the page to display all hotels, including hotels that are not available with your booking criteria.

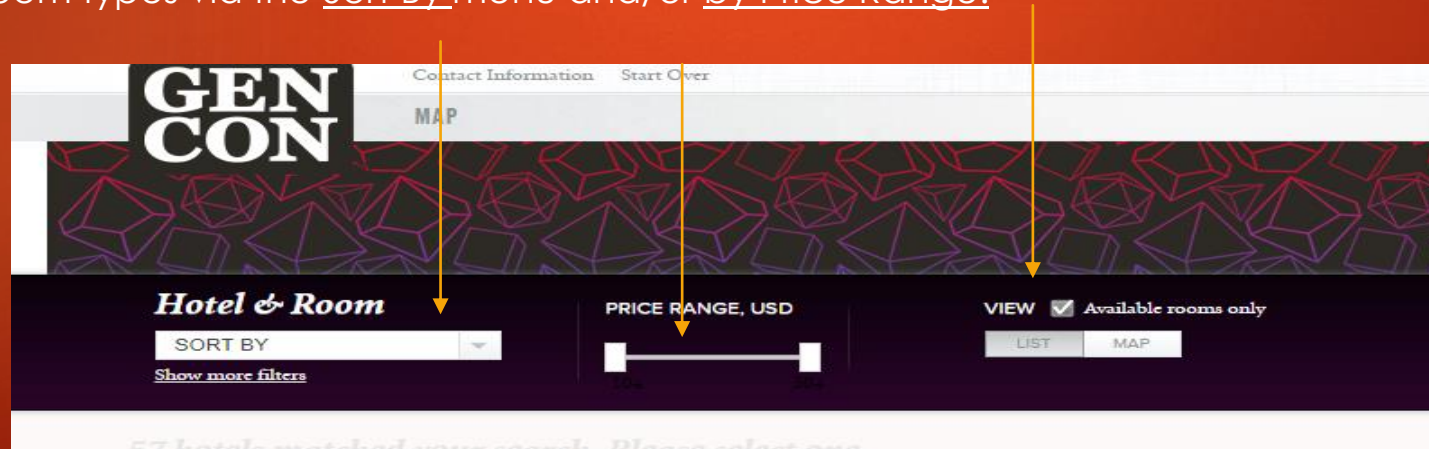
Your preferred hotel may not be listed because of one of the following reasons:

- The hotel is already sold out
- Your dates do not meet the downtown hotels minimum night stay restrictions\*\*.
- One or more days you have requested in the search field are no longer available
- The room type(s) available cannot accommodate the number of guests you have entered in the search field (I.e. when you enter 4 guests per room, rooms that accommodate fewer than 4 guests will not show as available)

## \*\*MINIMUM NIGHT STAY RESTRICTIONS

- Minimum night stay restrictions are in effect for all hotels in the downtown area. Requests for hotels in the downtown area must consist of three or more consecutive dates and **must include the night of Saturday, August 1, 2020**. Minimum night stay restrictions will remain in place throughout the housing registration period. Room assignments at suburban hotels are not generally subject to minimum night stay restrictions, though some exceptions may exist.


You can also sort hotels & room types via the Sort By menu and/or by Price Range.





# Selecting hotel and room type


- Once you choose a hotel, the page will display all the room types available at the hotel.
- Click **SELECT** on the room type you want to request.
- The page will display the cost of the room (before taxes).



**STANDARD KING OR QUEEN ROOM**  
Max Guests: 2  
A room with a king or queen bed. Free Wi-Fi Free Breakfast Free Parking Free Ai ...

USD 104.00  
Average nightly rate  
+ Taxes & Fees

Rooms: 1 Guests: 1  
JUL AUG  
W 29 T 30 F 31 S 1  
REMOVE



**STANDARD DOUBLE/DOUBLE**  
Max Guests: 4  
A room with two beds. Free Wi-Fi Free Breakfast Free Parking Free Airport Shuttl ...

USD 124.00  
Average nightly rate  
+ Taxes & Fees

Rooms: 1 Guests: 1  
JUL AUG  
W 29 T 30 F 31 S 1  
SELECT

Gen Con 2020  
JUL 30, 2020 - AUG 2, 2020

MAKE A RESERVATION  
EDIT

Check-in: THU, JUL 30, 2020

Checkout: SUN, AUG 2, 2020

Nights 3

Rooms 1

Guests 1  
Max guests per room

BAYMONT INN & SUITES  
AIRPORT/PLAINFIELD

USD 312.00  
STANDARD KING OR QUEEN  
ROOM  
1 adult, 3 nights

SUBTOTAL:  
USD 312.00



# Personal Information Page

## IMPORTANT!

From this page onward, you will have 10 minutes to finish entering information and confirm your room assignment. If you fail to submit your room assignment within 10 minutes, the software will release your room and you will need to start over.

