2023 ASHA Convention

A Step-by-Step Guide Through the Housing Site
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2023 ASHA Housing

To begin securing your housing, view hotel maps and rates, please visit the following web page: ASHA Convention: Housing & Travel

Upon clicking on the Housing Link, the Convention Hotel Site will open.

**Important things to note before beginning the process:**

- You **DO NOT NEED AN ASHA ID** to reserve your room, however, you have the opportunity to add this back in later in the process on your Housing Service Center. Adding it in will help us so we can serve you better.
- If you are reserving additional rooms or adding additional occupants to a room, there will be a step throughout the reservation process that will allow you to enter their email address (if applicable) to create individual confirmation emails.
Room Search

To search for available rooms within the ASHA Housing block, you will enter key information at the top of the page:

1) Enter your arrival/departure dates.
2) Identify how many rooms you need to reserve. (If you need multiple rooms, with different arrival/departure dates, please make these reservations separately, after completing your first reservation.
3) Indicate how many people will occupy each room.

Please note: this new Housing site allows attendees to reserve multiple rooms and use a different credit card per room, if applicable. Credit cards are not charged at reservation but are held as a guarantee.

Enter your arrival and departure dates to see what hotels have availability.

Within the system, you have the option of reserving multiple rooms should you be reserving for a small group. On this step, ensure your guest count is accurate based on your needs/rooms.

The Filter Results button is optional, but allows you to narrow your search down based on distance from the Convention Center, maximum hotel price, and amenities available.
Room Search (continued)

Once you have entered all of the appropriate parameters for your stay, you must click **Refresh Results** to filter the search(s) based on all variables.

Click “Refresh Results” to run your search(s) based on your variables.
Review Hotel Details

When the system refreshes your results, you can view at-a-glance information about the hotel on the main screen or click on the Description button to learn more details about each property before making your hotel choice. The hotel specific information will open as a pop-up box. Should your computer block the description box, please check your computer settings to disable “pop-up blockers.”
Full Hotel Descriptions

Clicking on the **Description** button for a property will provide you with additional details about the hotel.

The expanded description view will provide you with a list of the hotel amenities and a description to help decide the right fit for your needs.

Be sure to review Guest Safety information from the hotel along with Accessibility features at the property.

Clicking “close” will take you back to the filtered results screen to view more properties or select your property.
Selecting Your Hotel

Once you have decided upon a hotel, select **View Availability** to continue the reservation process.

**Please note:** Should you wish to make multiple reservations in multiple hotels, or with variable dates for each reservation, you will need to go through the reservation process each time for either a hotel variable or date variable. Please complete your reservations at your first hotel, then return to the beginning of this site to book in an additional hotel.
Room Availability

Once a hotel has been selected, you will see if the hotel is available for you to reserve. If available, additional details will appear including, room type (Based on # of rooms/# of guests that you entered on the first page), If you indicated that you needed 3 rooms for specific dates Available will only appear if all three rooms are available.

The nightly rate and estimated total costs will be calculated based on the length of stay indicated, any applicable taxes, and if an extra person fee, during the Room Search page at the beginning of the reservation process.

Review the various room types available based on your # of rooms/# of guests indicated during the Room Search process to ensure you pick the right fit for your stay.

This icon indicates if the hotel has availability for the entire length of your stay that you entered. If the main nights have availability, but there are no rooms early or after the main nights are not available, you may receive an orange note that the hotel is “Waitlisted” – Please see the next section for more details on waitlists.
Waitlisted Notification (if applicable)

In some circumstances, the length of stay may affect availability at the hotels during the full stay indicated in your search.

While the room(s) selected may be available during the “main nights” (Thursday and Friday of Convention), the hotel may have limited availability during one or more of the other days of your stay (before or after those main nights), triggering the Waitlist icon.

By completing this reservation as shown, you will be booked/confirmed for the nights currently available and if the waitlisted nights become available, you will be contacted by the Housing
Reserving Your Room

Once you are satisfied with your hotel selection and requested room type for your needs, click Reserve.

![Hotel Reservation Screen]

Although you are confirming your room type selection here, you will be asked to confirm it in later steps of the process.

Clicking reserve moves you to the next step to complete your reservation(s) and finalize your room selection.
Cancellation Policy

Once you have indicated your selection(s) by clicking Reserve, you will be prompted to review the cancellation policy for your hotel stay. Please be sure to note any potential charges for last-minute cancellations.

Hotel cancellations must be made no later than **72 hours** prior to your arrival date. Cancellation within 3 days, or failure to check in on your scheduled day of arrival may result in a one-night's room and tax penalty charged by the hotel to the credit card used for guarantee. In addition, be sure to verify check out dates at check-in as an early check-out may result in an early-departure fee.

Reservation changes and cancellations can be made with Maritz through Wednesday, November 1st, 2023. Use the link in your confirmation to access the Housing Service Center. Or contact Maritz customer service at ASHAHotel@maritz.com or 864-208-2571. Beginning Monday, November 6th, 2023 changes and cancellations must be made directly with the hotel.

By agreeing to the cancellation policy you acknowledge you have read and agree to the booking terms and conditions which incorporate the cancellation policy. Not agreeing will prevent a reservation from being completed.

Upon reviewing, click “I Agree to the cancellation policy”
Indicating Room Occupants

Before you can complete a reservation, you must indicate all room occupants.

- For (1) room with (1) occupant, you will add just your own or that individual's information.
- For (1) room with (2)-(4) occupants, you will add all of the occupant's information for that room.
- For more than one room with (1) or more occupants per room, all information should be indicated based in each room.

In this example, we have two rooms. This section is to add all occupants to the first room.

