



SC17 Frequently Asked Questions

1. Why should I book with onPeak instead of directly with the hotel?
2. Shouldn't I just book my hotel through my company's travel provider?
3. What are my options when my hotel choice is unavailable?
4. Can I book rooms at a government rate or other special rate?
5. How can I book/manage a group of hotel rooms?
6. How can I book a suite?
7. What's the difference between a double occupancy room and room with 2 beds?
8. Are my special requests guaranteed?
9. Am I able to get hotel points when I book that property through onPeak?
10. How do I pay for my hotel room?
11. When will my credit card be charged?
12. How can I modify my reservation?
13. I called my hotel and they have no record of my reservation.
14. I need additional assistance.

1. By making your reservation within your event's official housing block you are supporting the event and ensuring lower overall costs such as registration and convention center fees. Personally, you benefit by receiving the lowest rate for your room(s) as well as added services and incentives only available to those who book through onPeak. ([back to top](#))
2. Booking with anyone other than onPeak does not allow you access to the official, discounted rates negotiated specifically for the event. You will also miss out on the reservation flexibility and other benefits that come with booking in your event's official hotel block. If your company mandates that you use your corporate travel arm or another company to book your hotel/travel, it's worth asking your travel manager to book through onPeak to receive the benefits of your event's official hotel block. We're happy to work with them, too! ([back to top](#))



- 3.** Hotels rooms offered through onPeak at discounted event rates are limited and available on a first-come, first-served basis. While conducting your search, the online system reflects up-to-the-minute availability and booking options. It's also possible to waitlist a different hotel or additional nights at the hotel you chose, but you must first make a valid reservation. Then follow the instructions in your confirmation note to sign up for the waitlist. (back to top)
- 4.** A limited number of government rate rooms are available at each hotel, but they are reserved for U.S. federal government employees (not government-contracted vendors). If you qualify, send a note to housing@info.supercomputing.org from your government email address for details. (back to top)
- 5.** If you need more than one room at a single hotel, it's easy to reserve them. When the system shows you the calendar of nights, just change the 1's to the desired number. If you want rooms across multiple hotels, you will have to make one reservation per hotel. Note that individual names must be assigned to each room in a group reservation no later than September 15, 2017. Any reservations without a specific name will be cancelled on September 16. (back to top)
- 6.** Suites must be booked directly through the hotel. (back to top)
- 7.** The types of hotel rooms and rates we offer are generally determined by the hotel. Some hotels determine rates by the size/type of room, and some hotels determine the rate by how many people are staying in the room. Double occupancy is defined as 2 people sharing a room and does not necessarily mean that 2 beds will be in the room. If you wish to have 2 beds in your room, you can make that request during the booking process. (back to top)
- 8.** All requests (e.g., high floor, 2 beds, early check-in, etc.) are at the discretion of the hotel. While the hotel will generally do everything in its power to honor requests, requests cannot be guaranteed until check-in. (back to top)
- 9.** Yes, you can earn rewards points with your preferred hotel chain when booking in the official hotel block—simply enter your rewards or frequent guest number when booking through our online system. When we transfer your reservation details to the hotel approximately 2 weeks prior to the event, your frequent guest number will be included with your information so that you can receive your points. (back to top)
- 10.** Payment for your room is ultimately collected by the hotel, not onPeak. You must provide a credit card to onPeak at the time of booking to guarantee you will adhere to the payment, cancellation and any other special policies of the reservation—this is called a 'payment guarantee'. Should you violate the policies and booking conditions (if you don't show up to the hotel, cancel outside of the agreed upon window of time, etc.), the credit card provided to book your room will be charged. Please refer to your hotel's specific policies for full details. (back to top)
- 11.** Your credit card will not be charged at the time of booking. While hotels will generally await your check-in to accept your form of payment for your room(s), hotels do reserve the right to charge the card you provide to guarantee your room, which may occur when we transfer reservations from our system to theirs. Please refer to your hotel's specific policies for full details. (back to top)
- 12.** Your reservation is fully accessible and manageable online, and can be accessed by using the link found in your reservation confirmation sent to you in email. You may want to verify the dates you are able to make changes (in your confirmation), then just follow the instructions to log in (password is required). (back to top)



- 13.** Not to worry. Your reservation details are not transferred from onPeak's system to the hotel's system until approximately 2 weeks prior to the event. Until that time you just need to work with onPeak to manage your hotel reservation. Please consult your confirmation for the link to log in to your reservation, the schedule for when reservations are transferred to the hotel, and also the hotel's direct phone number. ([back to top](#))
- 14.** For further assistance, contact us at housing@info.supercomputing.org ([back to top](#))