GEN CON 2020

HOW TO REQUEST A ROOM ASSIGNMENT THROUGH THE HOUSING REGISTRATION WEBSITE
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 your
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 ...

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To request a room assignment, follow these steps:

1. Sign into your Gen Con account.
2. Visit your [My Housing](#) page.
3. Click the "Request Room" link.
4. 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.
5. Click on [Show Details](#) to read the [Terms of Service](#).
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.
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.
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).
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
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.

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.
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.
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**.
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!
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.
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.