

# 2016 TOI Annual Educational Conference

## Housing Information

All housing for the 2016 TOI Annual Educational Conference will be handled by the TOI Housing Bureau. Reservation requests may be made online (link is available on the TOI website, [www.toi.org](http://www.toi.org)) or by Housing Form mailed to: TOI Housing Bureau, P.O. Box 621, Springfield, IL 62705.

### Deadline for Reservations

- Hotel reservation requests must be made online or via Housing Form received by the Housing Bureau by midnight October 13, 2016. After that date the online reservation site will no longer be available, and Housing Forms received after that date will not be honored. Individuals will then be responsible for arranging their own hotel accommodations.
- Please rank your preference #1, #2, #3, etc. If your first choice is not available you will be placed at the next available, preferred hotel. **Due to contract requirements with the Crowne Plaza and Holiday Inn Express, preference will be given to reservation requests for a minimum of three nights.** Reservation requests made for three nights and changed or cancelled after October 13th will be charged for three nights and/or moved to another hotel. Reservations for two or less nights may be placed at the Crowne Plaza or Holiday Inn Express if hotels are not filled with three night reservations. These reservations will be placed at the Crowne Plaza and Holiday Inn Express based upon date of receipt so do not delay in submitting your reservation request.

### Reservation Guarantee and Payment

- **All reservation requests must be guaranteed with a credit card.** Credit cards will not be charged until time of check-in, no-show, or cancellation after the deadline date of October 13th. Individuals or townships wishing to pay for hotel stays by check may guarantee the reservation by credit card and mail a check to the hotel where assigned. **Checks must be made payable to the hotel to which you are assigned and must be received by October 28.** 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 to sender.**
- If rooms are being paid for 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 prior to check-in. Please download a copy of the Credit Card Authorization form for the appropriate hotel from the TOI website, [www.toi.org](http://www.toi.org).

### Cancellations and Changes

- Cancellations or changes to reservation requests made online or by Housing Form must be changed or cancelled by sending an email to, [toireservations@yahoo.com](mailto:toireservations@yahoo.com) by 5:00 p.m. October 13th. Failure to cancel by this date will result in a credit card charge for one night's room and tax.
- Reservations made for three nights and changed or cancelled after October 13, 2016 will be charged for three nights and/or moved.

### **Hotel Assignments**

- Hotel reservation assignments will be made on a first come, first serve basis, and according to type of reservation, length of stay and hotel availability. We cannot guarantee that all individuals from a township will be placed in the same hotel.

□ In an effort to make the most efficient use of room blocks and to ensure hotel rooms for those township officials who actually attend the Conference, **reservations will be assigned only to those individuals who submit a Conference registration by October 13, 2016.** Reservation requests received online or by Housing Form from individuals not registered for the Conference by October 13th will not be honored.

□ Individuals are responsible for cancelling reservation requests even if you do not register to attend the Conference, or your credit card will be charged for one night's room and tax. Make certain your Conference registration is received at the TOI office prior to October 13<sup>th</sup> to avoid denial of hotel reservation and credit card charge.

□ **Do not call any hotel prior to receiving your hotel assignment via email.** Hotels will not receive reservation assignments to their hotel until the week of October 24<sup>th</sup>. Confirmations will be sent by each participating hotel after that date.

□ Please include the following hotel email addresses in your address book to ensure you receive your emailed hotel confirmation:

[guest.services@crowneplazaspringfield.com](mailto:guest.services@crowneplazaspringfield.com); [dsidwell@cpspringfield.com](mailto:dsidwell@cpspringfield.com);  
[hiefdspringfield@gmail.com](mailto:hiefdspringfield@gmail.com); [GM.IL127@choicehotels.com](mailto:GM.IL127@choicehotels.com); [NoReply@spiwx.com](mailto:NoReply@spiwx.com);  
[Lisa.Nardi@marriott.com](mailto:Lisa.Nardi@marriott.com); [Sarah.Dietrich@hilton.com](mailto:Sarah.Dietrich@hilton.com).

Thank you for your cooperation in complying with these housing procedures. They have been established to make the most efficient use of TOI hotel blocks and to accommodate those members who attend the Conference.