



## PROCEDURES FOR HOTEL RESERVATIONS

The IMF and WBG have reserved an inventory of rooms for delegations at the official hotels for the upcoming 2018 Annual Meetings in Bali, Indonesia. The following procedures apply for reservations made through the IMF/WBG.

For assistance or additional information on any of these procedures, please contact Connections Housing Customer Service at (855) 348-2786 or (404) 991-5185 or send an email to [AM18Hotels@connectionshousing.com](mailto:AM18Hotels@connectionshousing.com).

### Timetable:

<b>Tuesday, January 9 and Wednesday, January 10, 2018</b>	<b>Information Briefings on Blocking process for OED Housing Coordinators</b> (Representatives from Connections Housing will be available to answer any questions.)
<b>Thursday, January 11, 2018, 9:00 am EST</b>	<b>OED coordinators begin submitting Block Requests using the Delegation Block Request Site</b>
<b>Friday, February 2, 2018 (Deadline)</b>	<b>All OED Room Block Requests due to Connections Housing</b>
<b>Monday, February 26, 2018</b>	<b>Room Block Confirmations emailed to OED coordinators</b>
<b>Friday, June 15, 2018 (Deadline)</b>	<b>Completion of all individual reservations into delegation blocks. Any rooms without confirmed name and credit card will be released to the general pool at this time.</b>
<b>Monday, September 10, 2018 (Cut-off date)</b>	<b>All unreserved rooms will be released and returned to the hotels. Any new requests received after this date will be subject to hotel availability and rates may vary.</b>
<b>October 12-14, 2018</b>	<b>Annual Meetings</b>

### 1. Block Requests and Confirmations

To reserve a block of rooms for delegations at one of the official Meetings hotels, please visit the Blocking site (<https://imfwbg.connectionshousingapps.com>) and submit the Delegation Block Request Form online to Connections Housing. The deadline to submit the Delegation Room Block Request is **COB Friday, February 2, 2018**. *Requests will only be accepted from contacts with an IMF or World Bank email address.*

**Three hotel choices must be selected.** If your preferred hotels are not available, Connections Housing will contact you to discuss other options to fulfill your request, and/or place you on a pending list for one or more of your choices. Please also note that there is limited room inventory at each hotel. If certain delegations can be accommodated in different hotels, please indicate your request accordingly. To the extent possible, every effort will be made to provide you with your preferred hotel. You will indicate your preferences in our blocking site.

Block requests received will be compared to delegation pick-up history and will only be confirmed up to the amount of rooms the delegation has utilized for previous overseas meetings. Requests for blocks larger than what the historical trends indicate will be reviewed on a case by case basis and may be confirmed after initial requests by all delegations have been fulfilled.

Upon completion of submitting your block request, you will receive an e-mail confirmation of the request from Connections Housing. In the e-mail is a link to a Credit Card authorization form to secure your block. Please fill out the form and fax to our PCI compliant fax line at +1-678-228-1920. You must submit the Credit Card Authorization Form within 48 hours of completing your block request, or your request will be denied. No money will be charged to the card at this time.

**Each delegation's confirmed room block can be reduced by up to 15% without penalty. In the event an additional adjustment to the room block is needed, or if actual pickup falls below the 15% reduction, penalties**

**will be charged to delegations according to the following policy.**

**PENALTY = [(TOTAL BLOCK x .85) – FINAL OCCUPIED] x HOTEL STANDARD ROOM RATE**

**Penalties will be calculated at the conclusion of the 2018 Annual Meetings**

Room Block Confirmations will be sent to the designated contact in the respective offices by **COB Monday, February 26, 2018.**

## **2. Individual Reservations**

Each **individual reservation** within delegation room blocks must be made online via the AM18 Hotels Website that will be provided. The deadline to make reservations into the delegation block is **COB, Friday, June 15, 2018.** After this date, any unreserved rooms in the block will be released to the general pool and will be used to fulfill existing requests or new reservations.

ALL individual reservations must be made by **COB Monday, September 10, 2018. Any rooms within the block that have not been confirmed with participant and credit card information will be released at that time.** Thereafter, reservations will be accepted as requested based on remaining hotel room availability and prices may vary.

All reservations will be made on a guaranteed-arrival basis and only for the exact dates requested. Any changes to reservations (to arrive earlier or depart later) after a hotel confirmation has been received will need to be requested from the hotel and will be subject to hotel availability. Therefore, changes to reservations may not be immediately confirmed.

### **Credit Cards**

As in the past, **all participants will be required to provide credit card information to guarantee hotel reservations.** All charges levied by hotels for no-shows, date changes and/or late cancellations **will be charged to the credit card used to guarantee the reservation.** Please note that submitting an invalid credit card may cause reservation(s) to be cancelled by the hotel.

### **Cancellations/Penalties**

To avoid penalty charges, all cancellations and/or changes to reservations should be made online by **Monday, September 10, 2018, 17:00 Washington D.C. time (EST).**

**The following penalties will be charged to the participant's credit card if these policies are violated:**

- a. **Cancellations** received after September 10, 2018, 17:00 Washington D.C. time (EST) will result in a 3 nights room and tax penalty charge.
- b. Failure to check-in to the hotel on the scheduled arrival date (**No-show**) will result in a 3 nights room and tax penalty charge and **a forfeiture of the reservation.**
- c. A reinstated No-show (if participant checked into hotel on later date) will result in a 1 night room and tax penalty charge.
- d. Reservations require a 3 night minimum stay (nights must be consecutive). If your stay does not meet the 3 night minimum, you will be charged for 3 nights.
- e. Once a guest checks in, early departure or reduction of room nights is not permitted. The full stay will be charged.

## **3. Check-In/Check-Out**

Upon arrival at the hotel, **please reconfirm your departure date and check-out time** with the front desk to avoid any additional charges or penalties.

**Check-In time for Bali hotels is 3:00 PM.** Participants who expect to arrive before this time and who wish to have immediate access to their rooms must make their reservations effective *from the night before their date of arrival with a notation of expected arrival time.* **For any arrival before 3:00 PM, the hotel may charge an additional fee for early check-in.**

**Check-Out time for Bali hotels starts at 11:00 AM and may vary. Please confirm with the front desk upon arrival.** To request a guaranteed late check-out, participants must indicate their departure *as the*

*day after their anticipated check-out date.* Any departures after the official check-out time of the hotel will be subject to ***an additional fee for late check-out according to each hotel's policy.*** Participants should verify this information with the hotel front desk at the time of their check-in or during their stay.