

housing reservations



Use our online housing service (isteconference.org) for faster confirmations and more selection features—including an interactive map and real-time inventory.

Hotel reservations and conference registration are separate processes—remember to register at isteconference.org

- 1 Faxed or mailed Housing Forms requesting new reservations must be received at the Housing Bureau no later than May 14, 2012. Do not send housing forms with your conference registration.
- 2 To ensure that your request is handled quickly and efficiently, please print or type all requested information.
- 3 No telephone reservations will be accepted. For customer service or questions regarding this form, call 1.866.229.2386 or email iste@experient-inc.com. **(FOR YOUR PROTECTION, DO NOT EMAIL THIS FORM WITH CREDIT CARD INFORMATION.)** Reservations made online will receive confirmations via email within 24 hours, if a valid email address has been provided. Reservations made via fax or regular mail using this form will be processed on a first-come basis and confirmed within 5–7 business days via email, if a valid email address has been provided.
- 4 Hotels will not be sending individual confirmations—you will be able to use your housing bureau acknowledgment upon check-in as proof of your reservation.
- 5 Rooms requested via this form are assigned on a first-come, first-served basis as we receive them. If rooms are no longer available in the first eight hotels of your choice, you will be placed in a hotel based on availability.
- 6 All room reservations require a credit card to process your reservation. Your credit card is required as a guarantee and may be charged in advance of your arrival. Your card will be charged if you cancel after the cancellation deadline or if you fail to show up on your expected arrival date. (See #10 for cancellation policy). Should you wish to pay by check, please plan to hand-carry the check with you to the hotel and provide at check-in. **DO NOT SEND ANY CHECK DEPOSITS TO THE HOUSING BUREAU OR THE HOTELS PRIOR TO ARRIVAL.**
- 7 If you are sharing a room, send only one form with the earliest arrival date, names, phone, and fax of those sharing your room, including children.
- 8 One name must be submitted for each room requested, and multiple rooms may not be held under a single name. Rooms submitted under a school, district, or company name alone will not be accepted.
- 9 All changes to your reservation must be made by June 6, 2012. Date changes will be made on a space available basis. You can make changes to the name, address, date, special room requests, room type, and roommates portions of your reservation online or you can make any/all changes via fax, mail, or email iste@experient-inc.com.
- 10 **IMPORTANT:** Cancellations will be accepted prior to April 11, 2012 with no cancellation penalty. Cancellations submitted between 5 p.m. EST on April 11, 2012 and 5 p.m. EST June 6, 2012 are subject to a \$150 cancellation/processing fee. Cancellations must be received by the housing bureau by June 6, 2012 (online, email, fax or mail). After June 6, 2012, cancel directly with your hotel, subject to their cancellation policy. Failure to arrive on your confirmed arrival date will result in one night's room and tax charged to the credit card provided and your entire reservation will be cancelled. This policy applies to all reservations, including those made after April 11, 2012.
- 11 All charges are subject to a 12.5% state and room tax. Some hotels may also attach additional surcharges. Please verify these charges directly with the hotel upon receipt of your acknowledgment. All hotels will require a credit card or an approximated amount of cash for incidentals for the entire stay upon check-in.

Last Name _____ First Name _____
 School/Company _____
 Address _____
 City _____ State _____ Zip _____
 Country _____ Home Phone _____
 Office Phone _____ Fax _____
 Email _____

Occupant Category (check one only)

Attendee Exhibitor

Arrival Date: _____ Departure Date: _____

Hotel Preference

Use our online service to access real-time room inventory. No choices to make—you can see availability as you reserve! If rooms are no longer available in the first eight hotels of your choice, you will be placed in a hotel based on availability.

1. _____ 5. _____
 2. _____ 6. _____
 3. _____ 7. _____
 4. _____ 8. _____

Room Type Requested (based on availability; cannot be guaranteed)

Single—1 person/1 bed Double—2 people/2 dbl. beds
 Triple—3 people/2 dbl. beds Quad—4 people/2 dbl. beds
 King Bed Smoking
 ADA needs/requests? (Please describe in the space below.)

People Sharing Room

1. _____
 2. _____
 3. _____

Guarantee Method

Credit card guarantee: I understand that my credit card is required as a guarantee and may be charged in advance of my arrival.

Visa M/C Discover Am Ex

Card No. _____ Exp. Date _____

Must be valid through 7/12.

Signature _____