

National FFA Convention & Expo

HOUSING PROCESS AND POLICIES

- All reservations are reserved online and will require a valid credit card with an expiration date of Nov. 1, 2022, or later.
- No reservations will be made by phone through the housing bureau.
- We suggest accessing the booking site on a computer and not the mobile site. If possible, avoid using Internet Explorer.

HOUSING BOOKING DATES:

Housing OPEN: May 11, 2022, at 6 p.m. EDT.

STATE DEADLINE FOR NEW RESERVATIONS: Sept. 8, 2022, at 5 p.m. EDT.

STATE DEADLINE FOR CHANGES: Sept.28, 2022, at 5PM EDT.

Please do not contact your hotel to inquire about your reservation prior to September 29, 2022, at 5 p.m. EDT. The hotels will not receive the reservations until Sept. 29, 2022. Please give the hotels a couple of business days to process their reservations before calling them.

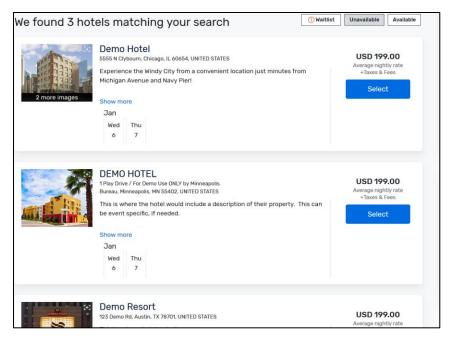
ROOM AVAILABILTY:

 You will receive one Master Acknowledgement as the booking contact, along with an acknowledgement number for each of your reservations. The contact and billing information will pre-populate for all of your reservations from the booking contact information.

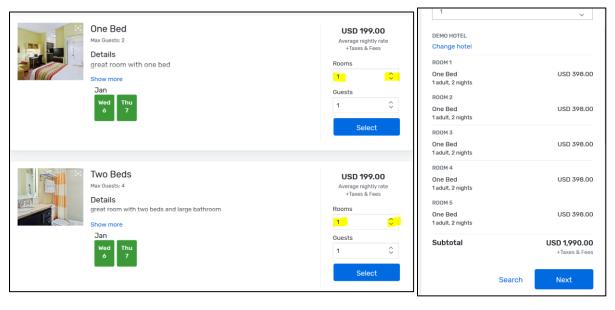


- PLEASE NOTE: "Guests" indicates guests **per room**, not the total number of guests with your group.
- The rooms available on the booking website are the **only** rooms that are available. The call center has access to the same availability. Please book online **before** contacting the housing bureau for any assistance.
- The website updates availability in real time. This means other users with access to the housing site are looking at the same inventory as you. Until you select your rooms and add them to your cart, this inventory is constantly in flux. Once you have added your rooms to your cart, the system will hold those rooms for you while you finish the reservation process for at least 10 minutes or more based on the number of rooms you are reserving.



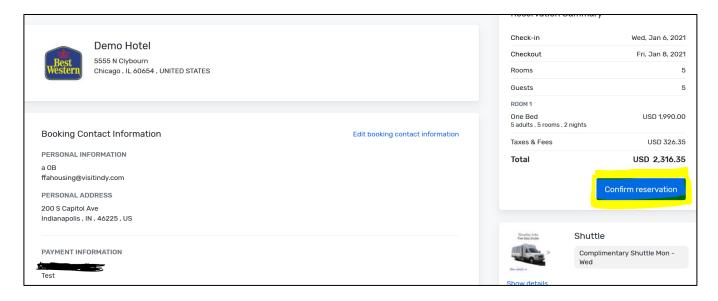


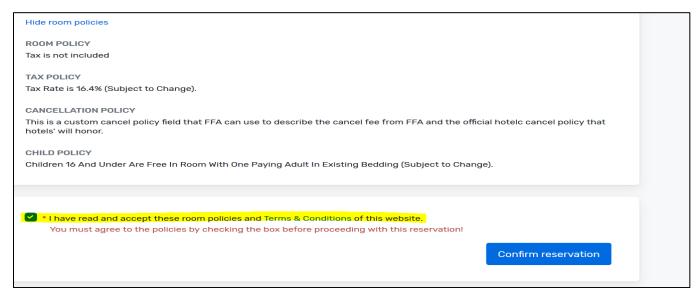
• Once you have selected your hotel, you will be asked to select how many rooms of each room type you would like. You will need to click on the "Select" button of each room type, and those rooms will be added to your basket. You will then select "Next" on the right, under the room rate summary, to take you to the next page:



