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 SAP Customer Experience LIVE. 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 Customer Experience LIVE hotel blocks fill up quickly, so we strongly encourage you to reserve your hotel room early to get the best opportunity to book at the conference hotels. Discounted hotel rates, based on hotel availability, are available **until April 24, 2019 or until the official conference hotel blocks are filled**.

Housing Deposit Policy

A deposit of one night's room and tax is required to guarantee your reservation. The deposit may be reflected on your credit card statement as early as April 11, 2019. 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 can be made online prior to canceling the conference registration. Use the [Access My Registration](#) function and select "Modify My Hotel" or "Cancel My Hotel" in the bottom-right corner. You will need the guest's last name and Passkey Acknowledgment Number to log in; this information can be found in the hotel acknowledgment e-mail. After Wednesday, April 24, 2019, contact your hotel directly for changes or cancellations. Please note that any changes to an existing hotel reservation are subject to availability.

All hotel cancellations must be made at least three business days prior to the scheduled arrival date to receive a refund of the one 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 night's room and tax deposit and the remaining nights of the reservation will be cancelled. SAP 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. SAP cannot 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 has partnered with ConferenceDirect, the official housing bureau for SAP Customer Experience LIVE, 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](#).