**Frequently Asked Questions**

* Q. If I have questions about the reservation form, who do I contact at the hotel?
1. Ms. Julie Jones, Group Coordinator, she can be contacted by calling the front desk at (315) 457-1122 and ask for Julie Jones at extension #7912 or

Email: jjones@staysyracuse.com

* Q. When is the deadline for reservations?
1. All reservations must be received by **Friday, March 3, 2017**.
* Q. I can cancel reservations until when?
1. Monday, **March 6, 2017** is the absolute last day individuals are able to cancel their reservations; there will be no exceptions. After that date you will pay in full for the reservations made that are confirmed.
* Q. Will I receive a confirmation once my reservations are made?
1. Confirmation numbers will be sent to person with an email listed on the hotel registration form for each group. So make sure information is clear.
* Q. What do I need to submit with my reservations form to insure they will be complete and a confirmation will be sent?
1. Hotel reservation form filled out completely.
2. Make sure all information is legible.
3. If tax exempt form needs to be attached to the reservation form.
	1. ST129 Tax Exempt Form – you may use any form of payment (credit card, purchase order, or corporate checks, but no personal checks) for the reservations
	2. ST119 Tax Exempt Form – your payment must match the tax exempt form information and include a photo copy of your form of payment.
4. A form of payment must be indicated on the form, so the method of payment is known at the time you submit the reservation form.
5. The date of arrival and departure needs to be clearly noted for each individual on the form.
6. Any dietary restrictions for advisers /students’ needs to be indicated on the form.
7. If you use a debit card to pay or hold reservations, know that the hotel will authorize and change the full amount at the time you make the reservation.

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1. Purchase Order (PO) – must contain the following information:
	1. Arrival and Departure dates
	2. List of authorized charges
	3. Number of rooms with occupant names
	4. Billing address
	5. Phone number
	6. Contact person information
	7. Signature of authorization
* Q. Dietary and allergy restrictions members might have?
	1. Please indicate all restrictions on the reservation form. During the conference please confirm your dietary/allergy needs to the banquet server at each meal. The server will accommodate the individual with a meal that meets their needs.
	2. Please know that the meals have been designed to meet most dietary restrictions.
* Q. Room types available at the Holiday Inn Syracuse/Liverpool?
	1. King (1 king sized bed in a room)
	2. Doubles ( 2 double sized beds in a room)
* Q. What amenities are included at the Holiday Inn Syracuse/Liverpool?
	1. Complimentary parking for buses and space of up to 1,000 vehicles.\
	2. Indoor heated pool. It will be available only at designated times during the conference.
	3. All guest rooms have coffee makers in the rooms. Refrigerators and microwaves are not available in all rooms and if requested might cause an additional charge to the room.
	4. Complimentary coffee station (located outside the restaurant entrance to the left of the front desk lobby every morning for guests.
	5. Guest laundry (complimentary machine use – guests provide own soap, and dryer sheets.
* Q. Ordering food from outside establishments and curfew.
1. Many times groups order pizza or other food later in the evening for the students.

 If the students are ordering food, they must make sure that it will be delivered before their curfew or make arrangements with the adviser to pay for and pick up the food in the hotel lobby. All students must be in their assigned rooms by curfew. If the food order comes in after the curfew the advisers will be called to the lobby to pay for the delivery for their students. So please make sure that your group’s policies are clear.