



## Hotel Guarantee, Confirmation, and Cancellation Policies

**Guarantee** - All reservation requests must be accompanied by a credit card guarantee for one night's room and tax or check deposit for one night's room and tax. (Tax is currently 12 % and subject to change.) Hotels may charge the credit card for one night's room and tax no sooner than November 2, 2009. Housing forms received without a valid guarantee will not be processed. Faxed requests must include a valid credit card. Check deposits must be mailed with a completed housing form.

**Confirmation** - An acknowledgement of your room reservation will be sent directly to you by The Housing Connection (ASHP's official Housing Company). Please review all information for accuracy. If you do not receive one or have questions, call 877-505-0675 or 801-505-4613. You will not receive a confirmation from your hotel.

**Cancellations/Changes** - Cancellations and changes to the names of occupants or arrival and departure dates must be made directly with The Housing Connection. Cancellations after October 1, 2009 will be subject to a \$50.00 cancellation processing fee, per reservation. If a cancellation occurs within two weeks of arrival, you may forfeit one night's room and tax. Cancellations and changes can be emailed to [ASHP@housingregistration.com](mailto:ASHP@housingregistration.com).