

BEWARE OF FALSE AND FRAUDULENT HOUSING CLAIMS

Dear Congress 2020 Attendees and Exhibitors,

Congress 2020 has designated MCI USA as the **ONLY** official housing provider for the upcoming event in Orlando. We have been informed that there are some fraudulent organizations (specifically, Ontrak Expo) that have been deliberately trying to present themselves as official partners of APA Congress. **Again, MCI USA is the ONLY official housing company.**

It is not in your best interest to book rooms through these companies for the following reasons:

1. Most do not have blocks of rooms; they simply contact another source and resell a room from them at a higher rate.
2. The hotels are not sanctioned by or inspected by Congress, which could mean the quality of the hotel is unknown.
3. Hotels booked through these identified companies may require hefty deposits, full pre-payments and steep change/cancellation fees.
4. They provide an attendee no on-site support – which means if you do incur a problem while checking in and out, **these** identified companies will not assist you with your reservation. Due to the fact the reservation is not in the MCI USA data system, no on-site assistance by Congress (MCI USA) can be provided.
5. Reservations made through these companies are not supported by Congress.
6. If a hotel reservation is made at a hotel not included in the Congress block, shuttle service will not be made available to and from the convention center (*this may result in you incurring costs for car rental, taxi and daily parking at both the hotel booked outside of the Congress' block*)

Any reservations made using a housing company outside of MCI USA is not supported by Congress and may not be guaranteed.

Benefits to booking your room reservation through MCI USA are:

- There are no fees or penalties to make changes to your reservations.
- There will not be any problems receiving a refundable deposit if room reservation is cancelled within the hotel's cancellation guidelines.
- Call center support to assist you prior to your arrival and full on-site staff support is available if you incur any issues while on site.

Please contact us if you have any questions.

Thank you,