

# GROUP HOUSING GUIDELINES

2019 Rotary International Convention  
Hamburg, Germany  
1-5 June 2019



## IMPORTANT INSTRUCTIONS

Groups requiring 15 or more rooms can request their block online by visiting <https://registration.experientevent.com/showrot191> and clicking on the "Groups of 15 or More" link. This easy process will allow you to view individual hotel information and you will receive an instant confirmation summarizing your request once it has been submitted. All requests are processed on a first-come, first-served basis by Rotary's official housing provider, Experient.

## OFFICIAL GUIDELINES

Rotary International (RI) thanks you for your support of the 2019 Hamburg convention. Rotary must fill a minimum number of rooms in its contracted hotels. If the minimum is not met, RI could incur penalties. To protect RI from penalty and to ensure that all groups are holding a realistic number of rooms needed, groups must commit to their room block by prepaying the first and last night's room and tax for each room reserved. Please refer to your invoice for full details, which may vary per hotel.

Groups requiring 15 or more rooms must comply with the timeline below in order to secure rooms via the official room block. Should your room block fall below 15 rooms at any time after the initial request, the group will no longer qualify as an official group and all remaining rooms will be released into general sale. The group will then need to rebook reservations individually.

### Before 7 September 2018: Group Housing Requests accepted

- After submission, you will receive an email notification which includes a summary of your request. You will be contacted within 10 business days to confirm your block of rooms. Once confirmed, an additional notification will follow requesting to guarantee and accept your room block assignment. Please pay special attention to the RETURN DUE DATE. You will have 5 business days to accept and guarantee your block via the website or the offer will be cancelled.
- After the group representative has submitted acceptance and guaranteed your block of rooms, an Experient group coordinator will provide guidance regarding upcoming deadlines.
- Group requests will not be honored over the phone.
- The hotel where group rooms are assigned may also send a document regarding the hotel's policies for the group representative to sign.

### 1 October 2018: Block Review and Adjustments deadline

- Group room blocks may be reduced and/or adjusted without penalty until 1 October 2018. After this date, any rooms released from your block up to the payment deadline of 3 December will incur a \$150 USD per room penalty over peak nights.

### 3 December 2018: Deposit deadline

- An invoice for the amount due will be sent by Experient approximately three weeks before this date. The prepayment of first and last nights' room and tax is payable by wire transfer or cashier's check in EUR Dollar to the hotel where rooms are guaranteed. This payment should be sent directly to the hotel with a copy to the designated group coordinator at Experient. Please allow adequate time for your wire transfer to arrive at the hotel by 3 December. Please note, any fees associated with the wire transfer are the sole responsibility of the group. Do not send payments directly to Experient.
- Failure to submit prepayment of first and last nights' room and tax by 3 December 2018 and to copy the designated Experient group coordinator will result in cancellation of the rooms and incur the \$150 USD per room penalty over peak nights for which prepayment was not sent.
- Any room cancellations after 3 December 2018 will result in forfeiture of prepayment. Cancellations should be made through the group coordinator at Experient. The assigned hotel will retain the prepayment as a cancellation fee.
- If any additional rooms are requested after the payment deadline, your group will be invoiced for the additional rooms requested to provide payment to the hotel directly with a copy to the designated group coordinator at Experient.

### 25 February 2019: All names required

- This is the last day to provide names for all rooms reserved. Any rooms held that are left unassigned will be cancelled and the deposit will be forfeited as a fee retained by the hotel. Groups may continue to make name changes to reservations through 25 April 2019, but all rooms must have a unique name assigned by the 25 February deadline.