GEN CON 2021

HOW TO REQUEST A ROOM ASSIGNMENT THROUGH THE HOUSING REGISTRATION WEBSITE

for Firefox, Chrome, Microsoft Edge, and Safari.

BROWSER RECOMMENDATION AND COMMON ISSUES

Cvent Passkey™ is compatible with the latest versions of **Firefox**, **Chrome**, **Microsoft Edge**, and **Safari**. Using an outdated browser can leave you more vulnerable to security risk, slow down performance and cause some websites to behave incorrectly.

NOTE: Internet Explorer is not recommended. Functionality will be limited. Support for this browser will end completely on June 30th, 2021.

Many common issues may be resolved by clearing the cache and cookies in your Web browser.

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 Cvent Passkey.

MICROSOFT EDGE

1. Open Microsoft Edge and simultaneously press the Ctrl, Shift, and Delete keys on your keyboard.
2. Set the Time range to "All Time".
3. Check the boxes next to "Cookies and other side data" and "Cached images and files".
4. Click "Clear Now".

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.

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 Cvent Passkey.

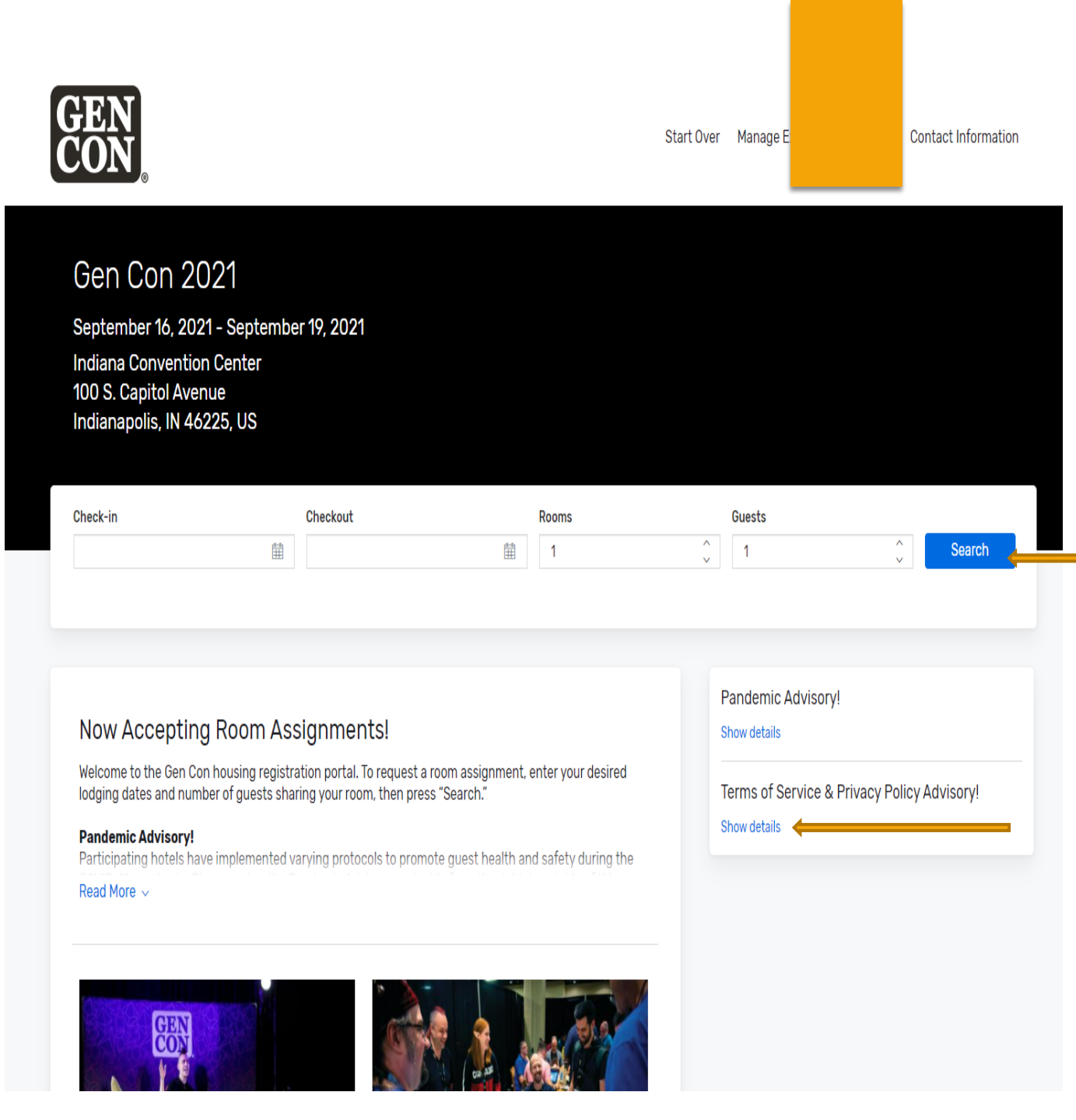
HOUSING ELIGIBILITY

- 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

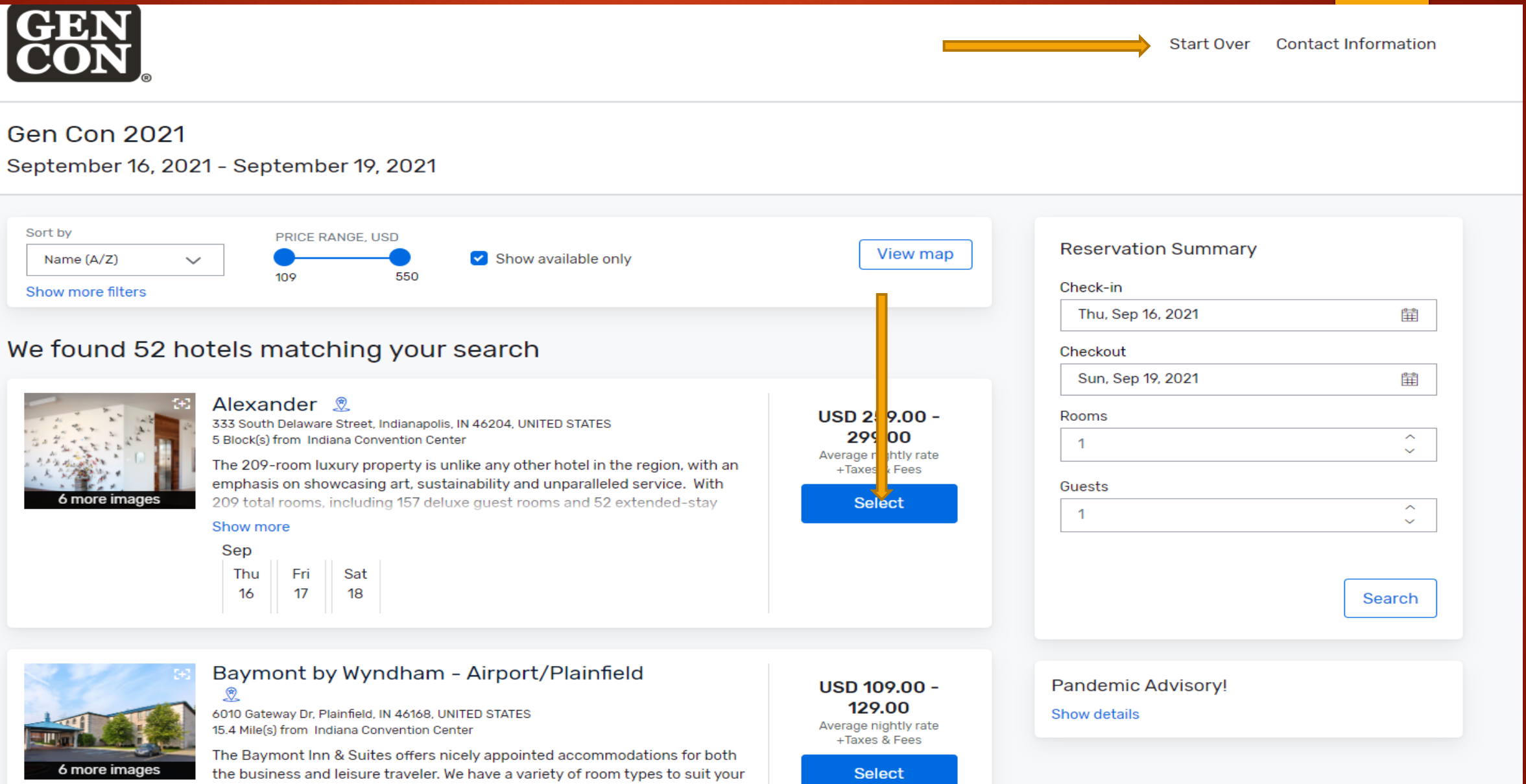
To request a room assignment, follow these steps:

- 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.
- Enter your check in and check out dates and click the **Search** button.



You will obtain the list of available hotels in alphabetical order.

Click the **Select** button on the hotel you wish to reserve. Click the **Start Over** link 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 Show Available Only box to display all hotels, including hotels that are not available with your booking criteria.

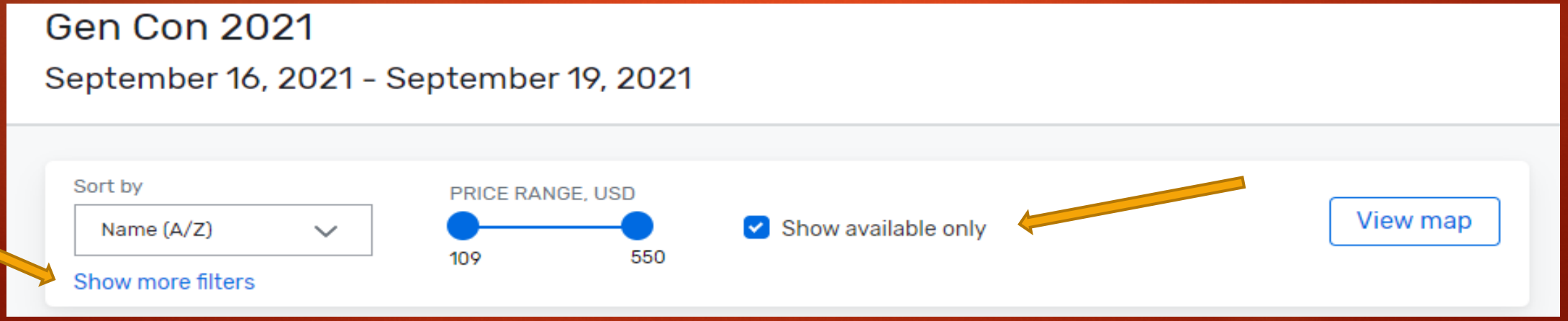
Your preferred hotel may not be listed because of one of the following reasons:

