

Exhibitor Housing Information & Policy

Q: Why do exhibitors have to book their accommodations through onPeak?

A: Convention centers allocate exhibit space to shows based on the amount of hotel rooms picked up. Convention center management may and often will reject or reduce exhibit hall space requests because hotel rooms are not filled proportionately through the housing block. Therefore, to ensure our hotel block is full and that we receive the exhibit floor space needed for all exhibitors, all exhibitors are required to book housing through onPeak.

Q: What will happen to my participation at the HIMSS conference if I do not secure my accommodations with onPeak?

A: Any exhibitor who does not follow this procedure will not be permitted to exhibit and will forfeit all monies paid to HIMSS. Freight and badges could be denied at show site.

Q: When will the housing block open for me to begin securing my hotel rooms?

A: Housing will open for all exhibitors on October 15, 2019 (HIMSS Corporate Members have dedicated dates)

Q: Is there a way to receive Exhibitor Priority Points by securing my housing through onPeak?

A: 10 points for populating 100% of names into the online group reservation (points will be applied post conference)

Q: How many rooms can I block?

A: HIMSS guideline is to book a minimum of 2 room reservations and a maximum of 4 room reservations per 100 square feet of booth space rented.

All reservations will be held on TBD basis until these dates based on your level of membership:

- Gold Corporate Member/All other exhibiting companies – Wednesday, January 8, 2020
- Platinum Corporate Members – Wednesday, January 15, 2020
- Emerald Corporate Members – Wednesday, January 22, 2020
- Anchor/ Diamond Corporate Members – Wednesday, January 29, 2020

All names must be received on or before your deadline date. If names are not received by this date, all rooms without names will be cancelled. Unused room nights will be released back into inventory. You may cancel rooms without penalty until Wednesday, February 12, 2020 (4pm CST)

Room reservations will be based on your choices and room availability. If none of your choices are available, onPeak will contact you to discuss other options and you will be put on a waitlist for up to three of your original choices. Please be advised that every effort will be made to fulfill your expressed wishes if it is possible to do so.



Global Health Conference & Exhibition

Q: How much of a deposit do I have to put down to reserve my room block?

A: A non-refundable full length of stay (room and tax) deposit per room is required to secure your reservations. You have two options for submitting a deposit payment:

- Reservations may be guaranteed with a major credit card at the time of booking. Guaranteeing the reservation with a credit card will result in the non-refundable full length of stay deposit being charged **by the hotel** to the credit card approximately 2-3 weeks before the conference.
- At the time of reservation(s), you may send a check or money order for the non-refundable full length of stay deposit (made payable to onPeak). All checks must be received by Wednesday, February 12, 2020 (4pm CST) – after that date, only credit card deposits will be accepted.

Q: Why is the deposit policy change?

A: Over the last four events, there has been a significant increase in room nights released by groups. In order for HIMSS to secure an adequate number of rooms and preferred dates at the convention center in any city, HIMSS must commit to filling the room blocks at the individual hotels. There are contractual agreements with financial liability for HIMSS should the rooms held not fill, or should groups holding blocks cancel rooms or have a large amount of no-shows. After your final cut-off date, you may begin to make block changes directly with the hotel.

Q: Can I make any changes to my room block after making my reservation?

A: Changes to reservations may be made until Wednesday, February 12, 2020 (4pm CST) without penalty. Any changes made after Wednesday, February 12, 2020 (4pm CST) may be assessed a \$15 fee per room reservation. Changes made online are not subject to charge.

Q: Can I change hotels after making a reservation?

A: You may transfer hotels until Wednesday, February 12, 2020 (4pm CST) without penalty. After this date, changing from one hotel to another is considered a cancellation at one hotel and a new reservation that are both subject to the non-refundable full length of stay deposit policy.

Q: What is the cancellation policy?

A: Reservation(s) may be cancelled until Wednesday, February 12, 2020 (4pm CST) without penalty. All cancellations made after Wednesday, February 12, 2020 (4pm CST) will be assessed a non-refundable full length of stay (room and tax) deposit. No exceptions! All cancellations should be made online or forwarded in writing to onPeak.

Q: What is the Exhibitor/ Attendee split?

A: To ensure that our attendees (your customers) are able to secure hotel rooms in the hotels within our block, we mandate a 60/40 split in the hotels. This means that exhibitors are allotted 60% of the rooms and that attendees are allotted 40%. This balance also lends to additional networking in the evenings at the hotels where both exhibitors and attendees are staying.