2020 Accommodations Booking Information

Edmonton 2020 Nationals Breakdown

Tournament 1: May 13 – 16, 2020
> Age Categories: 15U and 17U
> Team Check-In: May 13th
> Competition: May 14 – 16th

Tournament 2: May 16 – 19, 2020
> Age Categories: 16U, and 18U
> Team Check-In: May 16th
> Competition: May 17 – 19th

Tournament turnover dates: Friday, May 15th and Saturday, May 16th

Key Booking Information

Booking by Tournament - Hotel bookings will open based on the Tournament 1 and Tournament 2 schedule. There will be two different links with separate (but equal) inventory, based on tournament dates. Teams will only be able to book hotel rooms for the tournament they are registered for.

Tournament 1 (15U, 17U teams only) online booking opens: **Monday, January 20 at 12:00 EST**
Tournament 2 (16U, 18U teams only) online booking opens: **Tuesday, January 21 at 12:00 EST**

Ex. 18U teams are not permitted to book on the January 20th opening date, as the room inventory is only available for Tournament 1 dates and the team will not have a team code yet.

12 rooms maximum per team: to ensure we are able to accommodate all teams in Edmonton we have set a 12 room maximum on initial team blocks. However, more rooms can be requested in the comment section. We will do our best to accommodate any additional requests based on a priority sequence once all teams from both tournaments are booked.

Room night allocations based on tournament dates: Due to high demand during tournament turnover days (Friday and Saturday), we have automatically set booking dates in the HTG booking link based on tournament dates.

Tournament 1 room night allocation– May 13-15 (Check out on the 16th)
- If you need room nights before the 13th, please be sure to change your arrival date.
- Room requests from the 16-19th should be requested in the comment section and will be placed in a queue system. Hotel options for those nights will be confirmed based on availability after Tournament 2 teams have booked; approximately 10 working days after their booking opening date.

Tournament 2 room night allocation – May 16-19 (Check in on the 16th)
- If you need room nights after the 19th, please be sure to change your departure date.
- Room requests for the 13th -15th should be requested in the comment section and will be placed in a queue system. Hotel options will be confirmed based on availability after Tournament 1 teams have booked; approximately 10 working days after their booking opening date.

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Priority on the turnover days (Friday and Saturday) will go to those teams that are competing the following day. **HTG will accommodate all requests** and will do their best to find rooms in the same hotel for the turnover days, however, this will be based on availability. If teams are wishing to extend their stay in their choice hotel, they are encouraged to do so before May 13th or after May 19th, when hotels have more availability.

Tips for booking your top choices:

For those in charge of booking team accommodations, here are some tips:

- Team Code: Have your team code(s) ready!

- Choose 5 hotel options in advance: choose at least 1 hotel in a different area of the city than the others. Please note; you will be required to input your top 5 choices in the booking process.

- Prepare for the 12 rooms maximum per team: However, more rooms can be requested in the comment section of your booking request. HTG Sports will prioritize the teams 10 room block and will do their best to accommodate the additional request as soon as possible based on availability once the majority of teams have booked for both tournaments.

- Individual and parent rooms should be included in your block of 12 rooms.

- Be ready at 12:00pm EST! The HTG portal works on a queue system; the first people to submit their contact info and team codes into the system after 12:00pm EST will receive the confirmation email and live booking link first from HTG.

- Review the Stay to Play policy and FAQ document on the event page before the booking portal opening date.

- Have good internet access and an updated browser to avoid delays.

- If you are booking for multiple teams, plan in advance:
    (a) have one person book all teams (in the same tournament) in one session using the 'book another team' function. This function allows you to circumvent the queue when booking additional teams.
    (b) assign one person per team go through the queue and book when the link goes live

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Team Booking Process

1 – Register your team for the event on the [Volleyball Registration System](#) on the appropriate date, listed below. An automatic confirmation email will be sent to the identified team contact* after completing the registration process. The registration confirmation email will contain: (1) a unique team code and (2) the link required to book accommodations. This link will not go live until the specified date; so have this email handy on your booking opening date:

Monday, January 20th at 12:00 EST (15U, 17U teams only)
Tuesday, January 21st at 12:00 EST (16U, 18U teams only)

If the team contact is not in charge of booking accommodations, please forward this email to the appropriate person prior to the accommodations opening date.