• You MUST "Confirm Reservation" on the summary page to confirm your reservations. If you do not, your reservations are not complete. Once you Confirm Reservation you will receive a pop with your acknowledgement number, along with an email. You will not be able to Confirm Reservation without accepting the Terms and Conditions at the bottom of the page.









- After Saving your acknowledgement number will show on the screen.
- Once your reservation is complete, please contact the Housing Bureau if you do not receive your acknowledgement email within 24hours.
- If you need additional rooms after booking your initial reservations, you will have to start your search over and reserve them separately as rooms cannot be added to your master acknowledgment.
- Please note: Once confirmed, you cannot move to a new hotel using the "modify" option. To change hotels, you would need to book the new hotel and then cancel the original reservations, giving you a new master acknowledgement.

Your reservation is complete.

32MTCWZT

Demo Hotel

- If you enter your requested dates, and no hotels are shown available it may be that one of your nights isn't available but the remaining nights are. Try adjusting your dates and resubmitting.
- RATES: Please note, some hotels will have higher rates if you have 3+ guests in the room. The additional charge per guest will be listed in the hotel description on the website, and also on your email acknowledgement.

RESERVATION ACKNOWLEDGEMENT:

- You will receive a reservation acknowledgment number at the time of booking via e-mail and this will assure you that your reservation has been made. If you are booking more than 2 rooms at one time, you will receive a Master Acknowledgement, however each reservation will also have its own acknowledgement. (see page 5 for example). If you do not receive an acknowledgement email within 24 hours of completing your reservations, please contact the housing bureau.
- Please note: Once confirmed, you are not able to add rooms to your master acknowledgement, only make changes or cancellations. To make additional reservations, you will need to start a new search.
- To make a change to or cancel a reservation prior to Sept. 29, 2022, please follow the instructions in the acknowledgment email. All changes must be made yourself online up to this date.
- All changes and cancellations must be made directly through the hotel after Sept. 28, 2022. Please refer to the FFA Housing Cancellation Policy.
- RATES: Please note, some hotels will have higher rates if you have 3+ guests in the room. The additional charge per guest will be listed in the hotel description on the website, and also on your email acknowledgement.

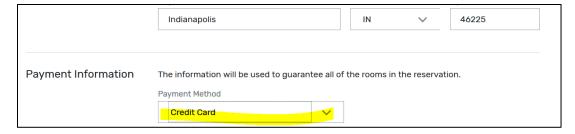
SPECIAL REQUESTS:

Special requests placed in the comment field will not be read by the hotel until the hotel receives the
reservations from housing <u>after Sept. 28</u>, 2022. We recommend reaching out to the hotel <u>after Sept. 28</u>, 2022,
to confirm any requests directly with the hotel. Special Requests are not guaranteed and assigned based on
availability at check-in.

CREDIT CARDS:

 When entering your credit card information, you must select Credit Card as the Payment Method, even though this is the only booking payment option available





- The Credit Card used to secure your reservations must have an expiration date after Nov. 1, 2022.
- Credit cards that expire before the convention will be rejected by the system.
- Credit cards can be updated at any time after reservation acknowledgment has been received prior to Sept. 29, 2022.
- Nothing will be charged to the credit card provided unless rooms are canceled. Please refer to the FFA Housing Cancellation policy.

