



Hotel Reservation Payment Guarantee Process

A one or two night room and tax deposit per reservation is required to secure your reservations.

Based on your corporate level, you will receive a confirmation email from onPeak outlined below. In order to confirm your reservation(s) you must provide a credit card as a form of payment guarantee. From the time the confirmation is sent, based on the schedule below, you will have one week to supply credit card information. Failure to do so will result in cancellation of your hotel room block. Please refer to your confirmation for specific deadline to apply your credit card guarantee.

Payment Policy

The one- or two-night room and tax per reservation deposit is non-refundable as of March 17, 2023 at 4 PM CST. Credit cards will not be charged until final cut-off, by the hotel(s). You have two options for submitting a deposit payment:

1. After securing your block within one week, you will be able to adjust payment to individual credit cards should you choose through the online portal until March 17, 2023. Please note that the card on file as of March 17, 2023 will be charged by the hotel for the non-refundable payment of one- or two-night room and tax per reservation and will not be refunded should the credit card be changed after this date.
2. After securing your block within one week, if you wish to send a check, wire transfer, or money order, for the payment (made payable to onPeak) you can follow up with this form of payment by February, 20, 2023. After this date, only credit card payments 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 now).
- On the date corresponding to your corporate membership level, you will receive an email from onPeak with a link to supply your credit card online.
- You will have one week (168 hours) from the time the confirmation email is sent to complete the process.
- Should you not provide a credit card by the end of the one week period, your hotel reservations will be cancelled.

Can I supply payment prior to my date?

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, you may contact onPeak directly at (877) 517-3038, to supply your information on or after the date your confirmation is scheduled to be deployed.

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.

Corporate Member Level	Payment Required Confirmation Sent	Payment Deadline
Anchor/Diamond	Wednesday, June 29, 2022	Wednesday, July 6, 2022*
Emerald	Wednesday, July 27, 2022	Wednesday, August 3, 2022*
Platinum	Wednesday, August 17, 2022	Wednesday, August 24, 2022*
Gold	Wednesday, September 14, 2022	Wednesday, September 21, 2022*

*Please refer to your confirmation for specific deadline details and timing.

**Dates & policies are subject to change