2024 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 the following information: team club/group name, age group/category, first & last name, phone number, team code*. These boxes will be mandatory to fill out so please ensure you have all the information before the launch date.

   *Your Team Code is found within the registration confirmation email.

2) **Monitor your email.**
   You will shortly receive an email (email #1) from cathy@htgsports.com which will give you immediate access to the hotel booking portal for your team
   a. It's suggested you can add Cathy@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.

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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 night outside of the tournament dates please note that those additional dates could be based on availability and may not be confirmed until after launch.
   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 redirected to your "dashboard" where you will now see the 'Book Another Team' button.

   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 <u>will require</u> each team's unique team code to book. These codes can be found in your team's event registration confirmation email.

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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.
   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.**
   Team Managers can access their confirmed block through the "login directly" link attached in the 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.

Post Launch Rooming List

8) **An email (email #3) containing the rooming list entry link will be sent to you following confirmation of your hotel block.**
   a. It's suggested you add reservations@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. Included within this email is your booking deadline.

   As of your noted deadline, any remaining rooms not allocated will be automatically released.

9) **Submit Completed Rooming List.**
   By the booking deadline, the team contact is responsible for reviewing the rooming list, ensuring all rooms are booked, and submitting the completed list. The "Submit Complete List" Button is found on the team dashboard under the rooming list tab. This can be accessed via the Hotel Confirmation email.

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Volleyball Canada

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

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

Cancel Booking ⊗

Hotel Confirmed

⊘ Map

👍 Confirmation   ≡ Rooming List

Confirmation

Hello Carrie Lynn,

By clicking the button, the team gives HTG permission to forward all reservation information to the hotel on your teams' behalf.

Details

$160.00 per room, per night (plus taxes)

✓ Inclusions | ⊘ Exclusions | 📄 Conditions

- 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
📋 Submit Completed List

⚠ Your Rooming List is Empty

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Notes:

1. <u>Large Clubs</u>: For large room block requests (any club with three (3) or more registered teams 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.

   Only the Large Club hotels are available for early access booking. Room caps (per event) will be enforced, as per each event's guidelines.
   a. Example: 3 - 14U teams are going to Ottawa. The Ottawa event has a team room cap of 10 rooms per team (estimate) you will be able to book one large block of 30 rooms at one of the Large Club Hotels.

2. Selecting hotels – to expediate the booking process as quickly as you can, we suggest you have a list of a minimum of <mark>6-8 hotels</mark> 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. You will see hotels start to disappear from the options available as they are automatically removed when sold out.

3. **IMPORTANT**: If you enter your email more than once in the system it will delay your booking process.

4. Individual Parent Room Bookings – Parents can use the "Rooming List Entry Link" email which would be forwarded by the accommodation/team manager.

5. All teams booking on opening day will be confirmed or will be in communication with HTG staff about confirming the hotel 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 **<u>one</u>** 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.