- 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

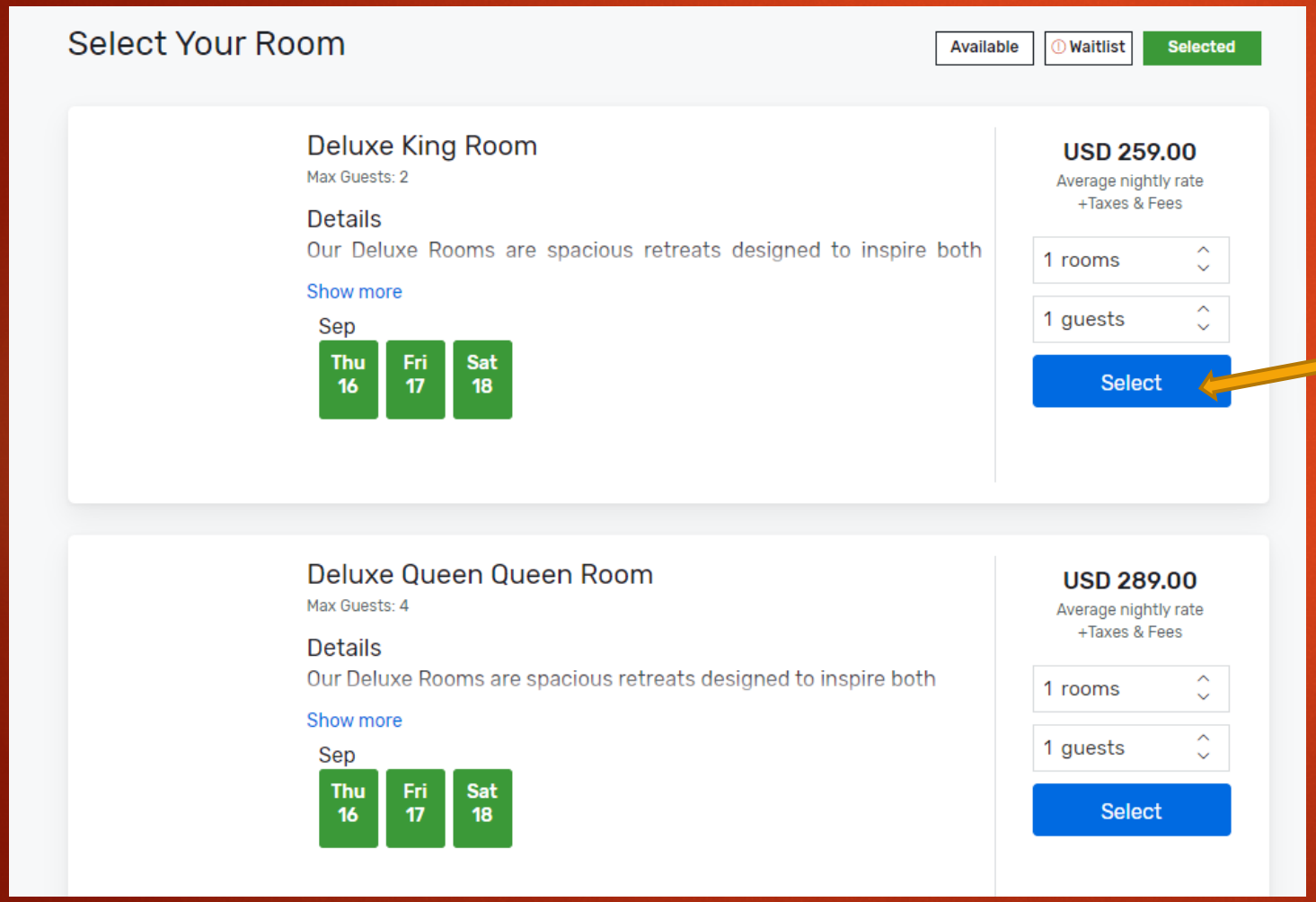
- Minimum night stay restrictions are in effect for all hotels in the downtown area. Requests for hotels in the downtown area must consist of three or more consecutive dates and **must include the night of Saturday, September 18, 2021**. Minimum night stay restrictions will remain in place throughout the housing registration period. Room assignments at suburban hotels are not generally subject to minimum night stay restrictions, though some exceptions may exist.

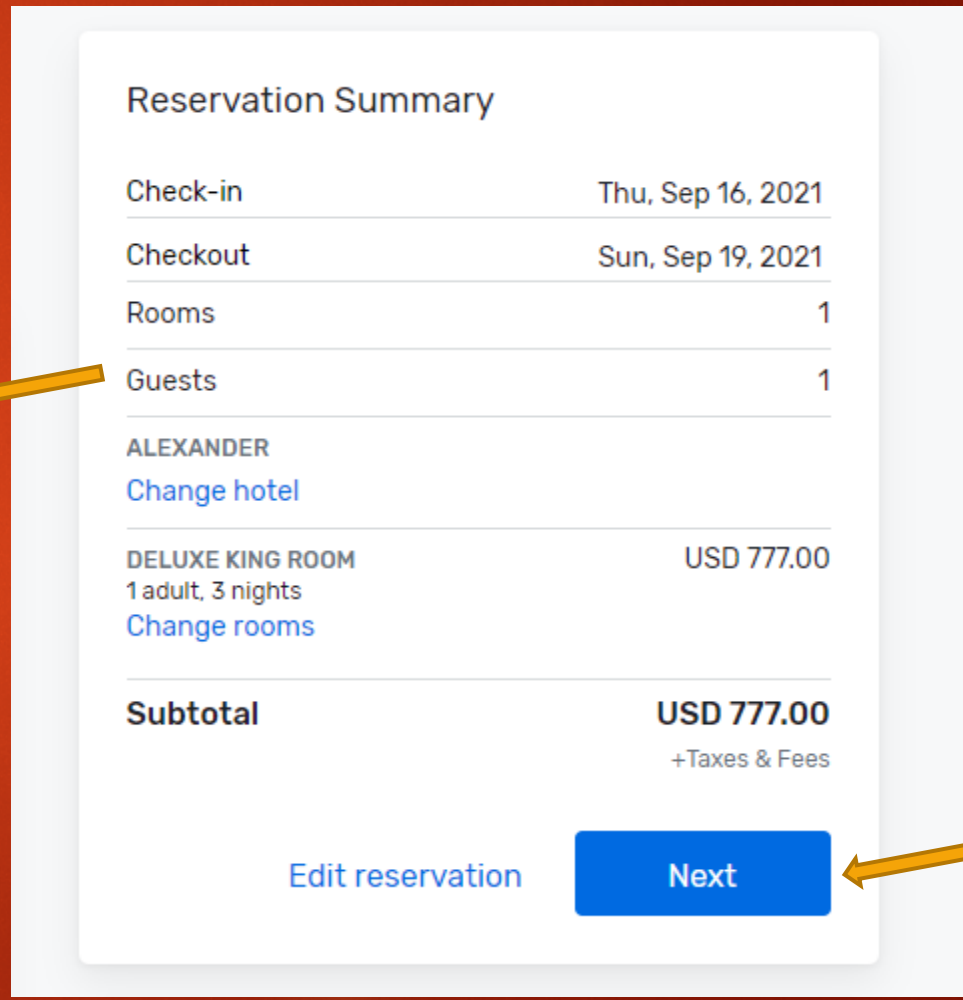
You can also sort hotels & room types via the **Sort by** menu and/or by **Price Range.**



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). Click **Next** to proceed or **Edit reservation** to make a change.



