

WHO IS “WEFTEC HOUSING”?

Convention Management Resources, Inc. (CMR) is the official housing services partner of the Water Environment Federation (WEF), managing WEFTEC Housing for over 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.

The official event website is <https://www.weftec.org>

LOOK BEFORE YOU BOOK!

CMR and WEF are routinely notified about other agencies that solicit business from WEFTEC participants. 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

Show Coordinators, Inc.

Exhibition Housing Management

Skyline Housing

Expo Housing Services, LLC (EHS)

Tradeshaw Housing

Global Housing Services

SPOOF WEBSITES INCLUDE:

National Travel Associates (NTA)

www.weftecevent.org

Pro Housing Corp.

2022.weftecevent.org

Room Connections, Inc.

www.weftec-2022.org | info@weftec-2022.org

Any housing service or travel bureau that directly solicits your business should be considered suspect because WEF has not shared members’/customers’ information with any such agency; therefore WEF 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.

PRIMARY – CMR:	SECONDARY – WEF Events Management:
Bill Delaney, <i>Senior Housing Director</i> Nga Tran, <i>Senior Housing Coordinator</i> weftecsupport@cmrus.com (888) 301-4933 or (415) 979-2298	Deana Gissendanner, <i>Director</i> Tangela Williams, <i>Manager</i> registration@wef.org

POLICIES & PROCEDURES

Refer to page 6 for a housing timeline with deadlines.

Room blocks are limited to a maximum 25 rooms per night at one hotel.

- If you require more than 25 rooms to accommodate your group, your block will be split between your top-choice hotels as available.
- If your group cannot be accommodated at one of your top-choice hotels, CMR will hold rooms at an available alternative and offer to put the group on a waitlist for the preferred hotel(s).

Room block requests are processed in date received order and assignments are made according to the available sleeping room inventory at your preferred hotel(s).

Be conscientious when estimating how many hotel rooms your group needs.

WEFTEC Housing encounters difficulties contracting city-wide room blocks and concession packages for future years when participants 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 percentage of actual rooms utilized versus rooms initially requested. If a pattern is evident that a group's actual pick-up from year-to-year is consistently lower than the number of rooms they initially request, then CMR will contact the group's housing coordinator to discuss reasonable reduction of their room block.

POLICIES & PROCEDURES continued

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 16, 2022.** 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 an individual guest does not check in on their confirmed arrival date (a "no-show"), the one night's room/tax deposit is forfeited.

If you do not want deposits charged to the credit card used to guarantee your group's room block, be sure to provide a different corporate credit card or individual guests' credit cards to CMR by August 19, 2022!

Individual guests are still required to provide a credit card at check-in 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.

- The credit card 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.
- 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. Incidentals 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.

POLICIES & PROCEDURES continued

- 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 without penalty. 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.

Room block confirmations, contracts, and other related correspondence are issued by CMR from the email address weftecsupport@cmrus.com. Ensure that this email address is whitelisted/safe listed by your organization so that important correspondence is not flagged as spam and misdirected to a junk folder.

TIPS FOR NAVIGATING THE HOUSING WEBSITE

Select *Hotel List* from the site's menu to view a list of official 2022 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 more 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, most recent renovations, and room amenities (including average size of a standard room and fees for guest room internet).
 - Smoking and vaping are not allowed inside of any WEFTEC 2022 partner hotel.
- 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.

- There is no minimum requirement – you may use the application to request one or more rooms for your organization.
- Once you have submitted your request, you will receive an automated email acknowledgment from weftecsupport@cmrus.com. The acknowledgement is for receipt of your request; it is not confirmation of your actual hotel assignment. If you do not receive the automated email acknowledgement within ten minutes – and you do not find it in your junk or clutter folder – contact CMR immediately.

PRELIMINARY SCHEDULE

Anticipate the following event pattern (*subject to change*):

Saturday, October 8	WEF House of Delegates Meeting
Sunday, October 9	Member Association Leaders Exchange Operations Challenge Orientations University Student Design Competitions & Awards Ceremony
Monday, October 10	Exhibition Opening General Session Operations Challenge Competition: Laboratory and Process Control events Technical Sessions
Tuesday, October 11	Exhibition Operations Challenge Competitions & Awards Ceremony: Collections, Maintenance, and Safety events Technical Sessions WEF Awards & Presidential Celebration Ceremony
Wednesday, October 12	Exhibition (closing at 3:30 pm) Technical Sessions (concluding by 3:30 pm)

ADDITIONAL INFORMATION

Convention Shuttle (*subject to change*): Complimentary shuttle bus service to/from the convention center is available from most official conference hotels beginning Sunday, October 9, through Wednesday, October 12. Hotels within comfortable walking distance of the convention center include #9 Hampton Inn & Suites Convention Center, #11 Hilton Garden Inn Convention Center, #13 Hyatt Place Convention Center, and #19 Marriott Warehouse Arts District. Final schedules and routes will be available in September 2022.

Badge Pickup: Pre-registered attendees can pick-up their badges on site at the convention center beginning Friday afternoon, October 7. Additional satellite badge pickup locations will be announced in the summer of 2022.

HOUSING TIMELINE / DEADLINES

March 4, 2022	Advance attendee housing opens for group block requests only. WEF emails notice to Member Associations and to non-exhibiting sponsors, utilities, and other affiliates that reserved group room blocks for WEFTEC 2019 and/or WEFTEC 2021 in Chicago.
March 18, 2022	DEADLINE: advance attendee room block requests Requests must be submitted online no later than 9:00 pm EST.
Mid-March through Early April 2022	CMR assigns advance attendee room blocks and issues agreements from weftecsupport@cmrus.com
May 3, 2022 (subject to change)	Attendee conference registration and housing open CMR's call center opens to accept individual reservations. CMR continues to receive and process group room block requests in date-received order according to availability.
August 19, 2022	DEADLINE: group rooming lists and check deposits for blocks of 10+ rooms (deposits optional)
September 14, 2022	DEADLINE: group room block cancellation Last day to cancel a group room block without penalty.
September 28, 2022	DEADLINE: last day to make date changes and guest substitutions through CMR.
September 29, 2022	CMR turns final rooming lists over to hotel(s).
September 30, 2022	Changes/cancellations must be made directly with hotel(s). Do not contact hotels directly prior to this date!