

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 exhibitors. 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)

Tradeshow Housing

Global Housing Services

SPOOF WEBSITES INCLUDE:

National Travel Associates (NTA)

www.weftecevent.org

Pro Housing Corp.

2023.weftecevent.org

Room Connections, Inc.

www.weftec-2023.org | info@weftec-2023.org

Any housing service or travel bureau that directly solicits your business should be considered suspect because WEF has not shared our exhibitors' 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:
<p>Bill Delaney, <i>Senior Housing Director</i></p> <p>Nga Tran, <i>Senior Housing Coordinator</i></p> <p>weftecsupport@cmrus.com</p> <p>(888) 301-4933 or (415) 979-2298</p>	<p>Tangela Williams, <i>Manager, Registration</i> & <i>WEFTEC Housing Customer Service</i></p> <p>tawilliams@wef.org</p> <p>(703) 684-2422</p>

POLICIES & PROCEDURES

Refer to page 6 for a housing timeline with deadlines.

Room blocks must be reserved in the name of the parent company contracting exhibit space. If a parent company has more than one division/subsidiary sharing their booth, the parent company should submit one request for the entire group.

Exhibiting companies’ room blocks are limited to either 25 rooms per hotel or four rooms per 100 square feet of reserved booth space, whichever is greater.

During the advance request period (*November 29, 2022 through January 3, 2023*):

- Companies are primarily sorted according to their previous use of WEFTEC Housing - companies that booked their WEFTEC 2022 New Orleans reservations through CMR are given priority.
- Companies are then ranked according to their exhibitor priority points (engagement score), which considers Exhibitor Membership and points earned from exhibiting at past WEFTECs, specialty conferences, and WEF WIN Pavilions. The companies with the highest exhibitor priority point totals are assigned first.
- Ultimately assignments are made according to the available sleeping room inventory at each company’s preferred hotel(s) at the time their request is processed.

POLICIES & PROCEDURES continued

During the general request period (*February 13 through July 28, 2023*):

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

Be conscientious when estimating how many hotel rooms your company 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.

A credit card is required to guarantee all group room block(s). The credit card provided will not be charged by either CMR or WEF.

- **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 first rooming list from CMR on or after September 8, 2023.** 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 company's room block, be sure to provide a different corporate credit card or individual guests' credit cards to CMR by August 11, 2023!

POLICIES & PROCEDURES continued

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.
- 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 authorized/safe listed through your company's email service 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 2023 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, and 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 2023 partner hotel.

TIPS FOR NAVIGATING THE HOUSING WEBSITE continued

- **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 company.

- There is no minimum requirement – you may use the application to request one or more rooms for your company's personnel.
- Once you've submitted your request, you will receive an automated email acknowledgment from weftecsupport@cmrus.com. 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.

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 1, through Wednesday, October 4. The exceptions are the Hyatt Regency McCormick Place and the Marriott Marquis Chicago, which are within walking distance of McCormick Place. Final schedules and routes will be available in September 2023.

Badge Pickup: pre-registered exhibitors can pick-up their badges on site at the convention center beginning Wednesday, September 27. Additional satellite badge pickup locations will be announced in the summer of 2023.

HOUSING TIMELINE / DEADLINES

November 29, 2022	Advance exhibitor housing website goes live. Information & instructions emailed from WEF to companies that participated in WEFTEC 2023 Onsite Sales during WEFTEC 2022.
January 3, 2023	DEADLINE: advance exhibitor room block requests Requests must be submitted online no later than 9:00 pm EST.
January 2023	CMR assigns advance exhibitor room blocks and issues agreements from weftecsupport@cmrus.com
Mid-February 2023	CMR starts to accept exhibitor room block requests from companies that did not participate in WEFTEC 2023 Onsite Sales during WEFTEC 2022.
July 28, 2023	DEADLINE: exhibitor housing Individual reservations and room block requests must be made no later than 9:00 pm EST. Rooms remaining in the dedicated exhibitor block are released for sale through general attendee housing after this deadline passes.
August 11, 2023	DEADLINE: group rooming lists and check deposits for blocks of 10+ rooms (deposits optional)
September 6, 2023	DEADLINE: group room block cancellation Last day to cancel a company/organization room block without penalty.
September 20, 2023	DEADLINE: last day to make date changes and guest substitutions through CMR.
September 21, 2023	CMR turns final rooming lists over to hotel(s).
September 22, 2023	Changes/cancellations must be made directly with hotel(s). Do not contact hotels directly prior to this date!