Enter your personal information

Add requests in the Additional Requests Field

Check the Accessible box if you need an ADA-compliant accessible room

Click on Show room policies to review tax and cancellation policy

Click **NEXT**

Room: Standard King or Queen Room      Number of adults in this room: 1      Number of children: 0

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**GUEST 1**

|                |                                      |                   |   |
|----------------|--------------------------------------|-------------------|---|
| Arrival Date   | <input type="text" value="7/30/20"/> | Departure Date    | <input type="text" value="8/2/20"/>                         |
| Prefix         | <input type="text" value="A"/>       | * Email           | <input type="text"/>  |
| * First Name   | <input type="text"/>                 | * Confirm Email   | <input type="text"/>  |
| Middle Initial | <input type="text"/>                 | * Company/Group   | <input type="text"/>  |
| * Last Name    | <input type="text"/>                 | * Country         | <input type="text" value="SELECT COUNTRY"/>                 |
| Suffix         | <input type="text"/>                 | * Mailing Address | <input type="text"/>  |
| Position/Title | <input type="text"/>                 | Mailing Address 2 | <input type="text"/>  |
|                |                                      | * City            | <input type="text"/>  |
|                |                                      | State, Zip        | <input type="text" value=""/> <input type="text" value=""/> |
|                |                                      | * Phone Number    | <input type="text"/>  |

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**OTHER INFORMATION**

Wyndham Rewards ☐ Accessible ☐

Membership Number

Additional Requests

☒ Yes, I'd like to be notified about the upcoming event specials and promotions. See our [Terms & Conditions](#)

[Show room policies](#)

[Proceed to Payment Information](#) **NEXT**

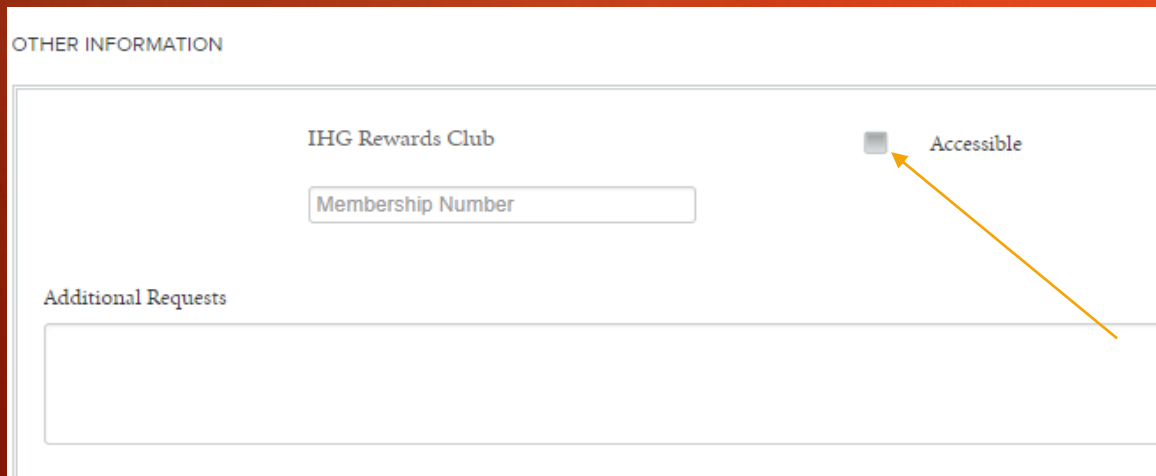
# How to request ADA Accessible rooms

You can request an ADA disability-compliant room in the **Personal Information** page.

ADA-compliant Accessible rooms can be requested when selecting rooms within 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 an Accessible room should select the “Accessible” checkbox located below the guest information field, in the OTHER INFORMATION box, 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.

Q-rooms will review Accessible room requests 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). If Accessible room requests exceed the capacity of the selected hotel, Q-rooms will fulfill Accessible room requests in the order requests were submitted. Q-rooms will address shortages by soliciting alternative Accessible rooms at comparable, nearby hotels and obtaining guest consent prior to changing their assignments.