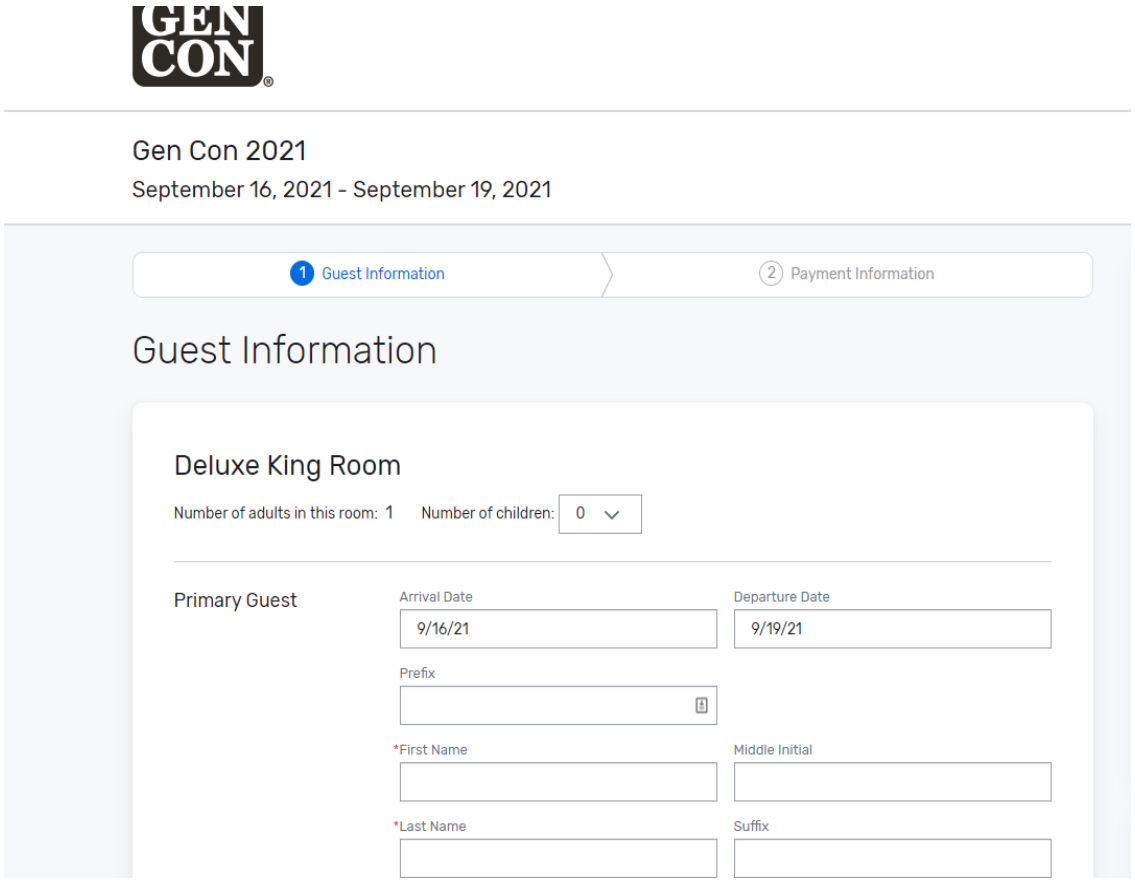


Guest Information Page

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 room box **only** if you need an ADA disability-compliant accessible room
- Review room, tax and cancellation policy
- Click **Next**



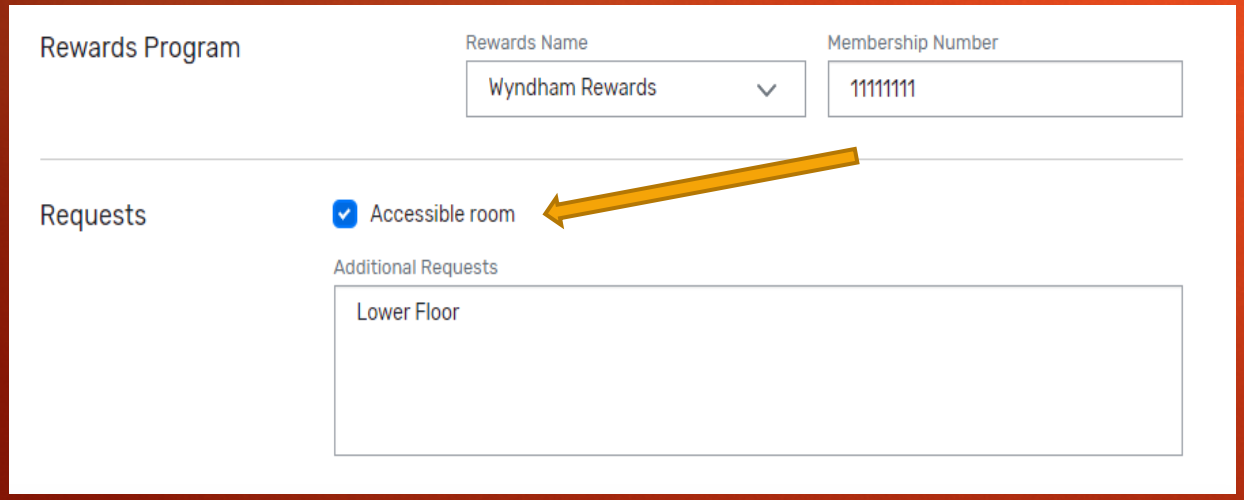
How to request ADA Disability-Compliant Accessible rooms

You can request an ADA disability-compliant room on the **Guest 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 must select the "Accessible room" checkbox located below the guest information field, in the **Requests** box to place the request.

Important! The Accessible room checkbox should only be selected to indicate a request for an ADA-compliant room. Submit other types of special requests in the field labeled **Additional Requests** but leave the Accessible room checkbox blank unless you want an ADA Accessible room to be substituted for the standard room type you selected.

