Volleyball Canada: Hotel Booking Guide

EventConnect™

http://eventconnect.io

Access through Link in Welcome Email

Volleyball Canada Team Managers will be receiving access to the Event Portal via an email message.

The email will be sent to each team contact (as identified at registration), within 24 Hours of their team registering for Nationals.

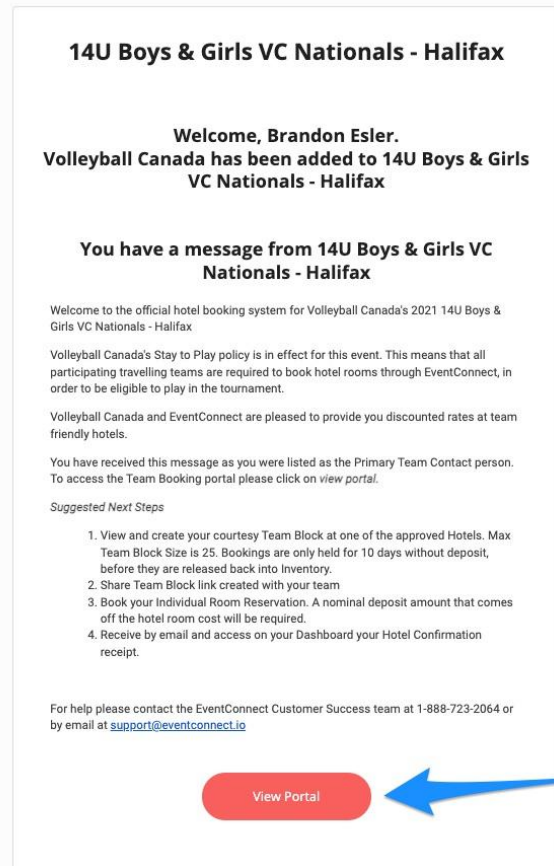At the bottom of the email, there will be a "view portal" button.

Click this button to gain access to the Hotel Feed and begin your Team Hotel Blocking Process.

Hotel Booking Periods by Event

Halifax 14U Boys & Girls Nationals - February 22nd 2022 at 11:00 AM EST

Richmond 14U Girls Nationals - February 22nd 2022 at 3:00 PM EST

Burnaby 14U Boys Nationals - February 22nd at 3:00 PM EST 2022

14U Boys & Girls VC Nationals - Halifax

Welcome, Brandon Esler.
Volleyball Canada has been added to 14U Boys & Girls VC Nationals - Halifax

You have a message from 14U Boys & Girls VC Nationals - Halifax

Welcome to the official hotel booking system for Volleyball Canada's 2021 14U Boys & Girls VC Nationals - Halifax

Volleyball Canada's Stay to Play policy is in effect for this event. This means that all participating travelling teams are required to book hotel rooms through EventConnect, in order to be eligible to play in the tournament.

Volleyball Canada and EventConnect are pleased to provide you discounted rates at team friendly hotels.

You have received this message as you were listed as the Primary Team Contact person. To access the Team Booking portal please click on *view portal*.

Suggested Next Steps

1. View and create your courtesy Team Block at one of the approved Hotels. Max Team Block Size is 25. Bookings are only held for 10 days without deposit, before they are released back into Inventory.
2. Share Team Block link created with your team
3. Book your Individual Room Reservation. A nominal deposit amount that comes off the hotel room cost will be required.
4. Receive by email and access on your Dashboard your Hotel Confirmation receipt.

For help please contact the EventConnect Customer Success team at 1-888-723-2064 or by email at support@eventconnect.io

View Portal

Step #2 - Hotel Portal → Shopping for Team Hotels

After receiving your welcome email and clicking on the View Portal button you will be directed to the EventConnect Hotel Portal.

Here you will be able to shop all available Event Hotels with the ability to view the price, amenities offered, pictures of the hotel and additional hotel information.

This page will allow you to set up a **courtesy block of rooms** for your team and/or instantly reserve the rooms for your team.

This symbol highlights your most popular host hotel.

Click "Select Your Room" to open a detailed view of the hotel's inventory.

When you click on **Hold Group Rooms**, you will be prompted to log-in to your EventConnect account.

If you **do not** have an account, put in the email you would like to use for your account and you will be prompted to create one.

Once you have created an account, use the booking link and you will return to the hotel feed now logged in as a user.

Once a hotel has been selected, you will have the ability to set up a *Courtesy Block* on a set of rooms.

This *Courtesy Block* will allow you to hold rooms for *10 days* without any money being paid.

Once the block is activated, Team Managers will need to send the booking link to all team members for the reservation to be completed.

Depending on the Hotel, you will have the ability to book & block different rooms types based on your team's unique needs.

Note: All teams are limited to holding a maximum of 12 rooms per team.

Click "Hold Group Rooms" to create a room block hold.

Click "Book Now" to book rooms right away.

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Step #5 - Customizing Team Hotel Block

Once you have decided on your desired team hotel you have the ability to select and hold the number of required rooms that you will need to house your team.

This service is offered free of charge.

If the hotel does not have enough inventory allocated for your block, an instant request will be sent to the hotel to procure the required rooms.

Select **how many rooms** you will need for your team on each day.

See a breakdown of your block per night.

After clicking the "Next" button you will have instantly made a courtesy block. Courtesy blocks will be on a ***10 day hold .*** Any rooms not reserved by the end of that period will be released back into general inventory.

Once a courtesy block has been made, Team Managers can either:

A)   Share the booking link with all team members (*found under share with team*) to enable players to reserve their own rooms

B)   Book all rooms for the team by selecting the "Book Now" button

Direct link to share the block with your team.

