

HOTEL FAQ

- What are the room rates?
  - **Orlando World Center Marriott**: $209+tax/night
  - **Marriott Village (Courtyard, Fairfield Inn & Suites, SpringHill Suites)**: $189+tax/night
  - **Caribe Royale**: $205+tax/night

- What will I be charged for the deposit and what is the process?
  - There is a **non-refundable deposit** for any reservation made. For any attendees that are making a reservation for one (1) night only, they will be charged a **non-refundable deposit of one (1) night room and tax**. For any attendees that are making a reservation for two (2) or more nights, they will be charged a **non-refundable deposit of two (2) nights room and tax**.
  - The hotels charge the card on file within 30 days of the booking, so a reservation confirmation email will be sent after booking and a receipt for the deposit will be emailed within the 30-day window. If you don't receive a receipt after 30 days, please contact that property directly or email EVENTS@NACDA.COM.

- When is the non-refundable deposit due?
  - The non-refundable deposit is due at the time the reservation is being made.
  - You may use a different credit or debit card for check-in than what you used for the deposit.

- Do I have to pay the resort fee?
  - Orlando World Center Marriott: the resort fee is automatically waived, so any attendee would need to opt-in at check-in.
    - The resort fee is $42/day and includes the following:
      - Enhanced in-room wireless internet
      - Daily admission to River Falls Water Park for 4 guests
      - Daily scheduled shuttle service to Disney Parks for 4 guests
      - Nightly scheduled shuttle service to Disney Springs for 4 guests
      - A bucket of golf balls and use of rental clubs at driving range daily for 4 guests
      - 15% discount off retail rates for greens fees (excludes merchandise)
    - If an attendee wants to opt-out of the resort fee but have access to the River Falls Water Park, it is $20/day per person.
  - Marriott Village: There is no resort fee included.
  - Caribe Royale: The resort fee is included in the room rate.

- Are there any incidental deposits?
    - Yes, a hold of $50/per night will be applied at check-in for incidentals.

- Can I cancel or make changes to my hotel reservation?
    - Yes. You may cancel your reservation within the cancellation window for that specific property, **but the deposit will be forfeited**.
    - To modify a reservation, please click on the Passkey link for that property and select "Manage Existing Reservation".

- I can no longer attend. Can I transfer my reservation to someone else?
    - A reservation can be transferred to another attendee, but once the method of payment is applied, it cannot be removed. Contact EVENTS@NACDA.COM to assist with this process.

- What is the age to check-into the hotel?
    - All guests checking in must be at least 18 years old and provide a photo identification card.

- My institution requires me to pay with a Credit Card Authorization Form or a check. How do I do that?
    - Each property will send a unique link for that reservation and a check will need to be provided 30 days prior to check-in or the card on file will be charged. Contact EVENTS@NACDA.COM to assist with this process.

- What happens if a credit card gets declined?
    - The hotel will contact that attendee and let them know their card was declined for the deposit. That attendee will be required to provide a new method of payment within 24 hours. If they are not able to do so, the reservation will be cancelled.

- Can an attendee reserve more than one (1) room at a time?
    - No. The system is set-up to only allow one (1) room to be reserved at a time via the reservation link. If more than one (1) room is needed, you will need to go through the process again.

- Can I make a reservation over the phone?
    - No. Phone calls will not be accepted to make a hotel reservation.

- Can I reserve a suite?
    - There are a limited number of suites available, and all requests are reviewed but not guaranteed. Contact EVENTS@NACDA.COM to inquire.

- Why are NACDA and its affiliate associations continuing with the non-refundable deposit policy?
    - Non-refundable deposits are becoming more common in the Convention and events industry. It is designed to encourage attendees to commit to coming and to also protect the organizing entity (NACDA and its affiliate associations) from attrition caused by unused or canceled sleeping room reservations that could trigger a financial penalty to the association.

- Will transportation be provided?
    - Complimentary ground transportation will be made available to all Convention attendees between the promoted hotel properties during the Convention dates. Schedule TBD.