

# GROUP HOUSING GUIDELINES

2020 Rotary International Convention  
Honolulu, Hawaii, USA  
6-10 June 2020



HONOLULU  
HAWAII 2020



## IMPORTANT INSTRUCTIONS

Groups requiring 15 or more rooms can request their block online by visiting <https://registration.experientevent.com/showROT201> 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 a live 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.

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 amount specified. Please refer to your invoices for full details, which may vary per hotel.

Groups must comply with the timeline below in order to maintain their 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, all remaining rooms will be released in general sales, and the group will then need to rebook reservations individually.

## STANDARD GROUP ROOM BLOCK POLICIES & DEADLINES

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### Before 9 September 2019: 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 a guarantee and acceptance of 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 canceled.
- After the group representative has submitted acceptance and guaranteed the block of rooms, an Experient group coordinator will provide guidance regarding upcoming deadlines.

### 30 September 2019: Room Block Adjustment and Initial Payment Deadline

- Group room blocks may be reduced and/or adjusted without penalty until 30 September 2019. A one night's room and tax deposit will be required to continue holding all remaining rooms held in your block. An invoice for the amount due will be sent by Experient approximately 1 week after the adjustment deadline. Payment is due to Experient within 5 business days after receipt of invoice. If no payment is received within 5 business days, the group's room block will be canceled and released. After this date any rooms released from your block will result in loss of the deposit for those rooms.

### 2 December 2019: Final Deposit Deadline

- An additional one night's room and tax deposit is due by this date for all rooms being held in your room block. An invoice for the amount due will be sent by Experient approximately 3 weeks before this date. 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 or cashier's check to arrive at the hotel by 2 December 2019. Do not send this payment directly to Experient.
- Failure to submit final prepayment by 2 December 2019 with a copy to the designated Experient group coordinator will result in cancellation of the rooms and loss of the deposit sent for those rooms.
- Any room cancellations after 2 December 2019 will result in forfeiture of the entire prepayment. Cancellations should be made through the group coordinator at Experient. Prepayments will be retained as a cancellation fee.
- If any additional rooms are requested after the payment deadline, your group will be invoiced for the additional rooms, and payment must be submitted to the hotel directly with a copy to the designated group coordinator at Experient.

### 24 February 2020: All names required

- This is the last day to provide names for all rooms reserved. Any rooms held that are left unassigned will be canceled and the prepayment will be retained as a cancellation fee. Groups may continue to make name changes to reservations through 8 May 2020, but all rooms must have a unique name assigned by the 24 February deadline.

## NEWLY ADDED GROUP OPTION THIS YEAR!

Groups of 15 or more have the option to select a specialized group hotel package option that includes breakfast and portage. This new group hotel package may also include additional services such as ground transportation, dining reservations, interpreter services, and other amenities or services.

### NEWLY ADDED GROUP PACKAGE OPTION POLICIES AND DEADLINES (includes breakfast, portage & other amenities/services)

#### 14 Days Within Submission: Full Prepayment Due

- After initial group submission, you will receive an email notification which includes a summary of your request. You will be contacted within 1-2 business days with a hotel offer detailing all pricing and inclusions.
- Once the offer is received, the group contact has 14 business days to accept the offer and make a full nonrefundable payment via wire transfer. If no payment is received within 14 business days, the group's request will be canceled, and the room block will be released.
- The payment is nonrefundable under any circumstances.

#### 24 February 2020: All names required

- This is the last day to provide names for all rooms reserved. Any rooms held that are left unassigned will be canceled and the prepayment will be retained as a cancellation fee. Groups may continue to make name changes to reservations through 8 May 2020, but all rooms must have a unique name assigned by the 24 February deadline.

## PREPAYMENT POLICY FOR EACH GROUP OPTION

- Standard group room block prepayment  
First and last nights' room and tax is required for sleeping-room-only requests. Half of this will be collected by the 30 September deadline and the remainder will be collected by the 2 December deadline.
- Newly added group package option  
**A full prepayment is required for package requests.** This will be collected within 14 days of confirming the hotel assignment. The prepayment is payable by wire transfer or cashier's check in U.S. dollars. Please note, any fees associated with the wire transfer are the sole responsibility of the group.