



PROCEDURES FOR HOTEL RESERVATIONS

The IMF and WBG have reserved an inventory of rooms at official hotels for the upcoming 2018 Annual Meetings in Bali, Indonesia. The following procedures apply for reservations made through the IMF/WBG.

For assistance or additional information on any of these procedures, please contact Connections Housing Customer Service at (855) 348-2786 or (404) 991-5185 or send an email to AM18Hotels@connectionshousing.com.

Timetable:

Monday, September 10, 2018 (Cut-off date)	All unreserved rooms will be released and returned to the hotels. Any new requests received after this date will be subject to hotel availability and rates may vary.
October 12-14, 2018	Annual Meetings

1. Individual Reservations

Each **individual reservation** within room blocks must be made online via the AM18 Hotels Website that will be provided.

ALL individual reservations must be made by **COB Monday, September 10, 2018**. **Any rooms within the block that have not been confirmed with participant and credit card information will be released at that time.** Thereafter, reservations will be accepted as requested based on remaining hotel room availability and prices may vary.

All reservations will be made on a guaranteed-arrival basis and only for the exact dates requested. Any changes to reservations (to arrive earlier or depart later) after a hotel confirmation has been received will need to be requested from the hotel and will be subject to hotel availability. Therefore, changes to reservations may not be immediately confirmed.

Credit Cards

As in the past, **all participants will be required to provide credit card information to guarantee hotel reservations.** All charges levied by hotels for no-shows, date changes and/or late cancellations **will be charged to the credit card used to guarantee the reservation.** Please note that submitting an invalid credit card may cause reservation(s) to be cancelled by the hotel.

Cancellations/Penalties

To avoid penalty charges, all cancellations and/or changes to reservations should be made online **by Monday, September 10, 2018, 17:00 Washington D.C. time (EST).**

The following penalties will be charged to the participant's credit card if these policies are violated:

- Cancellations** received after September 10, 2018, 17:00 Washington D.C. time (EST) will result in a 3 nights room and tax penalty charge.
- Failure to check-in to the hotel on the scheduled arrival date (**No-show**) will result in a 3 nights room and tax penalty charge and **a forfeiture of the reservation.**
- A reinstated No-show (if participant checked into hotel on later date) will result in a 1 night room and tax penalty charge.
- Reservations require a 3 night minimum stay (nights must be consecutive). If your stay does not meet the 3 night minimum, you will be charged for 3 nights.
- Once a guest checks in, early departure or reduction of room nights is not permitted. The full stay will be charged.

2. Check-In/Check-Out

Upon arrival at the hotel, **please reconfirm your departure date and check-out time** with the front desk to avoid any additional charges or penalties.

Check-In time for Bali hotels is 3:00 PM. Participants who expect to arrive before this time and who wish to have immediate access to their rooms must make their reservations effective *from the night before their date of arrival with a notation of expected arrival time*. **For any arrival before 3:00 PM, the hotel may charge an additional fee for early check-in.**

Check-Out time for Bali hotels starts at 11:00 AM and may vary. Please confirm with the front desk upon arrival. To request a guaranteed late check-out, participants must indicate their departure *as the day after their anticipated check-out date*. Any departures after the official check-out time of the hotel will be subject to **an additional fee for late check-out according to each hotel's policy**. Participants should verify this information with the hotel front desk at the time of their check-in or during their stay.