

HOTEL MONTELEONE

GUIDELINES FOR USING THE HOTEL CREATED RESERVATION LINK

Thank you so much for selecting Hotel Monteleone as host for your meeting/event. We look forward to making it a memorable experience for your attendees. Below are a few tips for using the hotel's reservation link. Please share these guidelines with your guests.

TIPS FOR RESERVATION LINK USAGE

1. The **Reservation Link** will be made/customized specifically for your meeting/event. This Reservation Link is the **only** online option for your attendees to make reservations, **where the Group will receive credit**. Attendees should not attempt to make reservations on the hotel's website, only through the link provided. Reservations made on the hotel's website will not be counted in the Group Block Pickup. At the cutoff date we would appreciate a copy of your **registration list**. We will use the list to search for attendees who may have booked their rooms outside the block. Group will get room night credit for any reservations found outside the Group Block.
2. If the attendee is **not** able to get the date, rate or room type desired on the Reservation Link, he/she should call the hotel's reservation department at **800-217-2033**. The reservation department is on property and opens from 8:00 am until 6:00 pm daily. The attendee should tell the reservation agent the name of the Group Block and their dates of travel. In many cases the agent can grant the request. If the attendee is asking for a **pre/post stay** and the agent is not able to assist them, the attendee should call the group's Point of Contact (POC) . The POC will then contact Lisa Thompson, the Hotel Sales Manager, to see if the pre/post stay request can be granted.
3. Guests with **special requests** should speak to a Reservation Agent. Reservation Links cannot grant special requests. **The Link can only offer that which was contracted by the Group.**

4. **PRE/POST Stays** – Requesting pre/post stays is the most common reason for the Reservation Link to state “dates not available” or “dates are sold out.” The reservation Link cannot offer pre/post stays. The link will state “sold out” if pre/post dates are added to the requested reservation. The Link will not state which night is sold out. Attendees are encouraged to call **800-217-2033** and speak with a reservation agent who may be able to grant the pre/post stay.
5. **Reservation Cancellation Policy – 72 hours prior to arrival.** A reservation is considered cancelled once a cancellation # is issued. Guests should not leave cancellation requests via a phone message in the Reservation Department.
6. Please note that reservations for contracted upgrades must be sent to the Hotel Sales Manager in a small rooming list. Upgraded rooms will **not** be available on the Reservation Link.