

# GEN CON 2024

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.

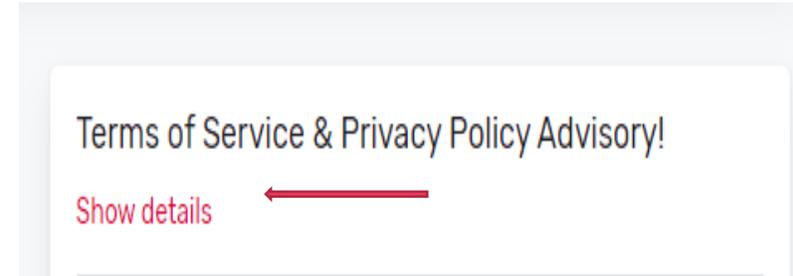
Click the **Request Room** link.

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.



Check-in   Checkout   Rooms    Guests per room   

[View all hotels](#)

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

**GEN CON**

DEMO - Gen Con 2024  
August 1, 2024 - August 4, 2024

Sort by: Name (A/Z) | PRICE RANGE, USD: 119 - 602 |  Show available only | [View map](#)

[Show more filters](#)

We found 13 hotels matching your search

**Baymont Inn & Suites - Indianapolis West**  
3850 Eagle View Drive, Indianapolis, IN 46254, UNITED STATES  
15.4 Mile(s) from Indiana Convention Center  
Minutes From Indianapolis Airport with Free Shuttle | [View map](#)  
Outdoor Pool  
Experience the best of Indianapolis when you book a room at our Baymont Inn & Suites Indianapolis West hotel. Located less than 10 minutes from Indianapolis International Airport, our convenient location places you near fun attractions and local restaurants. The Indianapolis Motor Speedway, Museum of Art and downtown Indy are just a short distance from our hotel.

USD 119.00 - 139.00  
Average nightly rate  
+Taxes & Fees ⓘ

[Select](#)

Start your morning with a fresh Belgian waffle from our free breakfast. Flip through the pages of a complimentary copy of USA Today, or connect with

Reservation Summary

Check-in: Wed, Jul 31, 2024

Checkout: Sun, Aug 4, 2024

Rooms: 1

Guests per room: 1

[Search](#)

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

# 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.

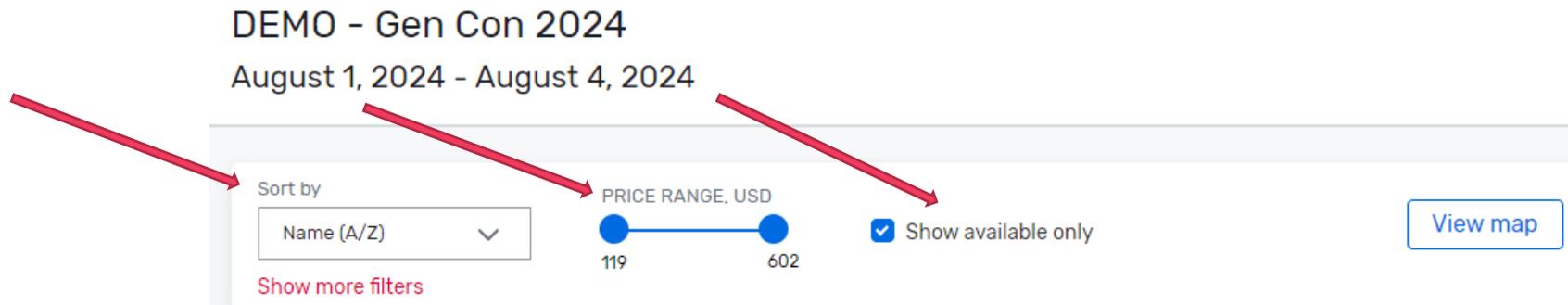
Your dates do not meet the downtown hotels minimum night stay restrictions\*\*.

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 3, 2024**. 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.



# 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, taxes and the grand total. Click **Next** to proceed or **Change hotel** to change hotel or **Search** to search for a different hotel.

### Select Your Room

Available Selected Unavailable Waitlist



#### Standard Double

Max Guests: 4

Details  
Your Room features: Express Check-in/Check-out, Wake-Up Service, Deluxe Continental Breakfast with Homemade Belgian Waffles, Free Show more

Jul	Aug		
Wed 31 USD 139	Thu 1 USD 139	Fri 2 USD 139	Sat 3 USD 139

1 rooms  
1 guests

**Select**

[View policies](#)



#### Standard King

Max Guests: 2

Details  
Your Room features: Express Check-in/Check-out, Wake-Up Service, Deluxe Continental Breakfast with Homemade Belgian Waffles, Free Show more

Jul	Aug		
Wed 31 USD 119	Thu 1 USD 119	Fri 2 USD 119	Sat 3 USD 119

1 rooms  
1 guests

**Select**

[View policies](#)

