Hotel Policies

Please read these important hotel policies.

Guarantee

All reservation requests must be accompanied by a credit card guarantee for one night's room and tax, even if paying by check. Tax is currently 17 percent and subject to change. Hotel reservation forms received without a valid credit card guarantee will not be processed. Faxed requests must include a valid credit card. Check deposits must be mailed with a completed housing form.

Confirmation

An acknowledgment of your room reservation will be sent directly to you by Orchid.Events (ASHP's official housing company). Please review all information for accuracy. If you do not receive one or have questions, call 877-505-0675 or 801-505-4613. You will not receive a confirmation from your hotel.

Deadlines

October 4 — A complete rooming list with names and guarantee for each reservation must be submitted for all room blocks held. Any rooms not reserved will be released. Requests for additional rooms will be based on availability. After this date, cancellations will be subject to a $75.00 processing fee per reservation.

November 2 — (8:00 p.m. ET or until the room block is sold out, **whichever occurs first**) — Final cutoff date to make a hotel reservation for the meeting. After this date, reservations will be made based on availability, and hotels may charge higher rates. Cancellations after November 2 will also be subject to a $75.00 cancellation processing fee per reservation.

Cancellation/Changes

Cancellations and changes to the names of occupants or arrival and departure dates must be made directly with Orchid.Events. Cancellations after **October 4, 2018,** (room block reservations) or **November 2, 2018,** (individual reservations) will be subject to a $75.00 processing fee per reservation. If a cancellation occurs within 1 to 7 days (depending on hotel) of arrival date, the deposit of one night's room and tax will be forfeited entirely. Please refer to your hotel's individual cancellation policy found on your acknowledgment letter.

Cancellations and changes can be emailed to ASHP@orchid.events