

2020 Ottawa Nationals - HTG Booking Process



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

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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 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. Individual Parent room bookings – Parents can use the “Rooming List Entry Link” email that can be forwarded to you by the accommodation/team manager.
3. 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.