

**KEY CONFERENCE DATES**

**Housing Available**  
APRIL 9, 2018

**Kick-Off Happy Hour**  
APRIL 10, 2018

**Official Conference Days**  
APRIL 11-13, 2018

**Last Night of Housing**  
APRIL 14, 2018

**When does conference housing open?**

Housing is open now!

**Is there a side-by-side comparison of the conference hotel options?**

To find a side by side comparison of hotels click [here](#)

**How do I make a reservation?**

Go to the Home page and click on ['Book Your Room'](#)

**Will I need to provide a credit card to reserve my room?**

You will need your credit card to confirm your hotel reservation. Charges will not be made prior to arrival. The hotel will request a credit card upon check-in.

**Can I request a specific room type?**

Room type is based on availability. Your request will be taken into consideration but cannot be guaranteed. All ADA requirements will be accommodated.

**Can I have a roommate?**

Yes, have one person make the hotel reservation and enter the 2nd person's name when requested.

**Can ACT-W match me with a roommate?**

ACT-W is **unable** to match roommates on attendees' behalf.

**Why isn't the hotel I'm looking for showing up in my search?**

All hotels that have your housing dates available will appear as options for you to book.

**Can I book a room before or after the conference dates?**

Every effort will be made to extend the discounted hotel rates before and after the official conference dates. Please indicate the additional dates when you book your hotel room on the housing site.

**How far is my hotel located from the convention center?**

Please click for [here](#) for a comparison chart and Lightrail map of conference hotels.

**How do I get to the convention center if I'm staying outside the downtown area?**

Transportation is **NOT** provided by ACT-W. Uber or the Phoenix Lightrail is recommended.

**How much does the light rail cost?**

A one-way trip on Light Rail is \$2.00. Multi-day passes are also available.

**Can I make changes to my reservation directly with the hotel?**

Changes cannot be made directly with the hotel. You may modify your own reservation by going to the home page and clicking on ['Modify Your Room'](#)

**What is the cancellation policy?**

Failure to cancel your reservation before **Monday, March 12, 2018** will result in a cancellation fee of room & tax for the full stay. This fee will be charged to the card on file.

**What if I depart on a different day than was on my original reservation?**

You are financially responsible for all days in your reservation.

**What is the no-show policy?**

If you do not cancel your reservation before **Monday, March 12, 2018** OR do not check-in, you will be charged a cancellation fee of room & tax for the full stay. This fee will be charged to the card on file.

**What if I arrive a day later than my booked check-in date?**

**Your room will be released back to the hotel's inventory if you do not check-in on the day you have reserved.** Under these circumstances you will NOT have a guaranteed hotel room and may be charged penalties.