FINAL PAYMENT:

- You may contact the hotel after Sept. 28, 2022, to discuss payment options for the final hotel bill.
- CHECK PAYMENTS: If you wish to pay by check, your hotel will need to receive the check no later than 10 days prior to your arrival date. If the hotel does not receive the check payment 10 days or more prior to arrival date, you will be asked to provide a credit card for payment until the check clears.
- Hotels will be able to provide an invoice for the amount that the check will need to be, after Sept. 28, 2022.

NAMES FOR RESERVATIONS:

Question: If I have put in that I need 10 rooms and I select a hotel, can someone else also be holding those 10 rooms at that hotel at the same time?

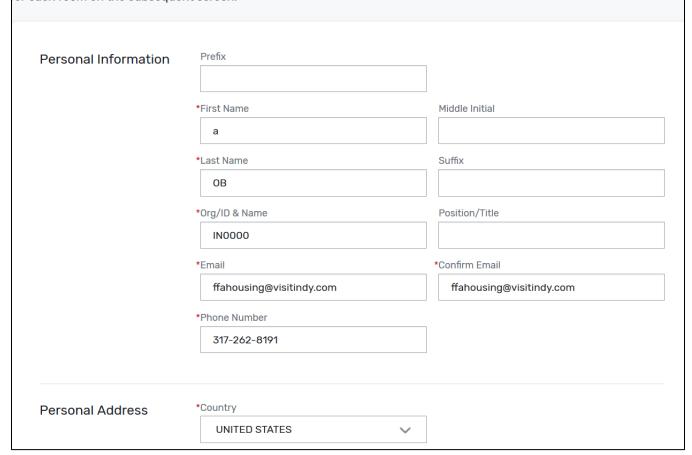
Answer: Once you have selected the 10 rooms and put them into your cart you now have that inventory for a certain amount of time. The system will actually have a "pop up" message that will appear letting you know that your time is almost up to complete the reservation. So, unless you let the time run out those rooms are yours while you are finishing the process to hit complete.

Question: What if I have a lot of names to enter and the time runs out before I can complete the reservation? **Answer:** When you enter your Booking Contact Information, this will pre-populate that information into all of your rooms. Once your reservations are confirmed, you may go back into your reservation to update the names on each individual reservation.



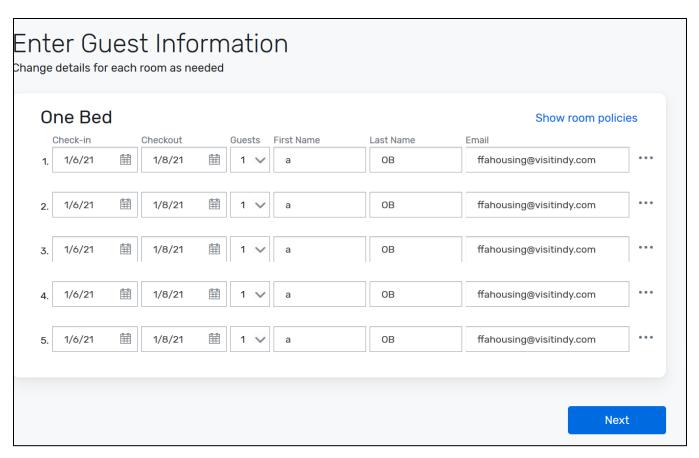
Booking Contact Information

The information provided below will be used to populate all 5 rooms in your reservation. Additional details can be changed or each room on the subsequent screen.



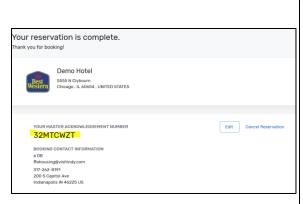
Once you have completed your Booking Contact information, a list of your reservations will be shown. You
may update names in this screen, or to save time and avoid the system timing out, you may update
once the reservations are confirmed.

