



HOTEL FAQ

- What are the room rates?

World Center Marriott Resort	\$230
Marriott Village (Courtyard by Marriott, Fairfield Inn & Suites, SpringHill Suites)	\$189
Caribe Royale	\$210
Buena Vista Suites	\$169

**Hotel room rates are subject to applicable state and local taxes (currently 12.5%) and are not included in the rates listed above*

- What will I be charged for the deposit and what is the process?
 - There is a **non-refundable deposit** for any reservation made. For guests making a reservation for one (1) night only, a **non-refundable deposit of one (1) night room and tax** will be charged at the time of booking. For guests making a reservation for two (2) or more nights, a **non-refundable deposit of two (2) nights room and tax** will be charged at the time of booking.
 - When making a reservation, guests will be required to provide contact information and credit card details and will need to agree to the terms and conditions of the non-refundable deposit before confirming the reservation.
 - Deposits will be processed as follows:
 - Deposits for any reservations booked between the Convention registration launch date and March 23 will be processed the week of March 24. The guest will receive an initial email confirmation immediately upon booking the reservation, and will receive a separate email with the deposit receipt once processed. Any reservations secured after this initial deposit processing window will be processed on a weekly basis until the reservation cutoff date of May 1.
 - If you do not receive an email receipt for the deposit as outlined above, please contact the hotel property directly or email EVENTS@NACDA.COM for further assistance.
- 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.



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- Can I cancel or make changes to my hotel reservation?
 - Yes. Reservations can be canceled within the appropriate cancellation window for the reserved hotel property, **but the deposit will be forfeited.** Hotel cancellation policies are as follows:

World Center Marriott Resort & Marriott Village properties	Five (5) days prior to scheduled arrival date
Caribe Royale & Buena Vista Suites	Five (5) days prior to scheduled arrival date
 - To modify a reservation, click on the corresponding link for the designated property and select “Manage Existing Reservation.” Please note, additional nights cannot be added to the reservation if the hotel is sold out on those nights.
- I can no longer attend. Can I transfer my reservation to someone else?
 - Yes. The original reservation name and confirmation number will need to be provided. The original reservation will be cancelled and the card originally used to confirm the reservation will be refunded the non-refundable deposit. A separate reservation with a new confirmation number will be secured for the new guest. The new guest will need to provide a credit card for the reservation and that card will be immediately charged for the corresponding non-refundable deposit per NACDA’s policy.
 - Please note, additional nights cannot be added to the reservation if the hotel is sold out on those nights. **All reservation name changes will need to be handled prior to the new guest’s arrival – reservation name changes cannot be handled at check-in once on-site.** Contact EVENTS@NACDA.COM to assist with this process.
- What is the incidental deposit?
 - The hotel will place an authorization as noted in the amounts listed below against the guest’s account upon check-in to cover an incidental amount per day. This will allow the guest access to room charging privileges and may result in additional authorizations should the charges exceed the originally approved amount.
 - If the guest is using a debit card, those funds will be withdrawn automatically at the time of check-in and then credited back upon check-out. If a guest uses a credit card, the amount is simply just held as an authorization and then removed upon check-out. Please be advised, credit issued may take up to 7-10 business days to be reflected on the card.

World Center Marriott Resort	\$100/day
Marriott Village properties	\$50/day
Caribe Royale & Buena Vista Suites	\$100/day



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- My institution requires me to pay with a Credit Card Authorization Form. How do I do that?
 - Each hotel property will provide a unique link for the designated reservation and payment will need to be provided 30 days prior to check-in or the card on file will be charged. Please email EVENTS@NACDA.COM for assistance with this process.
- What happens if a credit card gets declined?
 - The hotel will contact the guest and let them know their card was declined for the deposit. The guest 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 automatically 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, the reservations process will have to be repeated to secure an additional reservation.
- Do I have to pay for a resort fee?
 - Please see the grid below as it relates to resort fees per hotel property.

World Center Marriott Resort	<p>Fee is automatically waived, so if an attendee would like to take advantage of the amenities offered via the resort fee, they will either need to opt-in at check-in or purchase it as an add-on during the reservations process.</p> <p>The fee is \$47/day and currently covers the following:</p> <ul style="list-style-type: none">• Enhanced in-room wireless internet for up to six (6) devices• Bottled water (two 10 oz. bottles) replenished daily with housekeeping service• Daily admission to River Falls Waterpark• Daily scheduled shuttle service to Disney Parks for up to 4 guests
Marriott Village properties	There is no resort fee at these properties.



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Caribe Royale	The resort fee is included in the room rate and currently covers the following: <ul style="list-style-type: none">• Standard in-room Wi-Fi service• Scheduled shuttle service to the Walt Disney World Ticket & Transportation Center, Disney Springs and Orlando Vineland Premium Outlets. Reservations are required• In-suite coffee• 10% discount on spa services
Buena Vista Suites	Fee is automatically waived

- 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?
 - Suite availability at the World Center Marriott Resort for the 2025 Convention is extremely limited. If interested in a suite, please contact EVENTS@NACDA.COM with your request (including arrival/departure dates). While all suite requests will be reviewed, they are not guaranteed. Therefore, we would advise booking a separate reservation to ensure accommodations in Orlando. The Caribe Royale and Buena Vista Suites are all-suite properties.
- What is the age to check into the hotel?
 - All guests checking in must be at least 18 years old and provide the proper photo identification.
- Is parking available at the hotels?
 - Yes. Please reference the hotel websites for additional information regarding parking.
- Will transportation be provided?
 - There will not be shuttles operating between the Orlando International Airport and contracted hotel properties. However, NACDA will provide complimentary ground transportation for all Convention attendees between the promoted hotel properties only during the Convention dates. Schedule TBD.