



# BIO 2020 Housing Guidelines

BIO is pleased to be partnering with onPeak again, as our official, exclusive housing provider for the BIO International Convention.

The privacy and security of your personal information throughout the reservation process is very important to us. Accommodation requests are processed on a first-come, first-served basis and are based on availability.

Housing opens: **Wednesday, October 16, 2019**

Housing closes: **Friday, May 8, 2020**

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## Securing Reservations

Effective **October 16<sup>th</sup>, 2019**, accommodations can be reserved through the BIO website at <http://convention.bio.org/>.

- Hotel reservations can be made through the Compass website. View all the hotels available in the block with descriptions, photos, amenities and exclusive promotions.
- In order to secure your room, a credit card valid through **June 2020** is required. onPeak will not charge your credit card at the time of reservation. Some hotels will charge a 1 night's room and tax deposit 30 days prior to arrival. Please check your reservation confirmation for your hotel's specific policy.
- Most hotels require a 72-hour cancellation notification, but please refer to your hotel confirmation for your hotel's cancellation policy.
- **Note:** If you are a travel agent representing an affiliated group, you must enter the group's name when booking. Otherwise your reservation is subject to cancellation by BIO/onPeak.

## Group Reservations

- The Compass website allows for full group control. Group Managers can enjoy a simplified reservation experience. Simply indicate the number of rooms needed for each night.
- **Group RSVP:** Once the reservation has been made, group managers can send invitations to group members to claim their room.
- **Group Pay:** Group Managers have the ability to guarantee payment by a master credit card or assign to each individual group member.

The following hotels are limited to a **maximum of 10 peak night rooms**, per company due to size of hotels:

- |                             |                                   |
|-----------------------------|-----------------------------------|
| 1. <i>Andaz San Diego</i>   | 5. <i>Hotel Z</i>                 |
| 2. <i>Bristol Hotel</i>     | 6. <i>Kimpton Hotel Solamar</i>   |
| 3. <i>Courtyard Gaslamp</i> | 7. <i>Moxy San Diego Downtown</i> |
| 4. <i>The Guild</i>         | 8. <i>Residence Inn Gaslamp</i>   |

*Any companies that book above 10 rooms total via group and individual bookings will be contacted and asked to relocate rooms to another property.*



- If you need to book more than **30 rooms** for your group and need assistance with booking, please contact us at [BIO@onpeak.com](mailto:BIO@onpeak.com) or by phone 866-940-0941.
- **Note:** All groups must be attending or exhibiting at BIO. If the group is not attending BIO, your reservation is subject to cancellation by BIO/onPeak.

## Booking Requirements

- All rooms require occupant names by **March 6, 2020**. Rooms without names are subject to cancellation.
- BIO/onPeak reserve the right to adjust your requested block to mirror historical patterns from 2019 and 2018 and will approve a maximum 5% increase over your actual historical room usage from previous years. If such modification is made, BIO/onPeak will reach out to the Group Manager to confirm appropriate reservation levels. *Please contact onPeak if you have special circumstances that warrant an increase of more than 5%.*

## Questions?

Please contact onPeak as follows:

- Email: [BIO@onpeak.com](mailto:BIO@onpeak.com)
- Phone: Monday – Friday, 9:00 AM – 7:00 PM ET  
866-940-0941 (US/Canada)  
312-527-7300 (International)
- Fax: 312-329-9513



## **WARNING: Unauthorized Housing Providers**

onPeak is the *only* official housing company associated with the BIO International Convention. While other hotel re-sellers may contact you offering housing for your trip, they are not endorsed by or affiliated with BIO and entering into financial agreements with such companies may have costly consequences.

Some of these unauthorized companies may even claim to be a partner of BIO or even outright falsely claim to be BIO's housing company. If you are contacted by a company that is not our official housing provider, or if you are ever unsure whether or not a company is legitimate, please immediately e-mail BIO at [convention@bio.org](mailto:convention@bio.org).

For your own protection, please do not make reservations through any unknown housing or travel company. There are many reported situations of false or deceptive activities by some of these third-party room block marketers. Here are some things to be aware of:

- Many of these groups cannot actually guarantee a reservation because they do not have contracts for room blocks with the BIO hotels. Instead, they will contact a housing wholesaler to see if anything is available that can be resold to you.
- Rooms booked through unauthorized housing companies must sometimes be fully prepaid. Rather than a one-night deposit, an unauthorized company may require payment of the full cost for the entire stay for each room booked at the time of booking.
- Reservation confirmations and numbers are often not available from these companies until less than a week before the arrival date. Even then, this may not guarantee that a room will be available when you arrive.
- Generally, these companies cannot secure a large block of rooms; only one or two at a time. Exhibitors and large delegations should be particularly wary, since they often need to book a group of rooms for their staff who will be exhibiting during or attending the Convention.
- Name changes on room reservations with unofficial wholesalers/room brokers may be difficult to make.
- BIO may not be able to assist attendees who have reserved rooms outside the block if problems result from booking through an unauthorized company. As a result of negotiated contracts with hotels, BIO is able to protect attendees should the hotel oversell the rooms or should issues arise with reservations made using BIO's official housing company -- onPeak.
- If the hotel determines a Convention attendee has been solicited or contacted by a wholesaler, then the room rate may be increased to match or exceed the BIO group rate or the room reservation may even be canceled. In many instances, a rate quote from a room broker is not a guaranteed rate.