

## Hotel Reservation Payment Guarantee Process

A two-night room and tax deposit per room is required to secure your reservations.

**On August 9th, 2016 you will receive a confirmation email from onPeak. In order to confirm your reservation you must provide a credit card as a form of payment guarantee. Beginning, August 9th, you will have 72 hours to supply credit card information. Failure to do so will result in cancellation of your hotel room block.**

You have two options for submitting a deposit payment:

1. After securing your block within 72 hours, you will be able to adjust payment to individual credit cards should you choose through the online portal through January 6<sup>th</sup>, 2017. Please note that the card on file as of January 6<sup>th</sup>, 2017 will be charged by the hotel for the deposit of 2 nights' room and tax and will not be refunded should the credit card be changed after this date.
2. After securing your block within 72 hours, if you wish to send a check or money order for the deposit (made payable to onPeak) you can follow up with this form of payment by Friday, January 6<sup>th</sup>, 2016. After this date, only credit card deposits will be accepted.

To ensure this process is as smooth as possible for you, below are a few FAQ's to help clarify the process.

### **Is there anything I should do right now?**

- Obtain or designate the credit card you will use to hold your reservations (it won't be charged).
- On August 9<sup>th</sup> you will receive an email from onPeak with a link to supply your credit card online.
- You will have 72 hours from the time the August 9<sup>th</sup> email is sent to complete the process.
- Should you not provide a credit card by the end of the 72 hour period, your hotel reservations will be cancelled.

### **Can I supply payment prior to August 9<sup>th</sup>?**

We strongly encourage you to follow the link process outlined above as it will allow you to supply one card to hold your entire group's reservations - a feature which is not available today. Alternatively, beginning August 9<sup>th</sup>, you may contact onPeak directly at (877) 517-3038, to supply your information.

We sincerely appreciate your cooperation and thank you for booking through onPeak. Please be sure to keep an eye out for your confirmation and payment guarantee email on August 9<sup>th</sup>, 2016.