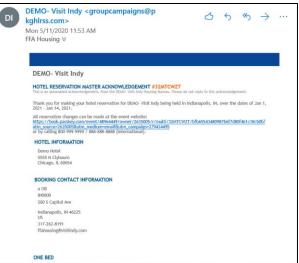




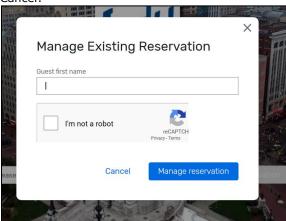
- You may use your Master acknowledgement number to go back into your reservation to update names up until Sept. 28, 2022. Any changes needed after Sept. 28, 2022, please contact the hotel directly.
- You will receive your master acknowledgement after clicking on Confirm Reservation, as well as being sent an email with the Master acknowledgement. The Master Acknowledgement email will also contain the link to make adjustments or cancellations to your reservations:

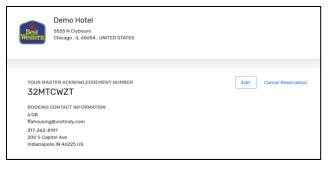






 When you follow the link to modify your master acknowledgement you will be given the option to Edit or Cancel:

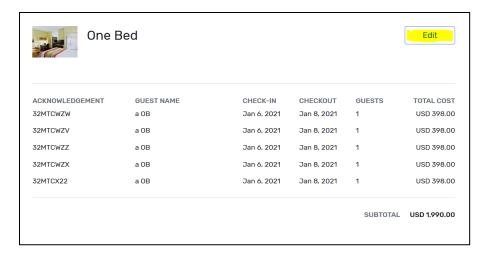




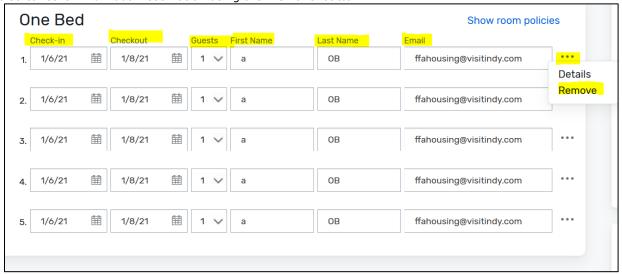
Canceling on this page will cancel ALL of your reservations. Only use the cancel button on the master acknowledgement link if you want to cancel ALL of your reservations.

- To cancel one reservation, or make changes to your reservations, for example updating names, use the 'Edit' button. Here you will be able to update booking contact information, credit card information and guest information, again using the 'Edit' button.
- To make name changes, date changes or cancel individual reservations, use the Edit button next to Guest Information:





• You may change check in, check out, number of guests per room, first name, last name and email. You may also cancel an individual reservation using the 'Remove' button.



- Once you have typed the changes, you will save these using the 'Next' button at the bottom of the page, and then the Confirm Reservation button on the following page.
- You will then receive an updated Master Acknowledgement email. If you change the email on any of the
 reservations, then that email will receive an acknowledgement for only the reservation that email is associated
 with.

DEPOSIT:

A deposit will no longer be required; however, a non-refundable cancel policy will be in place at time
of booking. Please refer to the FFA Housing Cancellation policy.



CANCELATION POLICY:

The cancel policy is as below:

May 11, 2022 - Sept. 8, 2022, 5 p.m. EDT: No cancel fee.

Sept. 9 - 28, 2022: 1 night's room and tax cancellation policy to be charged by the reservations system, per room canceled.

Sept. 29, 2022 - Arrival date: 1 night's room and tax cancellation policy to be charged by the hotel per room canceled.

If you cancel a room between any of these date ranges, the corresponding cancel fee will be charged to the credit card on the reservation. Please remember that if you cancel prior to Sept. 28, 2022, you may update the credit card on the reservation prior to cancellation.

In order to allow time for cancellations to be made within the deadline, and within the housing bureau hours of operation, please ensure that requests for cancellations are received by the housing bureau prior to 4:30 p.m. EDT on Sept. 8. The most expedient method for cancelling rooms is online through your master acknowledgement.

Note: To cancel a portion of your reservations, you will click 'Modify' and then remove those specific reservations you would like to cancel. Clicking 'cancel' will cancel ALL reservations that you booked.