Block timer indicates how long until block expires and inventory is returned to hotel.

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Team Manager/ Team Participant Booking Process

This process can be done from either the Team Manager page or from Team Members accessing the Group Block via the booking link sent to them.

Here you will "Select Your Room" on the hotel that is blocked for your team. A card with the "Book Now" button will appear which will allow the user to begin the reservation process.
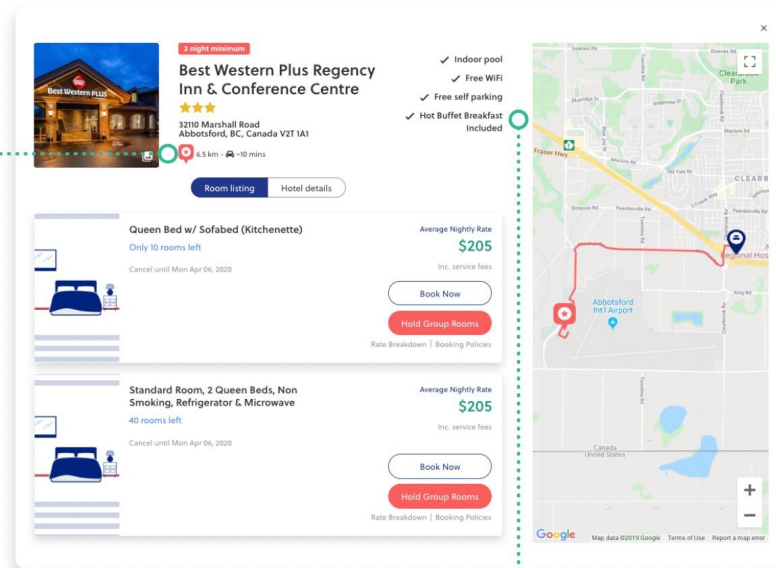
Distance from this hotel to your event venue.

The amenities offered by this hotel to their guests.

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Here you will enter and customize the details of your stay. The following items will be customized:

- Number of rooms you will need for your stay
- Check-in & Check -out dates
- Number of Adults
- Number of Children
- Special Requests which include hotel reward points

The small deposit needed to hold your rooms until check-in.

The amount you saved by booking with EventConnect.

To confirm a reservation in the system, users are required to pay a small service fee. This is a non-refundable service fee that is taken off the total amount that is owed to the property. The remainder of the balance will be paid at the time of check-in.

Special Note Regarding Service Fees

In 2020, when Volleyball Canada events were cancelled, the non-refundable Service Fee was not returned. Going forward, anyone who booking in 2020 and re-books for an event in 2022 will receive a full refund of their previous Service Fee. This will be automatically done when a user reserves a room with EventConnect for a 2022 Volleyball Canada event.

Going forward, if a Volleyball Canada event is affected by factors falling under the Force Majeure, like COVID-19, service fees will be refunded.

If you have re-booked with a different email address then last year and want to ensure you receive your refund, please contact EventConnect at 1-888-723-2064 or support@eventconnect.io

You must review and agree to the details of your cancellation policy and booking policy before confirmation.

Amount due to hold rooms.

The EventConnect platform is a self serving platform that will allow Team Managers to:

A) Share the hotel feed with team members
B) Review Reservation/ Team Rooming List
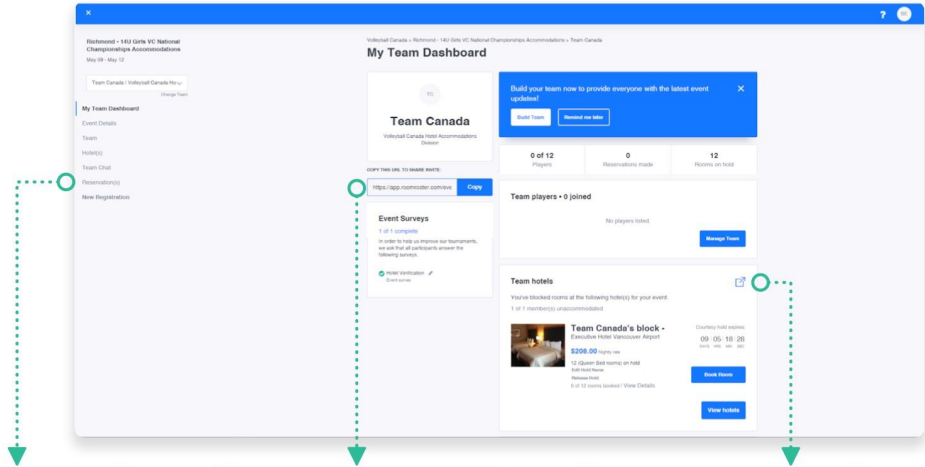
Click "Reservations" to view the team members who have reserved accommodations.

Invite your team members to ensure everyone is connected through the EventConnect platform.

Use this link to quickly share your Team Hotel Block to team members.

EventConnect Customer Success

EventConnect is a proud partner of Volleyball Canada National events and we look forward to working with you and your teams to ensure a streamlined and memorable event lodging experience.

For additional support please contact:

Team Relations Department	Hotel Support Team
Contact Information Ph: 1-888-723-2064 E: teamsupport@eventconnect.io	**Contact Information** Ph: 1-888-723-2064 E: support@eventconnect.io
Areas of Focus ● Team Manager and Travel Coordinator Support ● Hotel Questions and Additional Information ● Team Block Activation ● Software Support	**Areas of Focus** ● Individual Guest Reservation Support ● Editing a Reservation ● Hotel Questions and Additional Information ● General Inquiries