FREQUENTLY ASKED HOUSING QUESTIONS

HOW DO I MAKE A HOTEL RESERVATION?

All hotel reservations for SAS® Global Forum 2020 must be made online using the registration process in order to receive the discounted rates. The link to make your hotel reservation will be located on your registration confirmation page and instructions are included on your registration confirmation email. Click the **Add Housing** reservation link and enter your arrival and departure dates. Then the available hotels, along with their corresponding room rates and cancellation policies, will be displayed.

HOW DO I MAKE A CHANGE OR CANCEL MY HOTEL RESERVATION?

All hotel changes, including cancellations, can be made online using the Modify Reservation link through March 20, 2020. After March 20, 2020, contact your hotel directly.

WHEN WILL MY WAITLISTED NIGHT BE CONFIRMED?

If your reservation contains nights that are waitlisted, rest assured that ConferenceDirect is working to complete your reservation as quickly as possible. You will receive an updated acknowledgement once your reservation is confirmed in its entirety.

WHAT IF MY DATES ARE NOT AVAILABLE ONLINE?

If you want to extend your stay over dates not available online, please contact ConferenceDirect at sas@conferencedirect.com.

HOW CAN I BOOK MULTIPLE ROOMS?

If you need to make room reservations for a group of 10 rooms or more, please contact ConferenceDirect with your request at sas@conferencedirect.com.

WHAT IS THE TAX RATE?

Room rates do not include 14.95% room tax per room per night (subject to change without notice).

ARE YOU OFFERING GSA RATES?

There are a limited number of GSA-rated rooms for SAS Global Forum, which are on a first-come, first-served basis. You may access the GSA rates here. Guests booking at the GSA rate will be required to present proper government identification at check-in. If proper identification is not provided, the guest room rate will convert to the discounted SAS rate. Guests will be required to present proper identification at check-in. Contact sas@conferencedirect.com with any questions.

WHAT IS THE CANCELLATION POLICY?
ConferenceDirect will charge a $30 cancellation processing fee per reservation for cancellations made at any time. In addition to this processing fee, cancellations received with less than 72 hours' notice (including but not limited to no-shows) will be charged the first night's room and tax.

HOW DO I GET A HOTEL INVOICE?
SAS Global Forum 2020 Housing does not provide invoices, nor do we process credit card payments for hotel reservations. A hotel acknowledgement is sent to the primary guest via email upon completion of the hotel reservation. This acknowledgement outlines the hotel rates and tax policy. A guest folio will be provided to the guest upon checkout from the hotel.

WHEN WILL MY CREDIT CARD BE CHARGED?
When making a reservation online, you are required to provide a valid credit card as a form of guarantee. It will not be charged immediately. Your credit card will be held as a form of guarantee only and not charged an advance deposit. The card will only be charged if the reservation is cancelled or if the reservation is a no-show.

HOW DO I PAY FOR MY HOTEL ROOM BEFORE THE CONFERENCE?
If your organization requires expenses, such as room and tax, charged to a credit card prior to arrival please email sas@conferencedirect.com. We will provide instructions for you to complete and submit a Credit Card Authorization form directly to the hotel. All guests must still supply a valid credit card at check-in.

IS THERE A HOTEL AIRPORT SHUTTLE AVAILABLE?
There are no hotel airport shuttles. There are several modes of transportation that you may take to get to your hotel: Uber, Lyft, taxi or public transportation.

IS THERE A CONFERENCE SHUTTLE FROM THE OFFICIAL HOTELS TO THE WALTER E. WASHINGTON CONVENTION CENTER?
There will be no shuttle service provided to the Walter E. Washington Convention Center.

WHO CAN I CONTACT ABOUT MY REGISTRATION?
Event website: sasglobalforumreg@sas.com.

WHO CAN I CONTACT ABOUT MY HOUSING?
Event housing: sas@conferencedirect.com.

WHEN CAN I CHECK IN TO MY HOTEL?

All guests arriving before designated check-in will be accommodated as rooms become available.

HOTEL	CHECK-IN/CHECKOUT TIME
Conrad Washington, DC	Check-in 3 p.m. Checkout 11 a.m.
Cambria Hotel Washington, DC Convention Center Canopy by Hilton Washington, DC Embassy Row Comfort Inn Downtown DC/Convention Center Courtyard Washington Downtown/Convention Center The Darcy Washington, DC Fairfield Inn & Suites Washington, DC/ Downtown Grand Hyatt Washington The Henley Park Hotel Hilton Garden Inn Washington, DC Downtown Homewood Suites Washington, DC Convention Center Hyatt Place Washington, DC/White House Kimpton Hotel Monaco Washington, DC The Madison Washington, DC Mason & Rook Hotel Morrison-Clark Historic Inn Washington Plaza Hotel The Westin Washington, DC City Center	Check-in 3 p.m. Checkout noon
Capital Hilton Hamilton Hotel Washington, DC	Check-in 4 p.m. Checkout 11 a.m.
Embassy Suites Washington, DC Convention Center Hampton Inn Washington Downtown Convention Center Marriott Marquis Washington, DC Washington Marriott at Metro Center Moxy Washington, DC Downtown Renaissance Washington, DC Downtown Residence Inn Washington, DC Downtown Residence Inn Washington Downtown/Convention Center	Check-in 4 p.m. Checkout noon