Click "Add Person" to add all relevant information for each occupant of the first room. (up to 4 people).

If you have more than one room, you will expand each room area to add the occupants for the additional rooms.
Completing Room Occupant Information

Occupant information must be completed for each individual staying in the rooms.

Occasionally, attendees have a different legal name (for hotel reservations) than they use for Convention registration (professional name). Please indicate the name listed on your registration IF DIFFERENT than your legal name on the hotel reservation.

Be sure to include your Hotel Rewards # (if applicable) to receive your points for your stay.

Please note: only one occupant per room can claim points, and only an occupant of a room may claim the points; if you are reserving rooms for others you may not use your own points.

Should an occupant have accommodation requests, please click here to fill out that section.

Including the ASHA ID is not required (and can be done later), it does help the ASHA planning team when offering assistance.

To ensure each occupant has access to the Housing Service Center, please provide the appropriate email address for each occupant.

Create a memorable password for each occupant (can be the same for each if desired) which, combined with their email address above can allow them to access their service center.

Please share passwords created with each individual occupant so they can access their Housing Service Center in the future.
Accommodation Requests

If applicable, please click on the **Accommodations button** when completing the Occupant information to indicate accommodation requests. In the screen noted below, you will have the opportunity to indicate all needs for that room.

Once accommodation requests have been made (if applicable), review and check to agree to the Maritz Terms of Use & select save to complete that occupant’s information. These steps will be repeated until you have completed filling out all occupants’ information for each room.
Bed Types & Additional Room Requests

Once Room occupant information has been inputted, please select the Bedding types (based on your occupants/needs) and list any additional room requests you may have.

If a room has more than (1) occupant, you will reconfirm your room type selection based on what was indicated in previous steps.

If you have additional requests for the room, indicate them here. (i.e., adjoining rooms, no feathers, in-room freezer/fridge, near elevator, etc)

Once you have completed your selections you will click the button at the bottom of the page.
Review & Check Out

One of the final steps in the process is reviewing your rooms, and ensuring all your rooms are listed.

Once you have completed your selections you will click the button at the bottom of the page.
Credit Card Information – Securing Rooms

A valid credit card must be provided for each room to secure your stay. If you are securing more than one room, you can use the same credit card or choose to use a different credit card to hold each room.

**Please note:** Your credit card will not be charged at this stage; this is just used for securing/guaranteeing the room.

Once you have completed your review of your registration go to the bottom of the page and click the button.
Credit Card Hold/Guarantee

Your credit card will not be charged during this process but will be on record to guarantee your reservation for all indicated rooms. You MUST select **SUBMIT** to complete the reservation.
Confirmation Page

Once a credit card is provided for each room, you will be taken to your confirmation screen.

If you have others sharing the room with you that you added, or made multiple room reservations, you are able to see confirmations for all guests on this screen.

However, if there is more than one occupant in your room, all guests will receive individual confirmation emails to the email addresses indicated in the Occupant Information process.

**Please note:** Email confirmations will come from email_confirm@confmail.experient-inc.com. You may want to add this to your safe sender’s list to avoid losing key information.
Upon completing your reservation, all occupants will receive a confirmation email to the respective email address indicated in their occupant information.

As the person handling reservation(s) for multiple occupants/multiple rooms (if applicable), we encourage you additionally to share the passwords you created for each occupant and the email address tied the reservation, so they have an additional way to access their reservation for reference or changes in the future.

However, the quickest way to access individual Housing Service Center information is through individual confirmation emails.

*** Please do not reply to this e-mail. It was sent from an automated system. ***

**Housing/Reservation Confirmation: 2023 ASHA Convention: Igniting Innovation**

Thank you for booking your hotel reservation for **2023 ASHA Convention**! Please review all information below for accuracy.

Be sure to save this email. Though you will be able to access and modify your reservation(s), if needed, through the main Housing site, the link below will give you direct access to your Service Center.

Please note the Confirmation ID below is your Maritz Confirmation ID to reference this reservation for cancellation or changes.

Use the link below for changes or cancellations.

You will receive an updated email after November 8, 2023 with a Hotel Confirmation Number that will be used to check in at your hotel.

[Click here to access your reservation via the Housing Service Center.](#)
Accessing Housing Service Center (continued)

We highly encourage you to keep your confirmation in an easily accessible location for quick access back to your reservation. However, should you misplace your confirmation email, you can log-into your Housing Service Center by visiting the Housing Reservation Website, clicking on “Already Booked? Log In Here” (see below) and enter the email address and password that was created during the Occupant Information step of the reservation.
Housing Service Center

After your reservation is complete, you will have the capability to revisit your Housing Service Center to change your duration of stay, add a room, modify occupants, cancel your room, or resend a confirmation email.

In the event you want to change your hotel reservation to an entirely different hotel, you can click on **Add a room**, book a new hotel using the steps listed at the beginning of this document, then cancel the hotel reservation no longer needed. After the changes have been made, an updated confirmation email with the changes will be available in your **Housing Service Center**.
Changing Hotel Reservation to New Hotel

In the event you want/need to change your hotel reservation to an entirely different hotel, you can click on **Add a room** from your **Housing Service Center**, book a new hotel stay using the steps listed at the beginning of this document, then cancel the original hotel reservation from your Service center that you no longer need.

In this example, the occupant added a new hotel stay but will need to cancel the reservation no longer needed (if applicable) to avoid having two reservations and paying at both hotels.
Customer Service

Have additional housing questions or need help? Contact Customer service at 864-208-3706 or ASHAHousing@maritz.com (Monday – Friday 9:00 a.m. – 5:00 p.m. ET).