OTHER INFORMATION

IHG Rewards Club

Membership Number

☐ Accessible

Additional Requests

**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.**

# Payment Information Page

- All room requests must be secured with a valid credit card having an expiration date later than the convention dates. Credit cards that expire before the convention ends will be rejected by the system.
- You must be an authorized user of the credit card placed on file to secure your room assignment, and you must accept the Terms of Service, which govern the cancellation fee or hotel deposit that will be charged to the credit card in connection with your assignment.
- You may change or update the credit card at any time before housing registration ends; and you may place a different card with the hotel at the time of check in if you desire to pay the remaining charges on a different credit card.

### Guest Information

Baymont Inn & Suites Airport/Plainfield / Wed, Jul 29, 2020 - Sun, Aug 2, 2020 / Standard King or Queen Room 1 adult, 4 nights

#### PAYMENT INFORMATION

PERSONAL INFORMATION

PAYMENT INFORMATION

##### PAYMENT INFORMATION

Payment Method    Credit Card

You will be required to submit a credit card to guarantee your reservation.

\* Card Type   

\* Card Number   

\* Expiration Date

##### BILLING ADDRESS

EDIT

Molly Molly    111-111-1111

111 Main St

Atlanta    UNITED STATES

GA    11111

# Summary Page: Confirming your room assignment

- The last section of your room assignment process is the **Summary** page.
- On this page you will be able to modify any and all information regarding your room before confirming it. (i.e. payment information, dates, email, names, etc.).
- When you are ready to confirm your room assignment read the show policies carefully and then check the box indicating that you've read and accept the Terms & Conditions and Q-rooms Terms of Service and Privacy Policy. Then click **SAVE AND CONFIRM**



**POLICIES**

**ROOM POLICIES**  
- Tax is not included

**TAX POLICY**  
Room rates are subject to state and local taxes, currently 15%. Tax rates are subject to change without notice.

**CANCEL POLICY**  
USD 50.00 for cancellations made before June 8, 2020. First night room rate exclusive of taxes for cancellations made after June 8, 2020.  
**Cancellation Policy.** All room assignments are subject to non-refundable cancellation fees. Room assignments cancelled before 11:59 pm Eastern time, **June 8, 2020** are subject to a \$50.00 USD cancellation fee per room. Room assignments cancelled **after June 8, 2020** are subject to a cancellation fee equal to one-night stay per room. **Q-rooms** LLC will be listed as the merchant originating the cancellation fee on the cardholder's account statement.  
**Hotel Deposit Requirement.** After housing registration closes on **July 13, 2020** the assigned hotel(s) will charge a non-refundable deposit equal to one-night stay plus tax per room to issue reservations confirming each assignment. The non-refundable deposit also serves as the reservation cancellation fee if the guest cancels with the hotel directly after July 13, 2020.

**CHILDREN POLICY**  
Children 17 and younger stay free with adult or guardian.

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

☐ \* I have read and accept Gen Con Housing Registration Terms of Service ("Terms of Service") and Q-rooms' Services Privacy Policy ("Privacy Policy").

**SAVE & CONFIRM**

Hotel  
BAYN  
AIRP  
Room  
STAN  
ROOM  
1 ad  
Taxe  
SUBT

Sh




# Your room assignment is complete!


After you click **SAVE AND CONFIRM**, your room assignment is confirmed and the system displays your Guest Deck.

This is your Guest Deck!

GEN  
CON

Your reservation is complete. [Hide Details](#)





