

ANALYTICS EXPERIENCE

FREQUENTLY ASKED HOUSING QUESTIONS

HOW DO I MAKE A HOTEL RESERVATION?

All hotel reservations for Analytics Experience 2018 must be made online using the [New Reservation](#) link. Simply enter your arrival and departure dates and we'll display available hotels, with their corresponding room rates and cancellation policies.

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 Sept. 12, 2018. After Sept. 12, 2018, contact your hotel directly.

WHEN WILL MY WAITLISTED NIGHT BE CONFIRMED?

If your reservation contains waitlisted nights, 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 an 18.25 percent 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 Analytics Experience 2018, 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 less than 48 hours from arrival, including but not limited to no-shows, will be charged the first night's room and tax.

HOW DO I GET A HOTEL INVOICE?

Analytics Experience 2018 does not provide invoices, nor do we process credit card payments 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.

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 canceled or if the reservation is a no-show.

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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. Even if the room and tax is paid in advance, all guests must still supply a valid credit card at check-in to cover incidental charges.

WHEN CAN I CHECK IN TO MY HOTEL?

Check-in is 4 p.m. All guests arriving before the designated check-in time will be accommodated as rooms become available.

WHEN DO I NEED TO CHECK OUT OF MY HOTEL?

Check-out is 12 p.m.

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 PARKING AVAILABLE?

The Manchester Grand Hyatt offers on-site parking. For overnight guests, valet parking is \$49 and self-parking is \$35. For daily parking, valet is \$10 for the first hour and \$8 per hour after with a daily maximum of \$55. Daily self-parking is \$8 for the first hour and \$8 per hour after with a daily maximum of \$35. Parking rates are subject to change.

WHO CAN I CONTACT ABOUT MY REGISTRATION?

Event contact: analyticsx@sas.com

WHO CAN I CONTACT ABOUT MY HOUSING?

Event housing: sas@conferencedirect.com