

## Housing Policy

### HOTEL RESERVATIONS

All hotel reservations must be made online after completing the online conference registration form. To take advantage of the discounted hotel rates, you must be registered for SAPHIRE NOW and ASUG Annual Conference. The link to book housing is available on the registration acknowledgment page, as well as by re-accessing an existing registration.

### HOUSING RESERVATION DEADLINE

SAP and ASUG hotel blocks fill up quickly so we strongly encourage you to reserve your hotel room early to be given the opportunity to book at the conference hotels. Discounted hotel rates, based on hotel availability, will be available until May 21, 2018.

### HOUSING DEPOSIT POLICY

A deposit of one (1) night's room and tax is required to guarantee your reservation. The deposit may be reflected on your credit card statement as early as May 12, 2018. A credit card must be presented at check-in as the final method of payment.

### HOTEL CHANGES AND CANCELLATIONS

Changing or canceling a conference registration will not alter or cancel a hotel reservation. Changes or cancellations to an existing hotel reservation may be made online by using the [Access My Registration](#) function and selecting "Book/Modify My Hotel." You will need the guest's last name and the Passkey Acknowledgment Number to log in; this information can be found in the hotel acknowledgment e-mail. After Monday, May 21, 2018, contact your hotel directly for changes and cancellations. Please note that changes to an existing hotel reservation are subject to availability.

All hotel cancellations must be made at least three (3) business days prior to the scheduled arrival date to receive a refund of the one (1) night's room and tax deposit. Failure to check-in to the hotel on the scheduled arrival date will result in forfeiture of the one (1) night's room and tax deposit and the remaining nights of the reservation will be canceled. SAP and ASUG will not be responsible for cancellation or no show charges.

### HOTEL RESERVATION ALERT!

Please be aware that unaffiliated hotel and travel groups may offer you discounted or wholesale hotel pricing. Neither SAP nor ASUG can verify the authenticity of these companies or their representations, and will not be able to provide a resolution to issues related to reservations made through these agencies.

SAP and ASUG have partnered with ConferenceDirect, the official housing bureau for SAPHIRE NOW and ASUG Annual Conference, to provide housing reservations and customer service for our program. Feel free to [contact them](#) if you have any questions about the booking of your hotel reservation.

See the [list of official conference hotels](#).