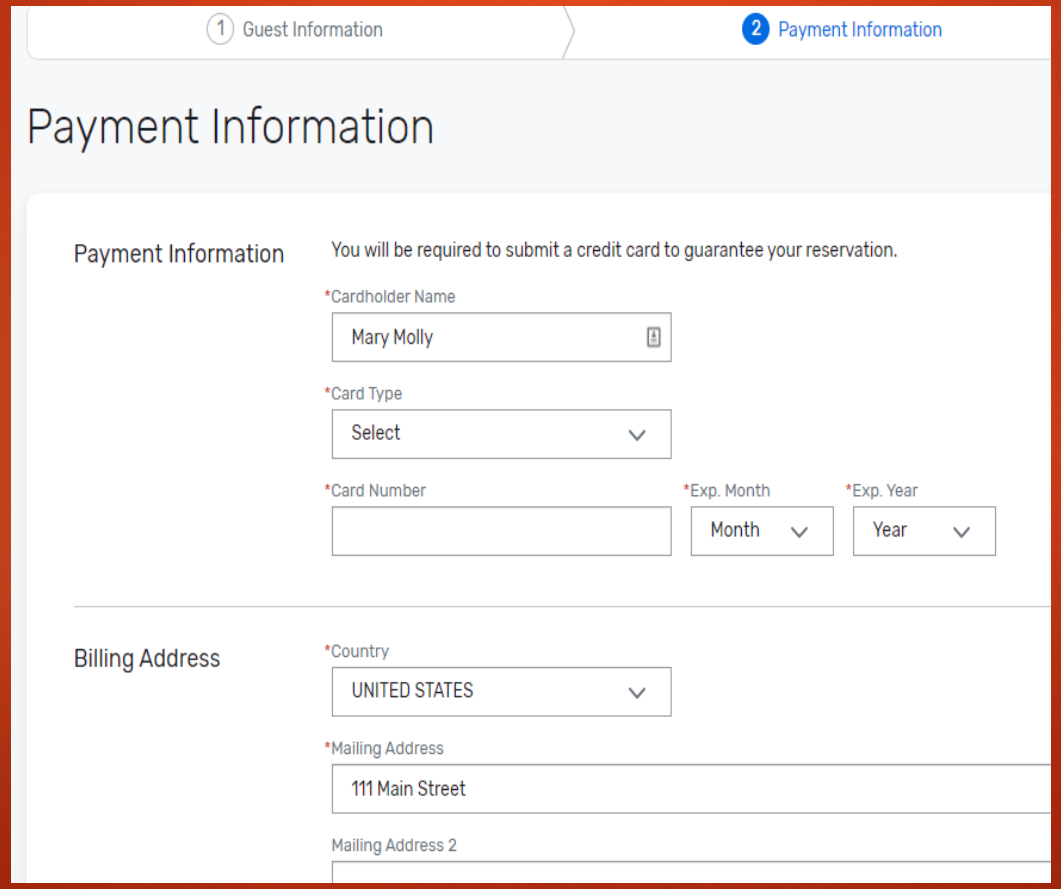
Q-rooms will review Accessible room requests and confirm availability with hotels. As Accessible room assignments are confirmed, guests will receive updated booking acknowledgments indicating change of assignment from a standard room type to Accessible room type (e.g. standard double/double to ADA double/double 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.**

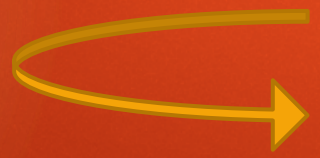
Payment Information Page

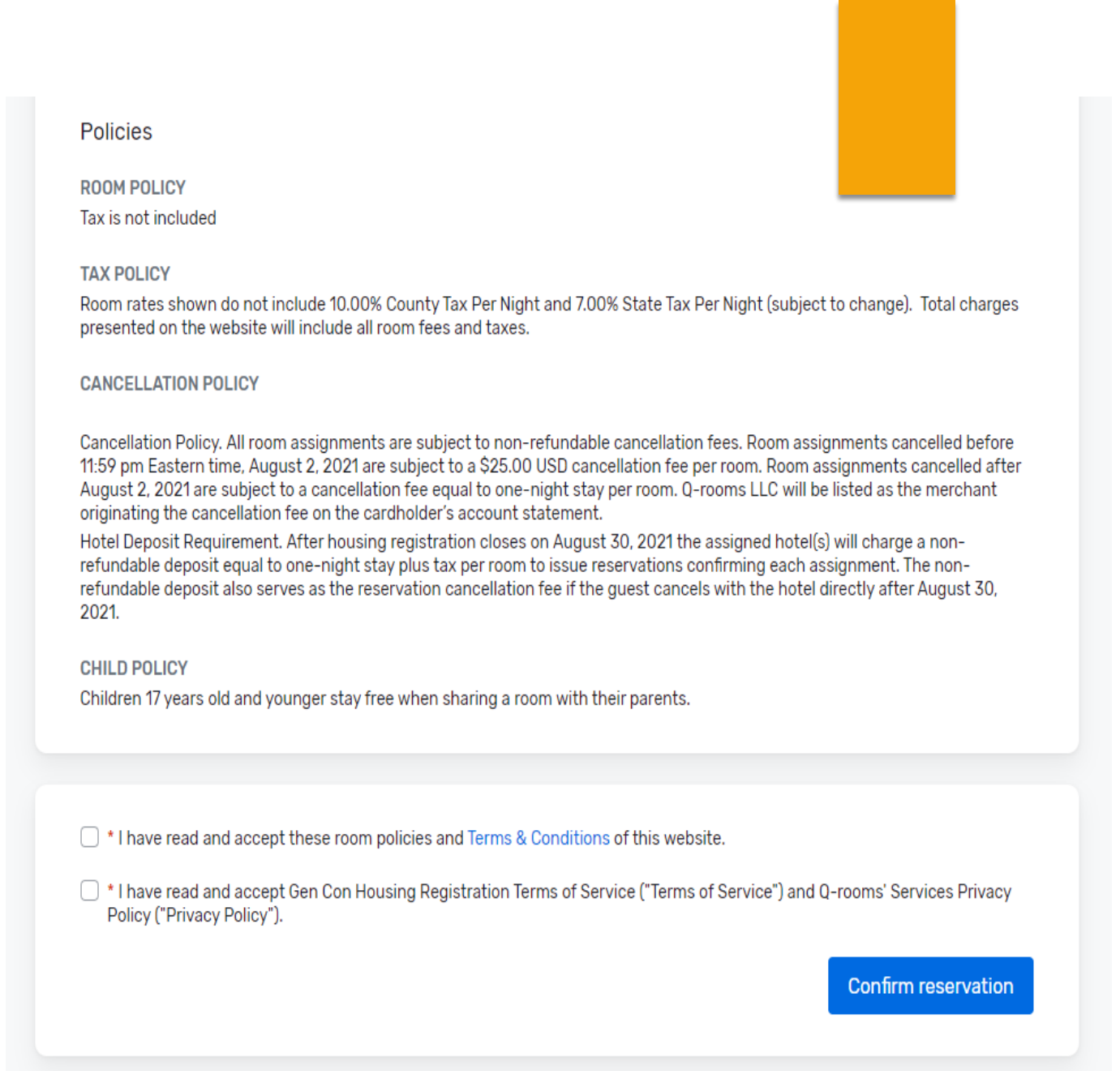
- All room requests must be secured with a valid credit card having an expiration date later than the convention dates. Credit cards that expire before the convention ends will be rejected by the system.
- You must be an authorized user of the credit card placed on file to secure your room assignment, 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.



