WHO IS “WEFTEC HOUSING”?

Convention Management Resources (CMR) has managed WEFTEC hotel reservations on behalf of the Water Environment Federation (WEF) for 20 years. Reservations at the negotiated WEFTEC rates can only be made through CMR. WEF does not authorize or endorse any other housing service or independent broker.

LOOK BEFORE YOU BOOK!

CMR and WEF are routinely notified about other agencies that solicit business from WEFTEC exhibitors and other customers. Reservations made through other agencies are not guaranteed by CMR or WEF and could result in inflated room rates; additional service charges; placement in a hotel outside of the official block that is not serviced by the WEFTEC shuttle; unconfirmed/lost reservations upon arrival at the hotel; and/or lost deposits or pre-payments. Neither WEF nor CMR can assist you with reservation problems if you book through another agency.

The following companies are NOT AFFILIATED with CMR, WEF, or WEFTEC:

- Book My Rooms, LLC
- Exhibition Housing Management
- Expo Housing Services, LLC (EHS)
- Global Housing Services
- National Travel Associates (NTA)
- Pro Housing Corp.
- Room Connections, Inc.
- Show Coordinators, Inc.
- Skyline Housing
- Tradeshow Housing
- 2021.wftecevent.org
- www.weftec-2021.org | info@weftec-2021.org
- www.wftecevent.org

These companies have approached WEFTEC exhibitors and affiliates in the past, and there are others like them. Any housing service or travel bureau that directly solicits your business should be considered suspect because WEF has not shared our customers’ information with any such agency, therefore show management has not provided a means for such companies to initiate contact with you.

WEFTEC HOUSING CONTACTS

Your primary WEFTEC Housing contact is CMR. WEF can assist with general inquiries.

<table>
<thead>
<tr>
<th>PRIMARY – CMR:</th>
<th>SECONDARY – WEF:</th>
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<tbody>
<tr>
<td>Bill Delaney, Senior Housing Director</td>
<td>Tangela Williams, Manager, Registration &amp; WEFTEC Housing</td>
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<tr>
<td><a href="mailto:weftechsupport@cmrus.com">weftechsupport@cmrus.com</a></td>
<td><a href="mailto:tawilliams@wef.org">tawilliams@wef.org</a> or (703) 684-2422</td>
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<td>(888) 301-4933 or (415) 979-2298</td>
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POLICIES & PROCEDURES

Refer to page 4 for a timeline and important deadlines.

Group room block limits are based primarily on the available sleeping room inventory at the group’s preferred hotel(s), secondarily on a limit of 25 rooms maximum per hotel.

- Be conscientious when estimating how many hotel rooms your group requires. WEFTEC Housing encounters difficulties contracting room blocks and concession packages for future years when customers over-estimate their room block requirements and do not fill the blocks they request.
- **Pick-Up History:** WEFTEC Housing tracks group room blocks to determine the ratio of actual rooms utilized versus rooms initially requested. If a pattern is evident that a group’s actual performance from year-to-year is consistently lower than the number of rooms they initially request, then the group’s assignment is based on actual the previous year’s actual pick-up and the group’s coordinator is advised.

A **credit card is required to guarantee all group room block(s).** The credit card provided will not be charged by WEFTEC Housing/CMR.

- **Hotels will accept all major credit and debit cards.** If you wish to pay by cash or check, contact your confirmed hotel prior to arrival to verify its policies. Hotels reserve the right to determine which forms of payment they will accept.

- **Each hotel reserves the right to charge an advance deposit equal to one night’s room rate + occupancy taxes/fees per guest room after receiving its rooming list from CMR on or after September 24, 2021.** Ultimately the deposit is applied as payment for the first night of each guaranteed guest’s stay. Should an individual guest cancel their reservation prior to 72-hours before their reserved check-in date, the deposit is refunded to the credit card. If an individual guest cancels their reservation within the 72-hour window, the one night’s room/tax deposit is forfeited. If you do not want deposits charged to the credit card used to guarantee your company’s room block, be sure to provide a different corporate credit card or individual guests’ credit cards to CMR by August 20, 2021!

- **Individual guests are still required to provide a credit card at check-in for final payment purposes.** The credit card number guaranteeing reservations cannot be charged by the hotels for anything other than advance deposits of one night’s room and tax, or late cancellation and no-show penalties. Guests must provide credit cards upon arrival to pay for any unpaid nights and incidental charges. If a guest is not paying their own charges, another credit card holder must provide written authorization directly to the hotel prior to the guest’s arrival.

