

2023 Nationals - HTG Hotel Booking Process



Hotel Booking steps

1) Access the Booking Portal via the Booking Link

This link will be available on the Volleyball Canada Website, and you will be able to access it at the date and time your booking portal opens for your event

- a. Once you click on the link you will be automatically redirected to input some or all of the following information: team club/group name, division/category, first & last name, phone number, team club/group name, team code.

2) Monitor your email.

You will shortly receive an email (email #1) from melanie@htgsports.com which will give you immediate access to the hotel booking portal for your team

- a. It's suggested you can add melanie@htgsports.com to your safe sender list in advance to avoid the email going to your spam
- b. It is important to note that this email and emails regarding the block booking will be sent to the specified email in Step 1. The email address that is entered on the booking link page will receive the Hotel Options (Booking Link) email. i.e if you are the one doing the booking for your team, enter your own email, not the email of your coach/club administrator etc.

3) Click on the icon for select hotel – see below for location.

The screenshot shows the Volleyball Canada website interface. At the top, there is a navigation menu with '2023 Volleyball Canada National Championships – Tournament 1 – 16UG' and a notification icon. Below the menu, the team name 'HTG Test team' is displayed. The main content area features the Volleyball Canada logo and the text 'Your Registered Event List: Please click on the event/team name you wish to access'. Below this, the team name 'Team: HTG Test team' is shown next to an 'Auto-Reg' button. A 'Select Hotel' button with a calendar icon is visible, with a large black arrow pointing to it from the right. Below the 'Select Hotel' button, there is a yellow box containing the text 'Event Coordinator: jane@htgsports.com'. At the bottom, a light blue box displays event details: 'Created: 1/6/2023 1:30:53 PM', 'Stage: Auto-Reg', 'Team/Club/Group Name: HTG Test team', and 'Division/Category:'.

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4) Review and select hotel choices.

After you click on the icon for select hotel, you will be directed to the HTG hotel booking webpage for your specific team.

- a. Choose your 1st hotel choice by clicking on the “book this hotel” button next to your first-choice hotel.
- b. Confirm the number of nights required. For your convenience, **dates will be automatically set** based on tournament dates
 - i. If your team is looking to book a date outside of the tournament dates found below (*Calgary event only*), those additional night(s) will not be confirmed on the day of initial booking, unless you select a 4-night stay hotel. Specific hotels have been designated as 4-night stay hotels to accommodate teams arriving on the 10th and staying for 4 nights. If you do not wish to book at one of these hotels, you can select the hotel you wish but the 4th night will **not** be confirmed and will be based on availability.

T1 – May 10, 11, 12

T2 – May 13, 14, 15

- c. Input the number of rooms required. Individual and parent room requirements should be included in your block
- 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

5) Book another team button.

As soon as you hit submit you will be directly to your “dashboard” where you will now see the book another team button.

Volleyball Canada

Hotel Selected: Holiday Inn and Suites Calgary Airport North (expand/collapse)

 20 Freeport PI NE Calgary, Alberta T3J 0T6
(403) 289-7800

Summary of Group Request  [Book Another Team](#)

Date of Arival: 05/10/2023

of Nights Staying: 2

Number of Rooms: 8

Room Type **Rate** **Notes**

 We will confirm your group request shortly via email with a confirmation. If we have any questions or need to contact you with regards to your request we will contact you either by phone or email.

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If you are booking for more than one team:

- a. Click on the button
- b. Fill out the information required for the second team
- c. You will now be back to step 3 – repeat steps 3 and 4
- d. Click submit

Please note: when booking multiple teams, you will require each team's unique team code to book. These codes can be found in your team's event registration confirmation email.

6) Check your email.

For either single team bookings or more than one team booking, all teams will receive a “**hotel confirmation**” email (email #2) which indicates that their hotel is reserved and confirmed. You can add melanie@htgsports.com to your safe sender list in advance to avoid the email going to your spam

- a. HTG will confirm 1st hotel choice, if available. Otherwise, HTG will automatically confirm you in one of your alternate hotel choices or the best available option.

7) Login to HTG Dashboard.

Teams can access their confirmed hotel block through the “login directly” link attached in your original Hotel Confirmation email.

- a. Once you click on the “Login Directly” it will redirect you to your personal team “Dashboard” with all hotel information and rooming list access.

This will complete the booking of your courtesy block.

