

## 2019 TOI Annual Educational Conference Housing Information

All housing for the 2019 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 9, 2019. After that date the online reservation site will no longer be available, and Housing Forms will not be honored. Individuals will then be responsible for arranging their own hotel accommodations.
- **When making reservation requests online** be certain to select the correct arrival and departure date for your stay. The online housing defaults to November 9<sup>th</sup> for arrival date and November 13<sup>th</sup> for departure date. These dates may be changed to your preferred arrival and departure date.
- **Due to contract requirements with the Crowne Plaza and Holiday Inn Express, preference will be given to reservation requests for a minimum of two nights.** Reservation requests made for two nights and changed or cancelled after October 9<sup>th</sup> will be charged for two nights and/or moved to another hotel. 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.
- 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. If the room block at the Crowne Plaza Hotel and the Holiday Inn Express are filled overflow hotels in the area will be secured. If necessary a shuttle will be provided from overflow hotels to and from the Crowne Plaza.
- **Handicap accessible rooms are limited.** If you require a handicap accessible room do not delay in submitting your hotel reservation request as all hotel assignments are made based upon date of receipt.

### 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 9<sup>th</sup>. Individuals or townships wishing to pay for hotel stays by check must 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 27.** 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 hotel 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 to the appropriate hotel prior to check-in. Credit Card Authorization forms are posted on the TOI website, [www.toi.org](http://www.toi.org), or request the form from the hotel to which you are assigned.

### 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 9<sup>th</sup>. **Failure to cancel by this date will result in a credit card charge for one night's room and tax.**

- Reservations made for two nights and changed or cancelled after October 9, 2019 will be charged for two 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 9, 2019.** Reservation requests received online or by Housing Form from individuals not registered for the Conference by October 9<sup>th</sup> 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 9<sup>th</sup> to avoid denial of hotel reservation and credit card charge.
- **Do not call the hotels prior to receiving your hotel assignment via email.** Hotels will not receive reservation assignments to their hotel until the week of October 21<sup>st</sup>. Confirmations will be emailed by each participating hotel after that date.

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.

If you have any questions please send them via email to, [toireservations@yahoo.com](mailto:toireservations@yahoo.com).