### Reservation Summary

Check-in  
Wed, Jul 31, 2024

Checkout  
Sun, Aug 4, 2024

Rooms  
1

Guests per room  
1

**BAYMONT INN & SUITES - INDIANAPOLIS WEST**

[Change hotel](#)

<b>STANDARD DOUBLE</b> 1 adult, 4 nights	USD 556.00
<b>Subtotal</b>	<b>USD 556.00</b>

[Search](#) **Next**

# 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.

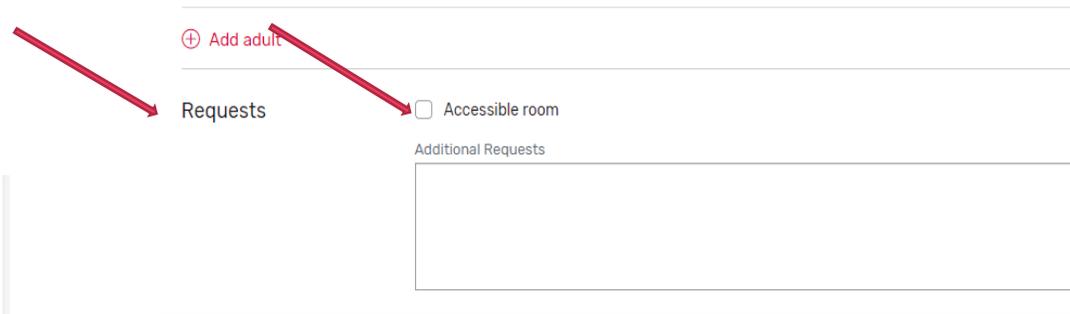
Enter your personal information.

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**.



**Standard Double**  
Max. Guests: 4

Adults: 1 Children: 0

Primary Guest

Arrival Date: 7/31/24 Departure Date: 8/4/24

Prefix:

\*First Name:  Middle Initial:   
First Name is required

\*Last Name:  Suffix:   
Last Name is required

HOURS	1
Guests per room	1
BAYMONT INN & SUITES - INDIANAPOLIS WEST	
<a href="#">Change hotel</a>	
STANDARD DOUBLE	USD 556.00
1 adult, 4 nights	
<a href="#">Change rooms</a>	
<b>Subtotal</b>	<b>USD 556.00</b>
TAXES & FEES	
Tax (17.0% per night)	USD 94.52
<b>Grand Total</b>	<b>USD 650.52</b>

[Edit reservation](#) [Next](#)

**Pandemic Advisory!**  
[Show details](#)

[+ Add adult](#)

**Requests**  Accessible room

Additional Requests

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

**Policies**

**ROOM POLICIES**  
Tax is not included

**TAX POLICY**  
Marion County hotel tax rate is currently 17%. Subject to change at any time.

**CANCELLATION POLICY**  
Cancellation Policy: Upon booking confirmation, all room assignments are subject to cancellation fee. Please

# 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.

**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.**

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Requests  Accessible room ←

Additional Requests

Lower Floor

## Payment Information

### Payment Information

\*Cardholder Name

Mary Mary

\*Card Type

Select

\*Card Number

\*Exp. Month

Month

\*Exp. Year

Year

### Billing Address

\*Country

UNITED STATES

\*Mailing Address

111 Main

Mailing Address 2

\*Phone Number

111-111-1111

\*City

Indianapolis

\*State

IN

\*Zip

46200

## 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.

# Review Your Reservation Page: Confirming your room assignment

## Policies

### ROOM POLICY

Tax is not included

### TAX POLICY

Marion County hotel tax rate is currently 17%. Subject to change at any time.

### 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 28, 2024**, are subject to a cancellation fee in the amount of **\$50.00 USD** per room. Room assignments cancelled **after May 28, 2024**, 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 15, 2024**, 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 15, 2024.** 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.

The last section of your room assignment process is the *Review Your Reservation* page.

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**.

\* I have read and accept these room policies.

I have read and accept the Q-rooms' Services Privacy Policy and consent to the collection of my personal information in connection with my Booking request.

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*.

## Your reservation is complete!

Thank you for booking!

### Baymont Inn & Suites - Indianapolis West

3850 Eagle View Drive

Indianapolis , IN 46254 , UNITED STATES

#### > Standard Double

Edit

Cancel

Add to calendar

Acknowledgment number: EKWZCX5G

CHECK-IN

CHECKOUT

Wed, Jul 31, 2024

Sun, Aug 4, 2024

#### Guests

Mary Mary

# 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 15, 2024**

To modify or cancel your room assignment, log into your Gen Con account, visit your [MyHousing](#) 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 *Review Your Reservation* page 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. At the top, a card for a 'Standard Double' room is shown with an 'Edit' button highlighted by a red arrow. Below this, a second card for a 'Standard Double' room (1 adult, 4 nights) is shown with a 'Change room' button (USD 556.00) and an 'Edit stay dates' button, both highlighted by red arrows. To the right, a 'CHECKOUT' section shows the date 'Sun, Aug 4, 2024' and an 'Apply' button highlighted by a red arrow. A 'Cancel' button is also visible next to the checkout date.

