



### **HOW DO I MAKE A HOTEL RESERVATION?**

All hotel reservations for the SAS Global Forum 2015 must be made online using the [NEW RESERVATION](#) link. Simply enter your arrival and departure dates and the available hotels, room rates, and cancellation policy 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](#) through April 16, 2015. After April 16, 2015 contact your hotel directly.

### **WHAT IS THE CANCELLATION POLICY?**

ConferenceDirect will charge a \$30.00 process fee per reservation for all cancellations. In addition to this processing fee, cancellations received with less than 48 hours notice, including but not limited to no-shows will be charged the first night's room and tax.

### **WHEN WILL MY WAITLISTED NIGHT BE CONFIRMED?**

If your reservation contains certain nights that are currently wait listed, 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 us at [sasglobalforum@conferencedirect.com](mailto:sasglobalforum@conferencedirect.com).

### **HOW CAN I BOOK MULTIPLE ROOMS?**

If you need to make room reservations for a group of ten (10) rooms or more, please contact us with your request at [sasglobalforum@conferencedirect.com](mailto:sasglobalforum@conferencedirect.com).

### **WHEN WILL MY CREDIT CARD BE CHARGED?**

Your credit card will be held as a form of guarantee only and not charged an advance deposit.

### **WHAT IS THE TAX RATE?**

Room Rates do not include 13% Occupancy Per Night (subject to change) and 2% Dallas Tourism Public Improvement District Fee (subject to change).

### **HOW DO I GET A HOTEL INVOICE?**

The SAS Global Forum 2015 Housing does not provide invoices, nor do we process credit card payment for hotel reservations. A hotel acknowledgement was 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 check out from the hotel.



SAS<sup>®</sup> GLOBAL FORUM 2015

The Journey Is Yours

April 26-29 | Dallas, TX

**HOW DO I MAKE A SPECIAL REQUEST?** i.e. two beds, non smoking, high floor, etc.  
Please note, special requests are not guaranteed. The hotel will make its best effort to accommodate room type and special requests.

**WHEN CAN I CHECK INTO MY HOTEL?**

Hotel's check in time is 3:00 pm., check out time is 12:00 Noon. All guests arriving before 3:00 p.m. will be accommodated as rooms become available.

**WHO CAN I CONTACT ABOUT MY REGISTRATION?**

Event Website: [www.sasglobalforum.com](http://www.sasglobalforum.com) for detailed info.

**WHO CAN I CONTACT ABOUT MY HOUSING?**

Event Housing: [sasglobalforum@conferencedirect.com](mailto:sasglobalforum@conferencedirect.com)