

## Affiliate/ISTE Co-Marketing Housing Block FAQ



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NECC hotels fill quickly, especially the most reasonably priced ones. If your organization wants to take advantage of this option, please contact Susan Larson, [slarson@iste.org](mailto:slarson@iste.org) *as soon as possible!* Blocks will be filled on a first-come, first-served basis.

### ▶ What is a housing block?

Housing blocks guarantee room availability in a block location at conference rates. This does not guarantee best market rates.

ISTE blocks a certain number of rooms at various hotels to ensure that conference participants have adequate housing options. We negotiate the lowest rates possible for a group our size. This doesn't mean that lower rates are not available through AAA, AARP, corporate plans, or Internet travel agencies. While our contracts specify that no other group will be able to get rates at that hotel for a lower rate over our dates, exceptions based on the above are still possible.

A housing block allows your organization to request a block of rooms within one or more of ISTE's housing blocks.

### ▶ What is the process for requesting a housing block?

1) Determine your organization's needs:

- 1st, 2nd, and 3rd-choice hotels
- Number of rooms per room type\*
- Any other special requests

We ask that you provide three hotel choices as we cannot guarantee that every hotel will be able to accommodate the block needs required for your group. The full list of hotels to select from is found at the end of this document.

**\*You will be limited to no more than 5% over the number of rooms your organization actually used the previous year, unless an exception is necessary.**

2) E-mail Susan Larson, [slarson@iste.org](mailto:slarson@iste.org) with your request by **October 10, 2008**.

3) Upon receipt, your request is routed to the Conference Director for coordination with the NECC housing bureau (Experient). The housing bureau will then work with the hotels to place your block; they may contact you directly to explore alternate hotels and/or block sizes if for any reason they cannot accommodate your initial request.

Our ability to fulfill your request is dependent upon when we receive it, and upon whether the block you request is available at your choice of hotels. For example, if the ISTE block at a given hotel is only 75 rooms, and you request a block of 100, we will not be able to fulfill your request.

In most instances, we will attempt to increase our block in order to accommodate your request. However, if such a request results in an increase in ISTE's liability for unsold rooms, we will suggest that your group be placed at a different hotel or that you split your block.

4) Once the housing bureau confirms your block placement/s, the Marketing staff generates your group housing form. Susan Larson will send you a PDF of your group housing form to share with your members. For your convenience, this same PDF form will be posted (within a week after your block is confirmed) on the NECC Web site ([www.iste.org/necc](http://www.iste.org/necc)) on our Travel page, listed in the special group housing pull-down menu in the sidebar.

▶ **When does housing inventory go live to the public?**

General housing inventory for the conference goes live November 5, 2008. Group housing blocks go live within one week of confirmation of assigned hotel block. Blocks that are able to be CONFIRMED by the housing bureau by October 28 will go live with the launch of the online reservation system. You will be notified of any delays in this process or if any specific challenges are encountered. **Your housing request must be placed prior to October 10, 2008**, to confirm housing by October 28, 2008.

▶ **What is the deadline for reserving a room via my organization's housing block?**

**The deadline for group housing block reservations is March 31, 2009.** Rooms not reserved as of this date will be returned to general housing inventory for public sale.

▶ **How do my members reserve a room via the housing bureau?**

Make sure each of your members receives a copy of the group housing form PDF that Susan sends you, or that you download from the NECC Web site's Housing & Travel page ([www.iste.org/necc](http://www.iste.org/necc)). Each member should fax or mail the form to Experient, our housing bureau. The fax number and address is indicated on the PDF form. The PDF form has your organization's name at the top, which is what the housing bureau references to place the individual reservation in your housing block.

▶ **What if my members already reserved rooms but want to switch to my organization's housing block?**

If they booked rooms via the online reservation system, they should return to the online system (on the Travel page of the NECC Web site) and cancel their original reservations.

If they booked rooms via fax or mail, they should also be able to access their reservation online, using the acknowledgment number they got in their acknowledgment letter/message/fax. If that doesn't work, they should call Experient, the housing bureau, toll-free at 1.888.858.9330. An online cancellation is best because it returns the unneeded room to inventory immediately.

All members should then proceed to reserve new rooms via fax or mail with the PDF form provided for your organization.