



## Frequently Asked Housing Questions & Answers

- **Why should I book with onPeak instead of directly with the hotel?**
  - By making your reservation within your event's official housing block, you are supporting the event and ensuring lower overall costs such as registration and convention center fees. Personally, you benefit by receiving the lowest rate for your room(s) as well as added services and incentives only available to those who book through onPeak.
  
- **Shouldn't I just book my hotel through my company's travel provider?**
  - Booking with anyone other than onPeak does not allow you access to the official, discounted rates negotiated specifically for the event. You will also miss out on the reservation flexibility and other benefits that come with booking in your event's official hotel block. If your company mandates that you use your corporate travel arm or another company to book your hotel/travel, it's worth asking your travel manager to book through onPeak to receive the benefits of your event's official hotel block. We're happy to work with them, too!
  
- **What are my options when my hotel choice is unavailable?**
  - Hotels rooms offered through onPeak at discounted event rates are limited and available on a first-come, first-served basis. While conducting your search, the online system reflects up-to-the-minute availability and booking options.
  
- **Can I book rooms at a government rate or other special rate?**
  - Yes, in some cases government rates or other special rates are part of the contracted inventory for the event and will be noted as such. If you are interested in these rate types, please contact onPeak directly at [HELIXPOhousing@onpeak.com](mailto:HELIXPOhousing@onpeak.com).
  
- **How can I book/manage a group of hotel rooms?**
  - Group reservations (those including multiple rooms) can generally be difficult to book, coordinate and manage. Our online system makes this complex responsibility easy: simply look for the "Group Bookings (2+ Rooms)" option when conducting your initial search and you'll be all set to make/manage rooms for your whole team with more flexibility than anywhere else.



- **How can I book a suite or request an upgrade?**
  - Suites and upgrades are based on availability and are at the discretion of the show manager. **All suites must be reserved through onPeak.** For options regarding suites or upgrades, please contact onPeak by emailing [HELIXPOhousing@onpeak.com](mailto:HELIXPOhousing@onpeak.com)
  
- **How can I book a meeting space inside of the hotel or other venue?**
  - Yes, meeting space and other venue needs can be negotiated directly with the hotel(s) and/or local venues. A contract may be required, and the organization, not onPeak nor HAI should be named in such contractual agreements.
  
- **What's the difference between a double occupancy room and room with 2 beds in it?**
  - The types of hotel rooms and rates we offer are generally determined by the hotel. Some hotels determine rates by the size/type of room, and some hotels determine the rate by how many people are staying in the room. Double occupancy is defined as 2 people sharing a room and does not necessarily mean that 2 beds will be in the room. If you wish to have 2 beds in your room, you can make that request during the booking process.
  
- **Are my special requests guaranteed?**
  - All requests are at the discretion of the hotel (e.g., high floor, 2 beds, early check-in, etc). While the hotel will generally do everything in its power to honor requests, requests cannot be guaranteed until check-in unless specifically described in your room type.
  
- **Am I able to get hotel points when I book that property through onPeak?**
  - Yes, you can earn rewards points with your preferred hotel chain when booking in the official hotel block—simply enter your rewards or frequent guest number when booking through our online system. When we transfer your reservation details to the hotel approximately 2 weeks prior to the event, your frequent guest number will be included with your information and you will receive your points.
  
- **How do I contact onPeak?**
  - Call to speak with our agents at (855) 211-4898 between 8:00 AM and 5:00 PM, Monday - Friday Central Time USA. If you have an existing reservation, please have your onPeak Attendance/Group ID number handy.
  - You can also email [HELIXPOhousing@onpeak.com](mailto:HELIXPOhousing@onpeak.com).