

**GALA Choruses Festival 2008 Miami**  
**Online Hotel Convention and Visitors Bureau Registration FAQ's:**

***Hotel Booking FAQ's:***

**Q. When does the reservation website open for booking our hotel reservations?**

A. The site opens on January 29<sup>th</sup>, at 12:00 noon EST.

**Q. When does the reservation website close for booking?**

A. The site will close on June 16<sup>th</sup>.

**Q. Are we able to book rooms without going through the Convention and Visitors Bureau's registration system?**

A. No. All of the bookings have to go through this system, so the hotels will redirect you to the CVB to make your reservations. The hotels have blocked off a guaranteed number of rooms especially for our choruses at the special rate available through the site.

**Q. Can we book a hotel room for fewer days than the entire length of the festival?**

A. Yes. While we hope that you'll be able to join us for all of the fun events that we have in store for your chorus, you have the option in the opening screen of setting your check-in and check-out dates to meet your needs.

**Q. Are we able to arrive prior to the 12<sup>th</sup>, or stay past the 19<sup>th</sup>?**

A. Yes, as long as your hotel has room availability for the dates. You will be able to select your desired dates and the hotels with inventory over those days will show up on the screen.

**Q. If a room is reserved for 7 days, but upon checking in (or afterwards), I find that I need to cut my stay short – am I responsible for paying for the full 7 days?**

A. At the time that you check in, the hotel's front desk will confirm your departure date. If you need to change your departure date, your hotel may require you to pay an early departure fee. If this is something you are concerned about, you should contact the hotel at which you are interested in staying to find out what their policy is. Again, your actual stay will need to be booked through the CVB system.

**Q. Does the hotel care if you reserve a room for a week for two or more people and then one or more of those folks leave during the week? Will we still have the room?**

A. This is no problem, as long as there is still one person occupying the room.

**Q. If I plan on having more than one person in a room, but am not yet sure who is staying in my room, can I still make a reservation?**

A. Yes, the online reservation can still be made. While it will make the process run more smoothly if you have the names of everyone when you make the reservation, you can simply enter a placeholder name for each additional guest in your room. You will then need to contact the CVB to update your registration (in writing) once your plans are set.

**Q. Are there any limitations on how many rooms a single chorus can reserve at a single hotel?**

A. There are no limitations – a chorus can conceivably book their entire group in one hotel. However, in each online reservation session an individual can only reserve up to 25 rooms with the same arrival and departure dates and room types (one bed/two beds)

**Q. If I need to change one or more of my reservations after I have made them online, how do I do this?**

**A.** You will need to contact the Miami CVB directly and inform them of your changes. All changes must be made *in writing*. The contact information for the CVB will be posted when the site goes live on the 29<sup>th</sup> of January.

***Payment FAQ's:***

**Q. When making multiple room reservations, can we use one credit card to reserve the rooms and then at check-in have each individual provide their personal credit cards for payment?**

**A.** You can use one card for multiple reservations and then have one person in the room use their credit card for the actual stay. If the room and tax is being paid by a corporate card and personal credit cards are used for incidentals you will either have to have the corporate card to present at the time of check in for each room or request the appropriate paperwork in advance for the corporate card to be used for room and tax for specific rooms. A separate card must be presented at check in for incidentals.

**Q. Will someone be able to pay for the room by using hotel points while using this system?**

**A.** Short answer is no. Rewards days are generally charged at different (higher) rates than the rates we were able to negotiate for the festival. However, you may be able to use points to upgrade your room (this is up to the hotel).

**Q. Can the deposit for the first night be made with a check instead of a credit card?**

**A.** Yes. However, you are not then able to register using the online system. You will need to fax or mail in your reservation to the CVB. They will then register you and send you a confirmation. You will then send a check for the deposit, MADE OUT TO THE HOTEL at which you are staying, and send it to the CVB.

**Q. How does the chorus notify the hotel that our reservations are tax exempt?**

**A.** First, your organization must be sales tax exempt IN THE STATE OF FLORIDA – exemption in your own state will not allow the hotel to waive the sales tax. Then the organization must be the one making payment for room and tax with a corporate card or check that matches the name on the sales tax exemption certificate. Also, it only exempts you from the 6% state portion of the tax, not local taxes.

Information on applying for exemption can be found at:

[http://dor.myflorida.com/dor/taxes/sales\\_tax.html](http://dor.myflorida.com/dor/taxes/sales_tax.html)

and the form to apply to the state for exemption can be found at:

<http://dor.myflorida.com/dor/forms/2003/dr5.pdf>