- **Individual guests are required to present a credit or debit card at check-in for incidental expenses** (e.g. room service, laundry). Hotels will place a hold totaling $50.00 to $100.00 per room, per night on the card in anticipation of incidental expenses. Incidentally charged to the room will be billed to the card at check-out, and the hold for the remaining funds will be released. It may take between one to eight days for the hold to be released, depending on the issuing bank.
Group hotel assignments are processed in date-received order and filled according to the available sleeping room inventory at the group’s preferred hotel(s) at the time their request is processed. The earlier your group room block request is completed, the more likely your group will be placed in one of your top-choice hotels.

Room block confirmations, contracts, and other related correspondence are issued from weftecsupport@cmrus.com. Please ensure that this email address is whitelisted through your email service so that important correspondence is not flagged as spam and misdirected to a junk folder.

Once assigned, review the cancellation policy at your hotel(s). If a guaranteed guest cancels their reservation less than 72 hours prior to their confirmed arrival date, most hotels charge the credit card provided to guarantee the reservation in the amount of the first night’s room & tax or, if applicable, the check deposit is forfeited.

Many hotels ask guests to initial their departure date when they check in. Most will allow guests to change the departure date at check in. If a guest changes their departure date after that, they may be charged a fee starting at $25 up to one full night’s rate.

TIPS FOR NAVIGATING THE HOUSING WEBSITE

Select Hotel List from the site’s menu to view a list of official 2021 conference hotels & rates. Rates listed are for standard rooms occupied by one or two adults (usually age 17+), unless otherwise indicated. Rates may increase if a third or fourth adult is added to the reservation.

- Select Show Hotel Details under a hotel’s name to view its features (including available bed types, number of on-property restaurants/lounges, and most recent renovations) and room amenities (including average size of a standard room and fees for guest room internet).
- Hotels’ smoking policies are also noted in the list. Several hotel chains are completely non-smoking nationwide.
- Use the Hotel Filter to sort the list by hotel name (alphabetically); by rate (low-to-high or high-to-low); by distance to the convention center; and several other options.

Select Room Block Request from the site’s menu to complete a room block request for your group. You may use the application to request (10) or more rooms.

Once you have submitted your request, you will receive an email acknowledgment from weftecsupport@cmrus.com. If you do not receive the email acknowledgement within ten minutes - and you do not find it in your junk or clutter folder - contact CMR immediately.

ADDITIONAL INFORMATION

Convention Shuttle (subject to change): complimentary shuttle bus service to/from McCormick Place convention center is available from most official conference hotels beginning Sunday, October 17, through Wednesday, October 20. The exceptions are the Hyatt Regency McCormick Place (#24).
and the Marriott Marquis Chicago (#27), which are within walking distance of McCormick Place. Final schedules and routes will be available in September 2021.

**Badge Pick-up (subject to change):** pre-registered attendees can pick-up their badges on site at McCormick Place beginning Saturday morning, October 16. Alternatively, both pre-registered exhibitors and attendees can pick-up their conference credentials at the Hilton Chicago (#14) beginning Saturday, October 16, through Monday, October 18. Additional satellite pick-up locations will be announced this summer.

**TIMELINE / DEADLINES**

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<tr>
<th>Date</th>
<th>Event</th>
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<tr>
<td><strong>June 14</strong></td>
<td>Attendee housing opens. Customers may make individual reservations either online or by telephone, or request group room blocks exclusively online.</td>
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<tr>
<td><strong>August 20</strong></td>
<td>DEADLINE: group rooming lists and credit card guarantees</td>
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| **August 31** | DEADLINE: last day to submit group block requests through WEFTEC Housing  
                CANCELLATION DEADLINE: group room blocks *(exhibitors and attendees)*  
                New room block requests and/or group cancellations must be submitted no later than 9:00 pm EDT. |
| **October 6** | DEADLINE: last day to change or cancel reservations through WEFTEC Housing *(exhibitors and attendees)* |
| **October 7** | CMR turns final rooming lists over to hotel(s).                      |
| **October 8** | Changes/cancellations must be made directly with hotel(s).  
                Do not contact hotels directly prior to this date! |