Summary Page: Confirming your room assignment

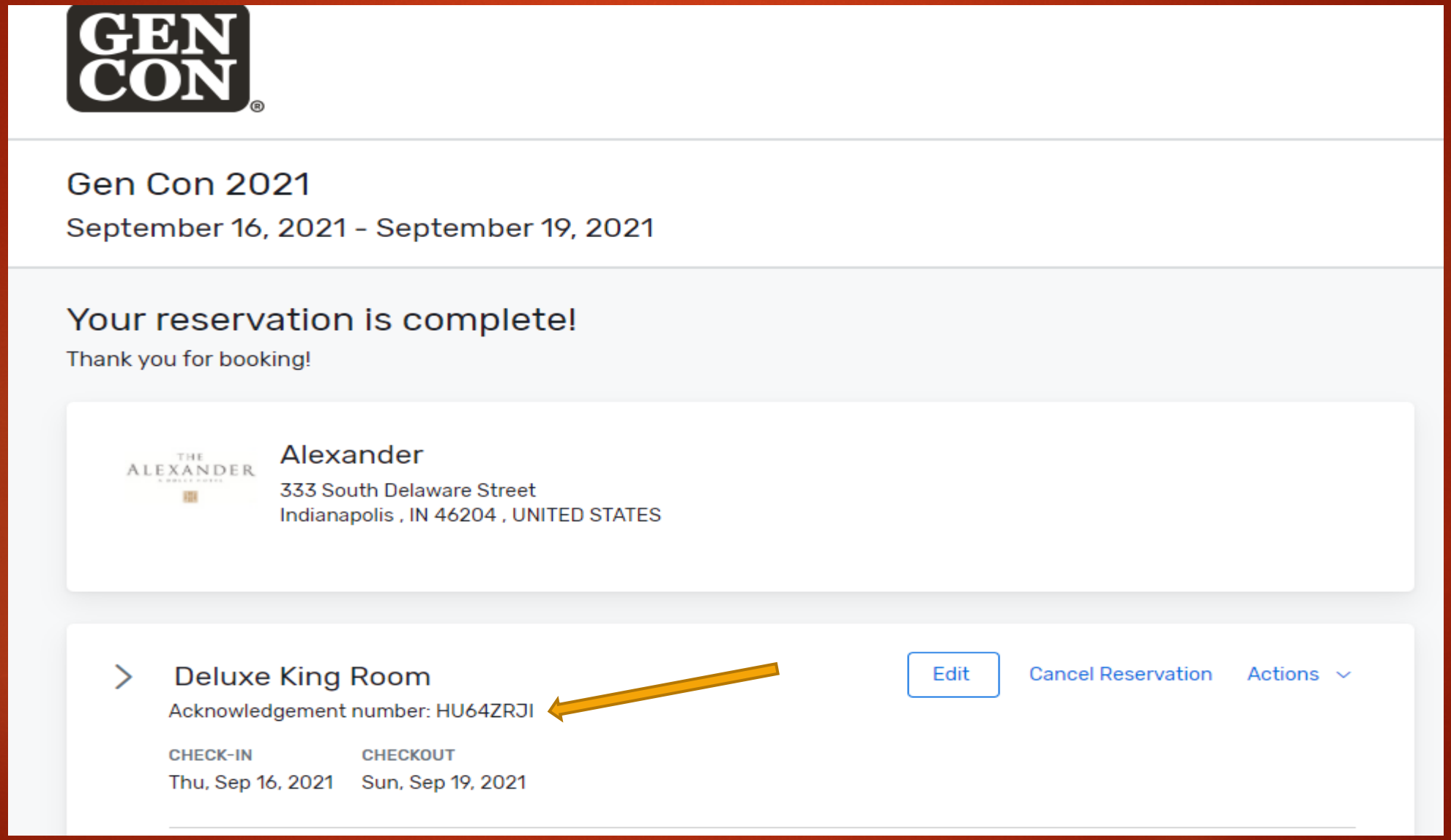
- The last section of your room assignment process is the Reservation Summary page.
- On this page you will be able to modify any and all information regarding your room before confirming it. (i.e., payment information, dates, email, names, etc.).
- When you are ready to confirm your room assignment read the booking 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 **CONFIRM RESERVATION**.





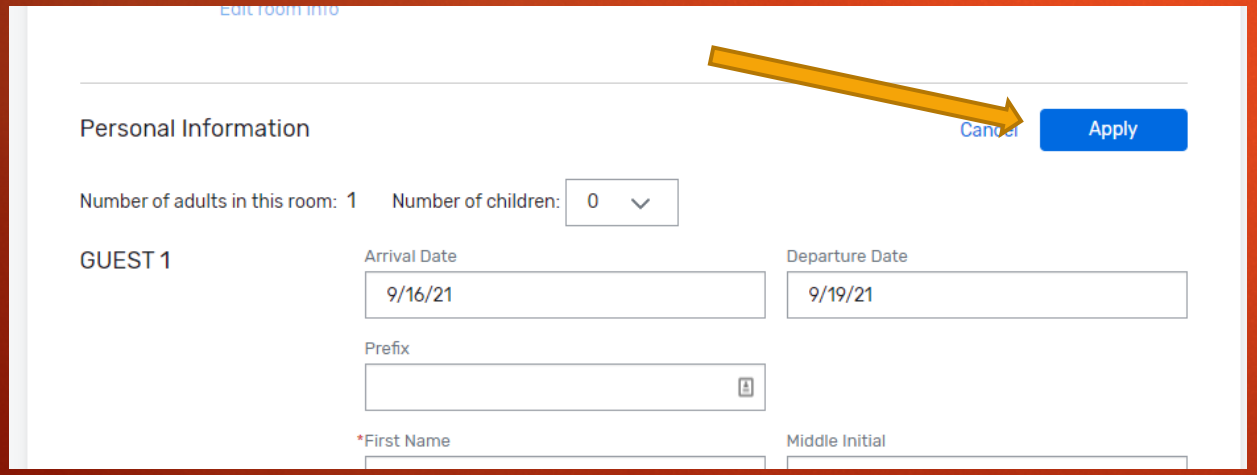
Your room assignment is complete!