Event Registration Dates:

- January 8 12:00 EST – 17U Boys & Girls
- January 9 12:00 EST – 15U Boys & Girls
- January 14 12:00 EST – 18U Boys & Girls
- January 15 12:00 EST – 16U Boys & Girls

Registration Confirmation Email – Example

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Hotel Booking steps

1) **Click on the booking link in the event registration confirmation email.**

2) **Entre your email address and required information.**
   a. If you are an existing HTG client, you will be automatically redirected to input the following information: team club/group name, division/category, team code.
   b. If you are NOT an existing HTG client, you will be automatically directed to input the following information: first & last name, phone number, team club/group name, division/category, team code.

3) **Wait in the queue.** Once the required information is submitted, teams will automatically be placed in the queue for booking. A queue system will be in place during high volume booking request periods; i.e. on the opening days of accommodations booking. During the queue you can continue to view the preview link which will reflecting current inventory.

4) **Monitor your email.** A hotel booking link will be emailed to you from melanie@htgsports.com as soon as your place comes up in the queue. We advise that you continue to refresh your email. It could take up to 60 minutes to be processed through the queue, however, this is subject to change depending on high volume. Please add Melanie's email to your safe list and check your spam during the queue wait.

5) **Open the Hotel Options (booking link) Email.** When you receive the hotel options email from HTG, click on the "Login Directly" link found at the bottom of the email, this will bring you to the hotel selection page.

6) **Review and select hotel choices.** After you click on the login directly you will be prompted to the HTG hotel booking webpage. Click on the "bed" icon to view the list of hotels.
   a) Choose your 1st hotel choice by clicking on the "book this hotel" button next to your first choice hotel.
   b) Input the number of rooms required. Individual and parent room requirements should be included in your block
   c) Confirm the number of nights required. For your convenience, dates will be automatically set based on tournament dates
   d) Choose your 2nd - 5th alternate hotel choice to allow for faster turnaround time
   e) Fill out the "comment" box for special requests/details
   f) Click Submit

Booking for Multiple Teams *in the same Tournament*

7) **Use "Book Another Team" function.** Once you have submitted your first team's hotel request you will be redirected to a "room summary webpage". On this screen, there will

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be a "book another team" button for those booking for multiple teams. (Repeat Step 6a-f for each team). ***Please note: you will need all unique team code to book for each additional team in the same tournament.***

8) **Check your email.** Teams will receive a "hotel confirmation" email which indicates that their hotel is booked and confirmed.
   a. HTG will confirm 1st hotel choice if available. Otherwise, HTG will automatically confirm you in one of your alternate hotel choices.

9) **Login to HTG Dashboard.** Teams can access confirmed hotel bookings through the "login directly" link attached in the Hotel Confirmation email. This will redirect you to a personal team "Dashboard" with all hotel information and rooming list access. Additional team blocks can also be booked at this point by clicking the "Book Another Team" button within the dashboard.

10) **Forward Rooming List Entry link to those in the team block.** Teams will receive another email with the "Rooming List Entry Link" that can be forwarded to any/all team members/parents to book and manage their individual rooms.

Notes:

1. For large room block requests (multiple teams from the same club), our first priority will be to keep all rooms at the same property. This means you may end up with any of your hotel selections from 1 to 5. If this is not possible, we will fit as many rooms in one hotel choice and the remaining in another one of your hotel choices.

2. All teams looking to book on opening day will be confirmed or will be in communication with HTG staff about confirming the booking by end of opening day.

If you have issues while completing the booking process only, please contact Carrie Lynn Bonavia clbonavia@htgsports.com or 1-800-668-5596 x 305.