# Modifying a room assignment (continued)

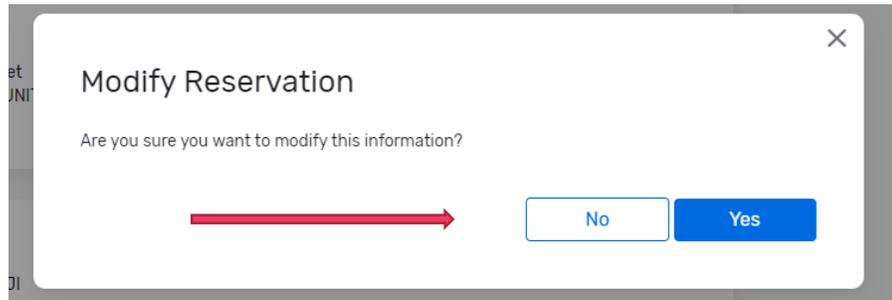
After you click **Edit** on the confirmation page, the system will give you a warning. Click **Yes**.

You will land on the *Review Your Reservation* 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.**

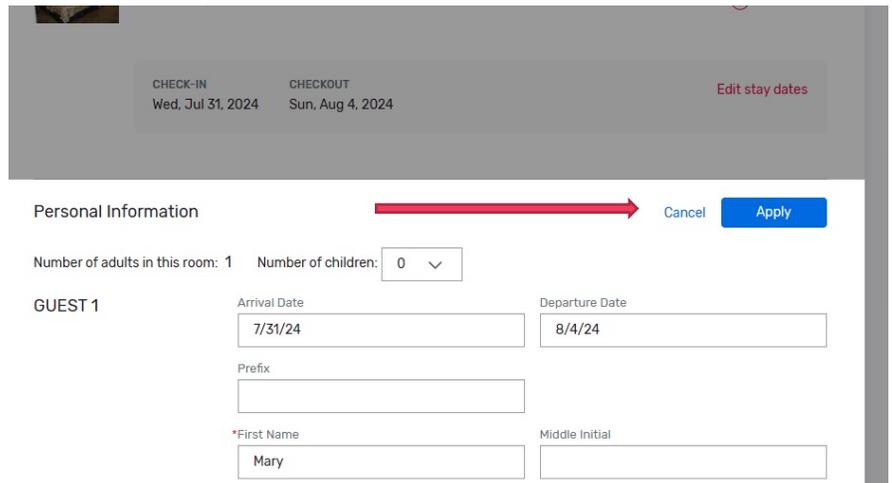
**Important!** If you wish to exit without implementing any changes, simply close your browser session and your room assignment will remain unchanged.



**Modify Reservation**

Are you sure you want to modify this information?

[No](#) [Yes](#)



**Review Your Reservation**

**Baymont Inn & Suites - Indianapolis West**  
3850 Eagle View Drive  
Indianapolis, IN 46254, UNITED STATES

[Change hotel](#)

**Standard Double**  
1 adult, 4 nights  
USD 556.00

[Change room](#)

**CHECK-IN** Wed, Jul 31, 2024  
**CHECKOUT** Sun, Aug 4, 2024  
[Edit stay dates](#)

**Personal Information**  
[Edit guest information](#)

**GUEST 1**  
Mary Mary  
marymary@gmail.com  
111-111-1111  
Jul 31, 2024 - Aug 4, 2024

**PERSONAL ADDRESS**  
UNITED STATES  
111 Main Street  
Indianapolis, IN, 46200

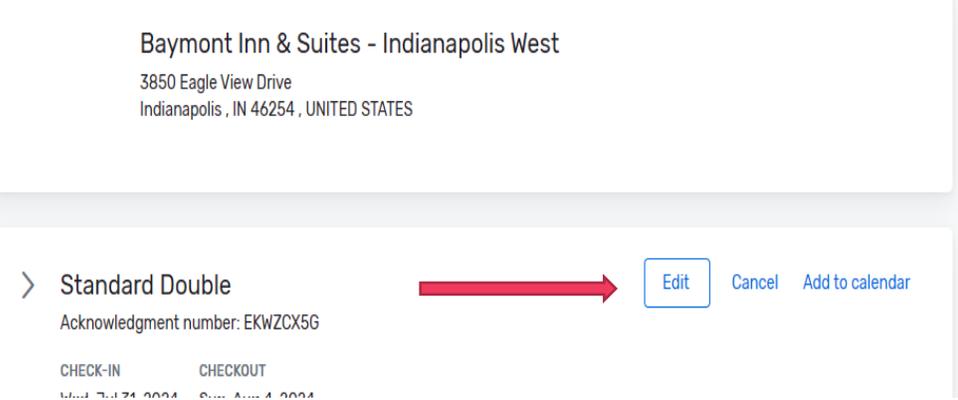
**Payment Information**  
[Edit payment information](#)

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!

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# How to cancel a room assignment