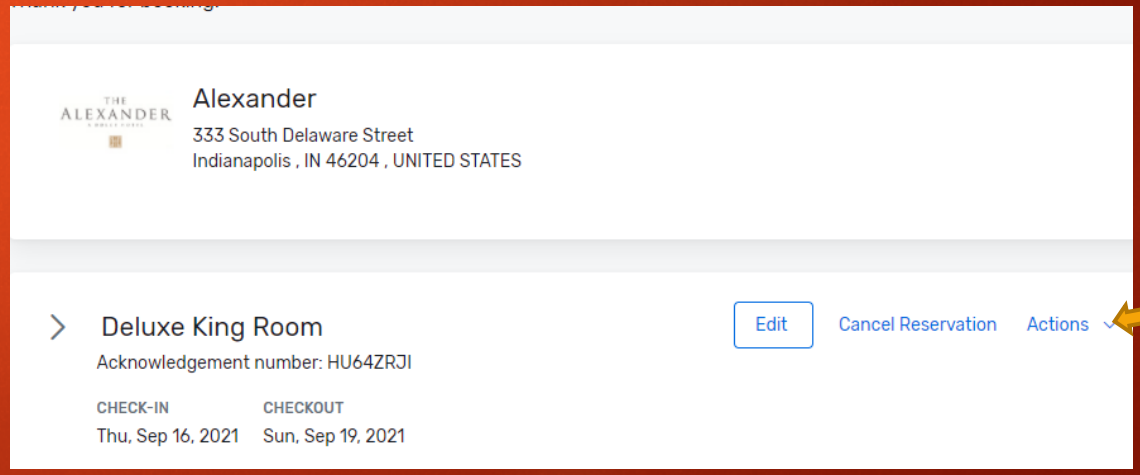
After you click **Confirm Reservation**, your room assignment will be finalized and the system displays your confirmation, which includes your acknowledgement number.



How to modify or cancel a room assignment

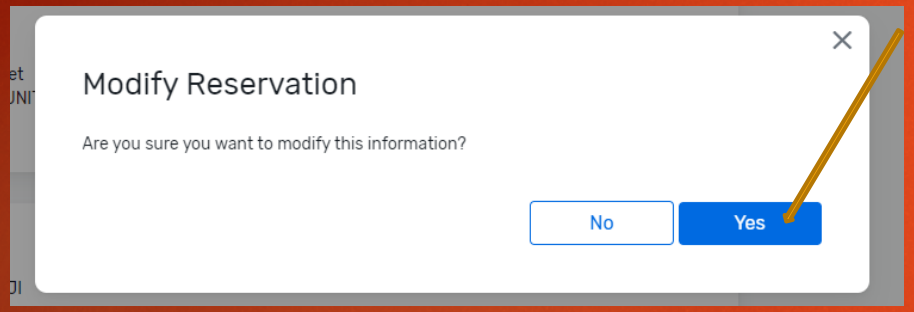
- You can modify your room assignment as needed and free of charge, provided the assignment is not cancelled in its entirety. Free modifications include change of hotel, room type, stay dates, roommates, guest contact information, special requests such as ADA Accessible room, and credit card information. Changes can be performed from the time you receive the initial assignment acknowledgment through the close of housing registration on **August 30, 2021**.
- 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. Click on the **Change** and/or **Edit** links in any section of the *Reservation Summary* to make desired modifications.
- Changes will not go into effect unless you click the "**Apply**" button in the section you wish to modify. Then click on **Confirm Reservation** at the bottom of the page to confirm the change. Closing your browser before submitting the change will leave the original assignment intact.
- Click **Edit** on the confirmation page to make changes or **Cancel Reservation** to cancel your room assignment in its entirety. **Important!** Cancellation fees apply when you perform a **Cancel Reservation** operation. No fees apply to **Edit** operations performed to modify your room assignment.

