

Welcome to the 2019 Annual TOI Educational Conference Online Housing!

Housing policies and procedures
Please note this is a reservation request only.

- **The online housing option closes at midnight on Wednesday, October 9, 2019.**
- You will be placed at one of the participating hotels. All hotel reservation assignments are made on a first come, first serve basis based upon the date received. Reservation type, length of stay, and hotel availability is determined where you are placed. The actual assignment of your hotel will be made the week of **October 21st** and a confirmation of your hotel assignment will be sent to the email address provided from the hotel in which your reservation is confirmed.
- **Reservation assignments are made only for those individuals who submit a Conference registration by October 9, 2019. Individuals are responsible for cancelling hotel reservation requests even if you decide not to register for the Conference.**
- When making your online hotel reservation request **be certain to select the correct arrival and departure date for your stay.** The online housing defaults to November 9th for the arrival date, and November 13th for the departure date. These dates may be changed upon your request.
- All hotel reservation requests must be guaranteed with a credit card. Credit cards are not charged until time of check-in, no show, or cancellation after October 9. However, you may pay for room charges via check. **Checks must be made payable to and mailed to the hotel to which you have been assigned** and from which you receive your reservation confirmation via email. Checks must be received by the assigned hotel by **October 27, 2019.** The total amount of your stay, charge per day plus applicable taxes, will be indicated on your emailed hotel assignment confirmation. **Do not send a check until you have been assigned to a hotel. Checks received prior to assignment will be returned.**
- If you are paying by credit card and individuals **will not have the credit card with them at time of check-in,** a Credit Card Authorization form must be submitted to the appropriate hotel prior to check-in. Download a copy of the Credit Card Authorization form for the appropriate hotel from the TOI website, www.toi.org.
- Cancellations or changes to reservation requests must be made by sending an email to, www.toireservations@yahoo.com by 5:00 p.m. October 9th. **Cancellations or changes to your hotel request must be made by 5:00 p.m., Wednesday, October 9, 2019 to avoid fees.**
- In order to meet the contractual agreement with the Crowne Plaza Hotel and Holiday Inn Express priority at those hotels will be given to two-night reservation requests. If you make a reservation request for two nights and change or cancel the reservation after October 9, 2019 you will be charged for two nights and/or moved. Reservations for one night will be placed at the Crowne Plaza Hotel and the Holiday Inn Express if rooms are available once all two-night reservations have been accommodated.
- **Do not call any hotel prior to receiving your hotel assignment.** Hotels will not receive their reservation lists until the week of October 21st.