

## 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 5, 2017.

### 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 April 21, 2017. Cancellations must be made at least three (3) business days prior to your arrival date for refund of your one (1) night's room and tax deposit. A credit card must be presented at check-in as the final method of payment.

### HOTEL CHANGES AND CANCELLATIONS

Conference registration and hotel reservations are managed independently. 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 Acknowledgement Number to log in; this information can be found on your hotel acknowledgement e-mail. After Friday, May 5, 2017, contact your hotel directly for changes and cancellations. Please note that changes to an existing hotel reservation are subject to availability.

All hotel cancellations made within three (3) business days of arrival will result in a cancellation fee of one (1) night's room and tax charged to the credit card on file. Failure to check in to the hotel on the designated arrival date will also result in a one (1) night's room and tax charge to the credit card on file 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 note that several unaffiliated wholesale hotel and travel groups have been soliciting both current and former exhibitors. Unofficial companies may be offering discounted or wholesale hotel pricing for SAPHIRE NOW and ASUG Annual Conference. Neither SAP nor ASUG can verify the authenticity of such companies or their representations, and will not be able to provide a resolution to issues related to reservations made through these agencies.

You will be given an opportunity to book your hotel immediately after submitting your online registration. SAP and ASUG have contracted with ConferenceDirect, the official housing bureau for SAPHIRE NOW and ASUG Annual Conference, to provide housing reservations and customer service for our 2017 event. Feel free to [contact them](#) if you have any questions about the booking of your hotel reservation.

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