

Attendee Hotel Guarantee, Confirmation, Cancellation, and Changes

Read our attendee hotel reservation guarantee, confirmation, cancellation, and change information to learn more about these policies.

Guarantee

All reservation requests must be accompanied by a credit card guarantee for one night's room and tax, even if paying by check. Tax is currently 13.4 percent and subject to change. Hotel reservation forms received without a valid credit card guarantee will not be processed. Faxed requests must include a valid credit card. Check deposits must be mailed with a completed housing form.

Confirmation

An acknowledgement of your room reservation will be sent directly to you by Orchid Event Solutions (ASHP's official housing company). Please review all information for accuracy. If you do not receive one or have questions, call 877-505-0675 or 801-505-4613. You will not receive a confirmation from your hotel.

Cancellation/Changes

Cancellations and changes to the names of occupants or arrival and departure dates must be made directly with Orchid Event Solutions. Cancellations after **May 10, 2017** will be subject to a \$75.00 cancellation processing fee per reservation. If a cancellation occurs within 72 hours of arrival date the deposit of one night's room and tax will be forfeited entirely. Please refer to your hotel's individual cancellation policy found on your acknowledgment letter. Cancellations and changes can be emailed to ASHP@orchideventsolutions.com.