



2018 BIO WORLD CONGRESS HOUSING GUIDELINES

BIO is pleased to be partnering with onPeak again, as our official, exclusive housing provider for 2018 BIO World Congress.

Your hotel reservations, personal data and privacy are protected and secure. Accommodation requests are processed on a first-come, first-served basis and are based on availability.

Housing opens: **January 31, 2018 (Wednesday)**

Housing closes: **June 22, 2018 (Friday)**

Securing Reservations

- Effective **January 31st**, accommodations can be reserved through the BIO website at <https://www.bio.org/events/bio-world-congress>.
- The Compass Web App showcases the hotel block in gallery or map view, with photos and detailed descriptions.
- Reservation confirmations are immediate.
- A credit card guarantee valid through August 2018 is required to make a reservation. onPeak will not charge your credit card at the time of reservation. Please check your reservation confirmation for your hotel's specific policy.
- Both hotel partners require a 48-hour cancellation notification, however, please check for your hotel's cancellation policy, which will be stated on the onPeak confirmation.
- **PLEASE NOTE:** BIO and onPeak reserve the right to cancel any rooms booked by an unauthorized third-party housing company.

Group Reservations

- The Compass Web App includes a fully flexible control panel for Group Managers to execute basic or complex multi-room bookings. It's hands-down the simplest and most robust group hotel management tool that exists today.
- Group RSVP: An advanced group reservation sharing feature enables Group Managers to send member invitations to claim rooms within their group block. Dynamic preferences let the Group Manager determine the control they retain, and which details they allow the group members to manage themselves.
- Group Pay: Group Managers have complete flexibility for guaranteeing payment of their rooms, with settings to guarantee payment by a master credit card or by individual Group Members.
- **PLEASE NOTE:** All groups must be attending or exhibiting at 2018 BIO World Congress. Any third-party housing companies reselling rooms are subject to cancellation by BIO and onPeak, the only official housing partner for this event.



Booking Requirements

- All rooms require occupant names by **May 22, 2018**. Rooms without names are subject to cancellation.
- BIO/onPeak reserves the right to adjust your requested group block to mirror historical patterns from 2017 and 2016 and will approve a maximum 5% increase over your actual historical room usage from 2017 and 2016. Please contact onPeak if you have special circumstances that warrant an increase of more than 5%.

Questions?

Please contact onPeak as follows:

Email: BIOWorldCongress@onpeak.com
Phone: Monday – Friday, 9:00 AM – 7:00 PM ET
855-992-3353 (US/Canada)
312-527-7300 (International)
Fax: 312-329-9513



WARNING: Unauthorized Housing Providers

onPeak is the only official housing company associated with 2018 BIO World Congress. 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 a company is legitimate, please immediately email BIO at register@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 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 event.
- Name changes on room reservations with unofficial wholesalers/room brokers may be difficult to make.
- BIO may be not 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 World Congress 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 cancelled. In many instances, a rate quote from a room broker is not guaranteed rate.