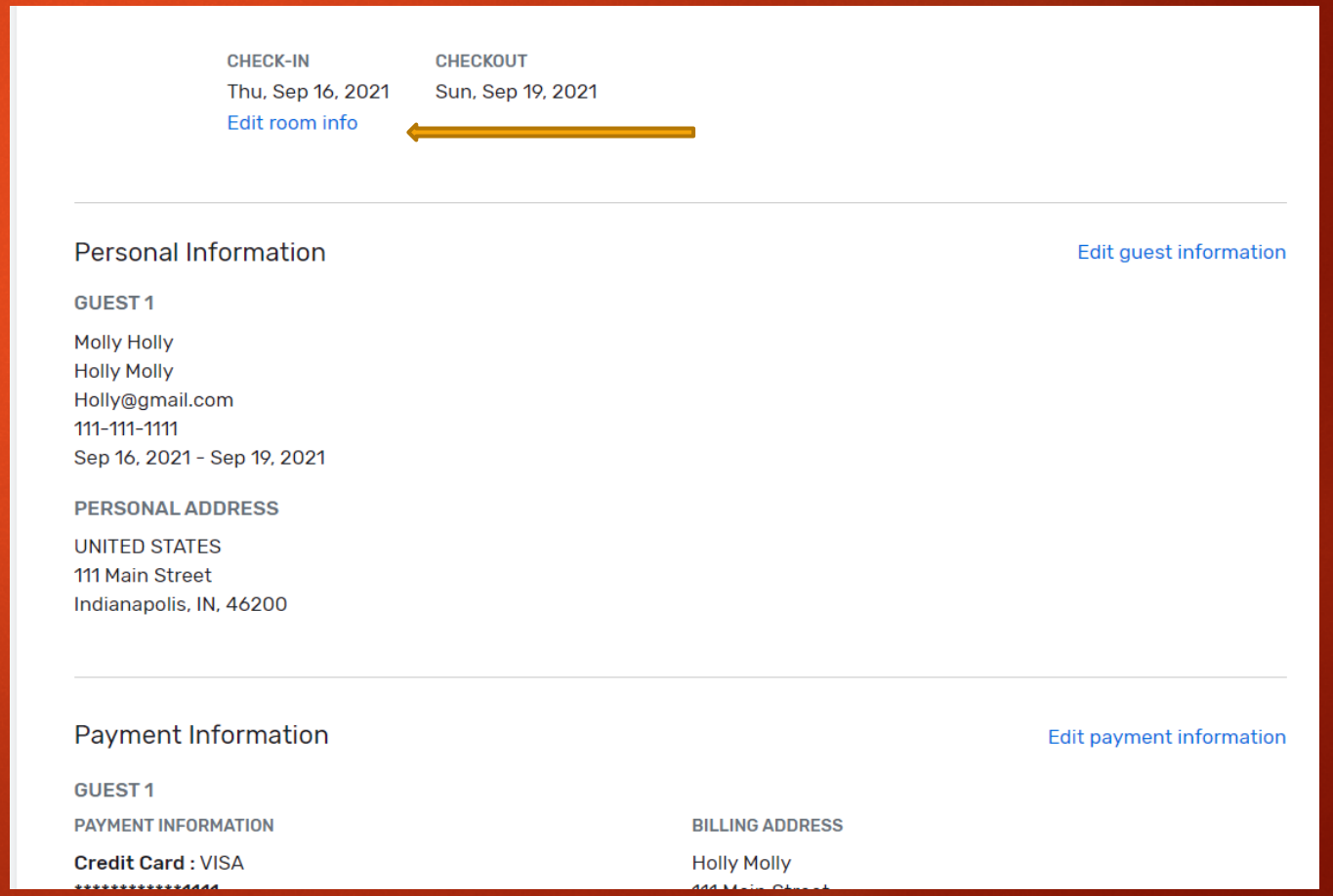




Modifying a room assignment (continued)

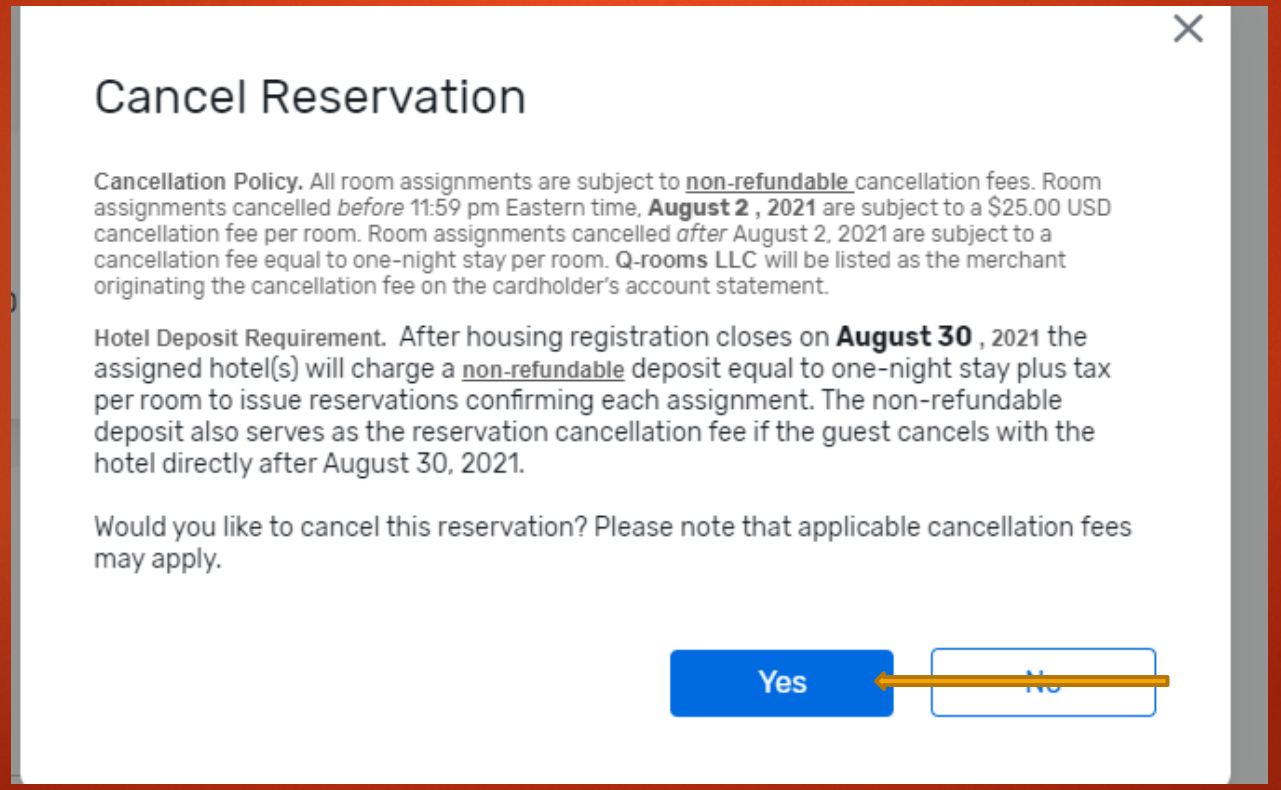
- After you click **Edit** on the confirmation page, the system will give you a warning. Click **Yes**.
- You will land on the *Reservation Summary* page.
- Click the **Edit** link for whichever aspect of the assignment that you wish to modify. Make the change(s) and click **Apply**.
- Click **Confirm Reservation** to complete the modification. No change will take effect unless you click **Confirm Reservation.**
- **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), August 2, 2021** are subject to a $25 USD cancellation fee per room. Room assignments canceled after **August 2, 2021** 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 your credit card statements. **No exceptions or refunds will be granted.**