

# GEN CON 2023

How to request a room assignment through the housing registration website

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. **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 site 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.

# BROWSER RECOMMENDATION AND COMMON ISSUES

Using an outdated browser can leave you more vulnerable to security risks, slow down performance, and cause some websites to behave incorrectly. Download the latest version for [Firefox](#), [Chrome](#), [Microsoft Edge](#), and [Safari](#).

# 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 your 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.

## Gen Con 2023

August 3, 2023 - August 6, 2023

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

Check-in	Checkout	Rooms	Guests per room	<a href="#">Search</a>
<input type="text"/>	<input type="text"/>	1	1	

### Now Accepting Room Assignments!

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, then press "Search."

**Pandemic Advisory!**

**Pandemic Advisory!**

[Show details](#)

**Terms of Service & Privacy Policy Advisory!**

[Show details](#)

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



[Start Over](#) [Contact Information](#)

## Gen Con 2023

August 3, 2023 - August 6, 2023

Sort by

Name (A/Z)

PRICE RANGE, USD

136

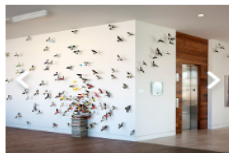
305

Show available only

[View map](#)

[Show more filters](#)

We found 15 hotels matching your search



### Alexander

333 South Delaware Street, Indianapolis, IN 46204, UNITED STATES  
5 Block(s) from Indiana Convention Center

The 209-room luxury property is unlike any other hotel in the region, with an emphasis on showcasing art, sustainability and unparalleled service. With 209 total rooms, including 157 deluxe guest rooms and 150 suites, The Alexander will bring a unique element to downtown Indianapolis. The Jorge Pardo-designed Plat99 lounge will feature artisan cocktails developed by expert Mixologists, as well as a seasonal menu of small plates designed to perfectly accompany the cocktails. The Market Dining restaurant concept will showcase locally sourced ingredients and fresh creations. For events, the hotel has a total of 16,500 square feet of space available, including a 3,520 square-foot ballroom, breakout rooms and a 2,400 square-

USD 275.00 -  
305.00

Average nightly rate  
+Taxes & Fees

[Select](#)

[View policies](#)

### Reservation Summary

Check-in

Wed, Aug 2, 2023

Checkout

Sun, Aug 6, 2023

Rooms

1

Guests per room

1

[Search](#)

# 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 based on your booking criteria (i.e., selected dates and/or number of room guests).

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, which must **include the night of Saturday, August 5, 2023**. 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** results filters.

## Gen Con 2023

August 3, 2023 - August 6, 2023

Saved to this PC

Sort by

Name (A/Z)



Show more filters

PRICE RANGE, USD



136



305



Show available only

View map

# 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 **Change hotel** to change hotel or **Start Over** to make any another change.

## Deluxe King Room

Max Guests: 2

### Details

Our Deluxe Rooms are spacious retreats designed to inspire both business and leisure travelers. Modern light-colored linens throughout. [Show more](#)

Aug

Wed 2	Thu 3	Fri 4	Sat 5
USD	USD	USD	USD
275	275	275	275

USD 275.00

Average nightly rate  
[+Taxes & Fees \(i\)](#)

1 rooms ^ v

1 guests ^ v

Select

[View policies](#)

[Start Over](#) [Contact Information](#)

## Deluxe Queen Queen

Max Guests: 4

### Details

Our Deluxe Rooms are spacious retreats designed to inspire both business and leisure travelers. Modern light-colored linens throughout. [Show more](#)

Aug

Wed 2	Thu 3	Fri 4	Sat 5
USD	USD	USD	USD
305	305	305	305

USD 305.00

Average nightly rate  
[+Taxes & Fees \(i\)](#)

1 rooms ^ v

1 guests ^ v

Select

[View policies](#)

### Reservation Summary

Check-in  
Wed, Aug 2, 2023

Checkout  
Sun, Aug 6, 2023

Rooms  
1

Guests per room  
1

ALEXANDER  
[Change hotel](#)

[Search](#)

## 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.

If you need an ADA disability-compliant room, check the **Accessible room** box. Otherwise leave the Accessible room checkbox unmarked.

Review room, tax and cancellation policy.

Click **Next**.

### Guest Information

#### Deluxe King Room

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

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**Primary Guest**

Arrival Date	<input type="text" value="8/2/23"/>	Departure Date	<input type="text" value="8/6/23"/>
Prefix	<input type="text"/>		
*First Name	<input type="text"/>	Middle Initial	<input type="text"/>
*Last Name	<input type="text"/>	Suffix	<input type="text"/>

#### Reservation Summary

Check-in	Wed, Aug 2, 2023
Checkout	Sun, Aug 6, 2023
Rooms	1
Guests per room	1
ALEXANDER	
<a href="#">Change hotel</a>	
DELUXE KING ROOM	USD 1,100.00
1 adult, 4 nights	
<a href="#">Change rooms</a>	
<b>Subtotal</b>	<b>USD 1,100.00</b>
<b>TAXES &amp; FEES</b>	
County Tax (10.0% per night)	USD 110.00
State Tax (7.0% per night)	USD 77.00
<b>Grand Total</b>	<b>USD 1,287.00</b>

[Edit reservation](#)    [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 unmarked unless you want an ADA Accessible room to be substituted for the standard room type you selected.

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

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Requests  Accessible room ←

Additional Requests

Lower Floor

**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

## Payment Information

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

\*Cardholder Name

\*Card Type

\*Card Number

\*Exp. Month

\*Exp. Year

## Billing Address

\*Country

## 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.

## Policies

### ROOM POLICY

Tax is not included

### TAX POLICY

Room rates shown do not include 10.00% County Tax Per Night and 7.00% State Tax Per Night (subject to change). Total charges presented on the website will include all room fees and taxes.