CANDLEWOOD SUITES AIRPORT

5250 West Bradbury Avenue, Indianapolis, IN 46280, UNITED STATES

Acknowledgement number: 32MJMSPC

Molly Molly

MODIFY

CANCEL

STUDIO SUITE - QUEEN

Dates: Jul 29, 2020 - Aug 2, 2020

4 nights, 1 adult, 0 children

Rates: USD 668.00

Taxes & Fees: USD 113.56

Total: USD 781.56

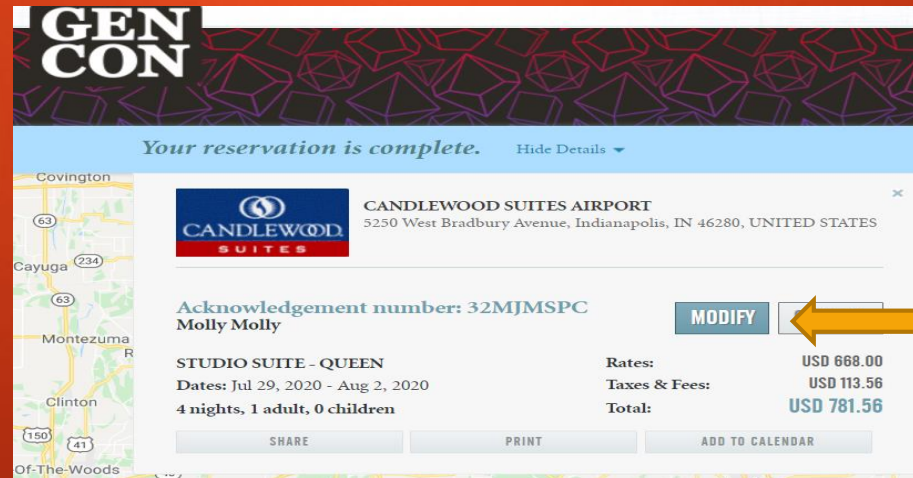
SHARE

PRINT

ADD TO CALENDAR

# How to modify or cancel a room assignment

- ▶ You can modify your room assignment as needed and free of charge, provided the assignment is not cancelled in its entirety. Free modifications include change of hotel, room type, stay dates, roommates, guest contact information, special requests such as ADA Accessible room, and credit card information. Changes can be performed from the time you receive the initial assignment acknowledgment through the close of housing registration on July 13, 2020.
- ▶ To modify or cancel your room assignment, log into your Gen Con account, visit your [My Housing](#) page, and click the “Manage Room” link for the assigned room you'd like to change. The link will connect you with the online system where you can make the desired adjustments. Changes will not go into effect unless you click the “submit” button to confirm the change; closing your browser before submitting the change will leave the original assignment intact.
- ▶ Click **MODIFY** on the Guest Deck to make changes or **CANCEL** to cancel your room assignment in its entirety. **Important!** Cancellation fees apply when you perform a CANCEL operation. There are no fees for performing any number of MODIFY operations.



## Modifying a room assignment (continued)


- After you click **MODIFY** on the *Guest Deck*, the system will give you a warning. Click **YES**
- You will land on the *Summary* page.
- Click the link next to the aspect of the assignment that you wish to modify. Change details as prompted.
- Click **SAVE AND CONFIRM** to complete the modification. No change will take effect unless you click **SAVE AND CONFIRM**.
- **Important!** If you wish to exit without implementing any changes, simply close your browser session and your room assignment will remain unchanged.

Modify Reservation

Are you sure you want to modify this information?

Yes

No




**CANDLEWOOD SUITES AIRPORT**  
5250 West Bradbury Avenue, Indianapolis, IN 46280, UNITED STATES

[Search for a New Hotel](#)

**ROOM INFORMATION**

[Search for a New Room](#)



**STUDIO SUITE - QUEEN**  
1 adult, 4 nights

Check-in  
Wed, Jul 29, 2020  
[Change Dates](#)

Check-out  
Sun, Aug 2, 2020

**RATES**  
Jul 29, 2020 - USD 167.00  
Jul 30, 2020 - USD 167.00  
Jul 31, 2020 - USD 167.00  
Aug 1, 2020 - USD 167.00

**PERSONAL INFORMATION**

[Change Personal Information](#)

**GUEST 1**  
MOLLY MOLLY , MOLLY Inc  
111 Main St  
Atlanta, GA, 11111  
UNITED STATES  
mollymolly@gmail.com, 111-111-1111  
Jul 29, 2020 - Aug 2, 2020

**PAYMENT INFORMATION**

[Change Payment Information](#)

**PAYMENT INFORMATION**  
CREDIT CARD  
VISA  
\*\*\*\*\*1111  
\*\* / \*\*

**BILLING ADDRESS**  
MOLLY MOLLY  
111 Main St  
Atlanta , GA, 11111  
UNITED STATES  
111-111-1111

**OTHER INFORMATION**

[Change Other Information](#)





# How to cancel a room assignment

- To cancel your room assignment, log into your Gen Con account, visit your [My Housing](#) page, and click the “Manage Room” link for the assigned room you'd like to cancel. The link will connect you with the online system where you can cancel your room assignment.

## CANCELLATION POLICY!

All room assignments are subject to cancellation fees. Assignments cancelled **before 11:59 pm (Eastern), June 8, 2020** are subject to a \$50 USD cancellation fee per room. Room assignments canceled after **June 8, 2020** 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.**