After Sept. 28, 2022, all cancelations need to be made directly with your hotel, and the hotel will be responsible for charging the cancellation fee at that time.

UNSOLICITED HOUSING EMAILS:

National FFA Organization works directly with Visit Indy's Housing Bureau. If you receive unsolicited emails from groups/individuals stating they are representing our convention, offering accommodations within the National FFA room block and non-room block hotels, please do not reserve rooms through them as they are not representing our convention. Please feel free to forward those emails directly to National FFA Convention Management -convention@ffa.org.

HOTEL TAX:

- Rates posted for the convention are <u>not</u> inclusive of tax. Total charge per room including tax will be listed in two different places: on the screen before you confirm your reservation.
- Reservations will not be tax exempt.

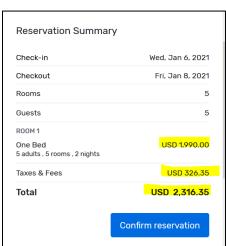
CONTACTING RESERVATIONS SUPPORT:

The rooms available on the booking website are the **only** rooms that are available. The call center has access to the same availability.

Bookings must be made online **before** contacting the housing bureau for any <u>assistance</u>.

The housing bureau is open Monday-Friday 8:30 a.m. to 5 p.m. ET, and we can be reached at fahousing@visitindy.com or 317-262-8191 between those hours.

For general convention questions not related to reservations, please contact: convention@ffa.org for questions related to convention registration, please contact: registrationsupport@ffa.org





HOTEL SUITABILITY:

A quality assurance visit was conducted for each contracted hotel by one national FFA staff member and one Visit Indy staff member. The quality assurance visits are meant to be a site assessment of the property which takes into account things like cleanliness, safety, security, location, etc. The National FFA Organization does not have any hotels under contract that we do not feel are appropriate. Quality assurance visits take place twice each year and are always conducted with a representative from both the National FFA Organization and Visit Indy.

Why were rooms put under contract in Indianapolis?

To better serve convention and expo attendees, contracting rooms provides increased availability, lower rates and a smoother process. If attendees were left to book rooms on their own, they would have to compete with other groups and individuals (non FFA guests) for rooms and the increased demand that the convention and expo generates would result in inflated hotel rates. Placing rooms under contract, with limits on how much rates can increase each year, protects FFA attendees from having to endure excessive rate escalations over the nine-year period. The contract controls rate increases using a sliding scale based on the consumer price index each year.

Why reserve rooms through the Visit Indy?

The process is fast, easy, personal and provides immediate response. Visit Indy has extensive experience in processing reservations for large conventions, and they have developed close relationships with Indianapolis and surrounding area hotels. This translates into better service for FFA convention and expo attendees. Visit Indy will handle housing for all rooms in the block and be your best option for finding the closest hotel accommodations at the best rate.

Are individual chapters and states competing for the same hotels?

No. Rooms for individual chapters and rooms for states have been divided into two separate groups. The two groups of rooms are being assigned through a separate but random and fair process.

CREATING A FAIR PROCESS

We are looking forward to another successful National FFA Convention & Expo in 2022! The FFA convention & expo staff have taken time to develop a housing process that will provide:

- •Guaranteed room rates and caps on annual rate increases.
- Ease and efficiency of the housing process with the assistance of experienced travel counselors at Visit Indy.

FFA has contracted hotel rooms in Indianapolis and the surrounding community areas within a 50-mile radius of the Indiana Convention Center with rate guarantees and limits on annual rate increases. As these rooms were being secured, a housing system was being carefully developed to ensure fair distribution of these rooms and provide individual chapters an equal opportunity to access rooms close to the convention and expo facilities, while still allowing states the liberty to organize travel together. Neither the states nor individual chapters have an advantage over the other.

Also recognized is the fact that teachers need a more efficient and effective way to submit their requests for hotel rooms. In response to this need, the travel counselors at Visit Indy are dedicated to making the housing process a positive experience.

**Pictures shown on FAQ are from a Demo site and may vary slightly from FFA website.