

sage summit 2016

Hotel FAQ



Q: How can I add a hotel reservation to my registration or make changes to my existing hotel reservation?

A: If you have already registered for Sage Summit 2016 but have not yet made your hotel reservation or would like to make changes to your existing hotel reservation, you may do so by logging on to your registration record at SageSummit.com or by contacting the Sage Summit 2016 housing help desk for assistance toll free at 866-382-7150 or +1-650-416-1881 or by email: SageSummit2016@gpjreg.com.

Q: When is the last date Sage Summit 2016 housing guarantees rooms at discounted conference rates?

A: Sage Summit 2016 housing will provide rooms at a discounted rate based on hotel availability or until July 5, 2016. After this date, rates will be determined by the hotel.

Q: What is the hotel tax rate, and what is included in the daily rate?

A: The current Chicago hotel tax is 17.4%. To view the discounted rates for each hotel, [view the Sage Summit 2016 hotel list](#). Sage has negotiated complimentary in room internet with all hotels, except Marriott Magnificent Mile where there is an activation fee of \$1 for in-room internet for non-Marriott reward members.

Q: If I have to cancel my reservation, what is the cancellation policy?

A: If you have booked your reservation, cancellations must be made no less than 72 hours prior to your arrival to avoid one night's room and tax penalty. Failure to do so will mean you will incur a penalty equal to one night's room and tax charged to the credit card you provided for guarantee.

Q: If I am not ready to register for Sage Summit 2016 but would like to book my hotel, can I do so?

A: No. In order to take advantage of Sage Summit 2016 discounted room rates, you must be registered for Sage Summit 2016.

Q: Can I contact the hotel directly to make a hotel reservation or changes to my existing reservation at Sage Summit 2016 rates?

A: Prior to July 5, 2016, all new reservations and changes must be made through Sage Summit 2016 housing. After July 5, 2016, you will be able to manage your reservation directly with your hotel.



Q: Once I book my hotel reservation through Sage Summit 2016 housing, do I receive a hotel confirmation number?

A: All hotel reservations made through Sage Summit 2016 are confirmed by a separate hotel email confirmation, which does not include the confirmation number. Once the hotel has entered your reservation in its system around July 5, 2016, you will receive a hotel confirmation email directly from the hotel.

Q: If I enter room type or smoking room preference requests on my hotel reservation, are they guaranteed?

A: Although hotels do their best to accommodate all special requests, they are not guaranteed. Please note: All hotels contracted for Sage Summit 2016 are smoke free.

Q: What if I do not check in on my scheduled arrival date?

A: If you do not arrive on your scheduled arrival date, the hotel will cancel your entire reservation and can opt not to reinstate your reservation, even if you arrive the next day. You will also be charged the penalty of one night's room and tax regardless of whether the hotel opts to reinstate your reservation or not.

Q. Is there transportation provided between the hotels and McCormick Place?

A: Sage Summit will provide transportation from contracted hotels and the McCormick Place convention center on the event dates. The Sage Summit shuttle schedule will be published closer to the event dates. [View the interactive map](#) of the hotels and McCormick Place.