### CANCELLATION POLICY

**Cancellation Policy.** Upon booking confirmation, all room assignments are subject to cancellation fee. Room assignments cancelled **before 11:59 pm EST, Tuesday May 30, 2023**, are subject to a cancellation fee in the amount of **\$50.00 USD** per room. Room assignments cancelled **after May 30, 2023**, are subject to a cancellation fee in the amount equal to the **nightly room rate without tax** per room cancelled. Q-rooms will be listed as the merchant originating the cancellation charge on the cardholder's account statement. **Cancellation fees are non-negotiable and non-refundable.**

**Hotel Deposit Requirement.** After housing registration closes on **July 17, 2023**, the hotel(s) will charge a non-refundable deposit in the amount of one-night stay plus tax per room assigned to issue guest reservations confirming room assignments. **The non-refundable deposit also serves as the cancellation fee per room if the guest cancels the guestroom reservation after July 17, 2023.** If the credit card securing a booking is declined during deposit capture, the hotel has the right to cancel the room assignment(s) without providing advance notice or guest recourse.

### CHILD POLICY

Children 17 years old and younger stay free when sharing a room with their parents.

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

Confirm reservation

# Summary Page: Confirming your room assignment

The last section of your room assignment process is the ***Reservation Summary***.

On this page you will be able to edit any and all information for each one of your rooms. (i.e., payment information, dates, emails, names, etc.).

When you are ready to confirm your rooms assignment(s) 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 **Confirm Reservation**.

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

## Your reservation is complete!

Thank you for booking!



### Alexander

333 South Delaware Street  
Indianapolis, IN 46204, UNITED STATES



### Deluxe King Room

Edit

Cancel

Add to calendar

Acknowledgement number: IFN2AXA2

CHECK-IN

CHECKOUT

Thu, Aug 3, 2023

Sun, Aug 6, 2023

### Guests

Mary Molly

YOUR ROOM ASSIGNMENT  
IS COMPLETE!

# 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 17, 2023**.

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.

**IMPORTANT!** 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.

The screenshot displays a reservation management interface for a **Deluxe King Room**. The room details include an acknowledgement number (IFN2AXA2), check-in date (Thu, Aug 3, 2023), and check-out date (Sun, Aug 6, 2023). The room is for 1 adult for 3 nights, priced at USD 600.00. The interface provides several options: **Edit**, **Cancel**, and **Add to calendar** at the top; **Change room** and **Edit stay dates** in the middle; and **Apply** at the bottom right. Teal arrows highlight the **Edit**, **Change room**, and **Apply** buttons.

CHECK-IN	CHECKOUT
Thu, Aug 3, 2023	Sun, Aug 6, 2023

**Deluxe King Room**  
1 adult, 3 nights  
USD 600.00

**Deluxe King Room**  
1 adult, 3 nights  
USD 600.00

CHECK-IN: Thu, Aug 3, 2023  
CHECKOUT: Sun, Aug 6, 2023

**Apply**

# Modifying a room assignment (continued)

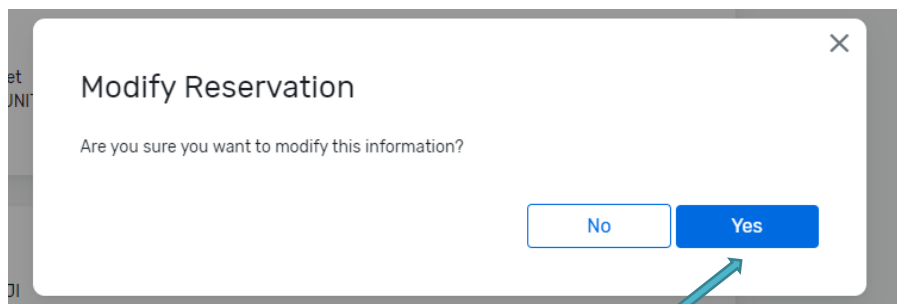
After you click **Edit** on the confirmation page, the system will give you a warning. Click **Yes**.

You will land on the *Reservation Summary* page.

Click the **Edit** or **Change** 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.



## Deluxe King Room

1 adult, 3 nights

[Change room](#)

USD 600.00

CHECK-IN  
Thu, Aug 3, 2023

CHECKOUT  
Sun, Aug 6, 2023

[Edit stay dates](#)

### Personal Information

[Edit guest information](#)

#### GUEST 1

Mary Molly  
Mary Molly LLC  
marymolly@gmail.com  
1111111111  
Aug 3, 2023 - Aug 6, 2023

#### PERSONAL ADDRESS

UNITED STATES  
Main Street  
Indianapolis, IN, 46200

### Payment Information

[Edit payment information](#)

#### GUEST 1

PAYMENT INFORMATION  
Credit Card: VISA

BILLING ADDRESS  
Mary Molly

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 & DEPOSIT POLICIES!**

**Cancellation Policy.** Upon booking confirmation, all room assignments are subject to cancellation fee. Room assignments cancelled *before 11:59 pm EST, Tuesday May 30, 2023*, are subject to a cancellation fee in the amount of **\$50.00 USD** per room. Room assignments cancelled *after May 30, 2023*, are subject to a cancellation fee in the amount equal to the **nightly room rate without tax** per room cancelled. Q-rooms will be listed as the merchant originating the cancellation charge on the cardholder's account statement. **Cancellation fees are non-negotiable and non-refundable.**

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# How to cancel a room assignment