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Post Launch Rooming List

8) Forward Rooming List Entry link to those in the team block.

Please note "Rooming List Entry Link" email will not be sent to teams until March 1st.

- a. On March 1st, all teams will receive another email (email #3) from [Jane@htgsports.com](mailto:jane@htgsports.com) with the "Rooming List Entry Link". It's suggested you can add jane@htgsports.com to your safe sender list in advance to avoid the email going to your spam
- b. This email can be forwarded to any/all team members/parents to book and manage their individual rooms. Teams will have **three weeks** to complete the rooming lists.

As of March 22nd, any remaining rooms not allocated will be automatically released.

9) Submit Completed Rooming List.

By the booking deadline (**March 22nd**), the team contact is responsible for reviewing the rooming list, ensuring all rooms are booked, and submitting the completed list. Access to the "Submit Complete List" Button is found on the team dashboard under the rooming list tab which can be accessed through the Hotel Confirmation email.

This gives HTG Permission to forward all reservation information to the hotel on your teams behalf.

The screenshot displays the Volleyball Canada team dashboard. At the top center is the Volleyball Canada logo. Below it, the "Hotel Selected" section shows "Holiday Inn and Suites Calgary Airport North" with an "expand/collapse" link. To the left is a small image of the hotel, and to the right is the address "20 Freeport PI NE Calgary, Alberta T3J 0T6" and phone number "(403) 289-7800". A red "Cancel Booking" button is visible. Below this, the text "Hotel Confirmed" is displayed, followed by a blue "Map" button. At the bottom, there are two tabs: "Confirmation" and "Rooming List". A large black arrow points to the "Rooming List" tab, indicating the next step in the process. The "Confirmation" tab is currently active, showing the start of an email message: "Confirmation" and "Hello Carrie Lynn,".

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Details

\$160.00 per room, per night (plus taxes)

<input checked="" type="checkbox"/> Inclusions	<input type="checkbox"/> Exclusions	<input type="checkbox"/> Conditions
<ul style="list-style-type: none">• Accessible rooms available• Wireless Internet connection available in most rooms• Business Center available to guests• Fitness facilities• Free Parking• Hotel is 100% smoke free• Indoor pool• Restaurant in hotel		

Rooming List: HTG Test team

Your Rooming List is Due: March 23, 2023

Your Rooming List is Empty

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Notes:

- Large Clubs:** For large room block requests (any club with three (3) or more registered team in a single event) the same steps above apply but you will have early access to book your entire club at one of the Large Club Hotels.
If it is **not** a priority for the teams from your club to be at the same hotel you can access the booking portal on opening day and book one block per team at one of the other hotels available.
Only the Large Club hotels are available for early access booking.
Room caps (per event) will be enforced, as per each event's guidelines.
 - Example: 3 - 14U teams are going to Ottawa. The Ottawa event has a team room cap of 12 rooms per team (estimate) you will be able to book one large block of 36 rooms at one of the Large Club Hotels.
- Selecting hotels – to expediate the booking process as quickly as you can, we suggest you have a list of a minimum of 6-8 hotels that you would consider staying in. When you select your first hotel and are prompted to then add in the 2nd – 5th option, have your options ready to select quickly. If you try to hit submit and are unable to, it's most likely because one of your selected options has become sold out during your selection process. If this happens just go back up and change to hotels that are available to select. As hotels are sold out within our system, they are no longer available to select.
- PLEASE NOTE: IF YOU ENTER YOUR EMAIL MORE THAN ONCE IN THE SYSTEM IT WILL DELAY YOUR BOOKIING PROCESS.**

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4. Individual Parent Room Bookings – Parents can use the “Rooming List Entry Link” email that can be forwarded by the accommodation/team manager. If additional rooms are required about the cap, we will be posting a Parent only individual booking list on March 1st.
5. All teams booking on opening day will be confirmed or will be in communication with HTG staff about confirming the booking by end of opening day.
6. Please visit the Volleyball Canada website to obtain all the information regarding the hotel booking opening dates and times, team caps per event, etc.
7. It is important to only access your Dashboard through **one** internet browser/window. Having multiple tabs opens of your HTG Dashboard can cause errors in the system which will delay and cause issues for your hotel booking ability.
8. On the Hotel Booking Opening date, if a room block is cancelled it will be processed accordingly. Only once it has been cancelled, can you gain access to the booking portal again to select another hotel.

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