



Host Hotel Booking Procedures - Sand Storm 2020

Sand Storm is not STAY-TO-PLAY, however rooms at official Host Hotels (list posted - www.sandstormlacrosse.com) MUST be booked through Halpern Travel, the Official Housing Coordinator. If a Club books rooms at any official Host Hotel outside of Halpern Travel – directly with hotel or through a travel provider – tournament registration will be rescinded. Do not contact Host Hotels directly.

We encourage clubs to secure hotel arrangements early as this is a sell-out weekend across the Coachella Valley. We offer a priority concierge service to returning teams who booked 15+ rooms through Halpern Travel last year, allocating Club room blocks at Host Hotels through August 9, 2019. Thereafter, as of August 20, 2019 remaining hotel inventory will be available for group & individual open booking online through Halpern Travel's weblink. Teams must be registered to qualify for accommodations.

PRIORITY CLUB CONCIERGE: July 23 – August 9, 2019

Clubs that booked 15+ rooms through Halpern Travel in 2019 qualify. Priority Clubs will be contacted by Halpern Travel with tentative blocks confirmed upon registration by July 26. Room blocks allocated first come - first serve, based on availability. Individual rooms must be reserved by Oct 1.

OPEN BOOKING (INDIVIDUALS & GROUPS): Beginning August 20, 2019

Online, real-time room reservation system of remaining hotel inventory for individual or group bookings through Halpern Travel available August 20.

**For reservation assistance contact Halpern Travel:
Aaron Millman – amillman@halperntravel.com - (978) 219-5708**

Benefits of booking through Priority Club Concierge:

Easy – You can block rooms at the Club level for your teams in advance, without any legwork or hassle.

Priority booking - Clubs who previously booked 15+ rooms are eligible to book first at the hotel in which they previously stayed, if available.

Official Host Hotels offer preferred rates/terms – Clubs enjoy lowest rate, discounted resort fees, parking, wi-fi, spa & golf where applicable.

Comp rooms – We pass along earned comp room nights generated by pick-up to Clubs to allocate as they see fit.

Priority Club Concierge Booking Process:

Returning Priority Clubs that previously booked 15+ room through Halpern Travel in 2019 will be contacted and offered Priority booking. Club Concierge room blocks are allocated first come - first serve, based on availability to registered teams only. We are not able to block rooms for waitlisted teams.

A Concierge Club Room Block Agreement outlining the authorized block & terms will be submitted to Club for electronic acceptance/signature. Upon receipt of signed Agreement, Club Concierge Room Block will be formally allocated/held in the reservation system by Halpern Travel, who will provide Club with pertinent reservation link and instructions within 7 business days. Club is responsible for providing the reservation instructions - including applicable rates, policies & procedures - to its members, who will then make their individual reservations through Halpern Travel.

Reservations & Payment:

Individual Reservations under the Concierge Club Room Block will be accepted through Halpern Travel - first come-first serve, based on availability – through the Club Room Block Reservation deadline on October 1, 2019. All reservations are subject to Host Hotel policies. Halpern Travel will provide Host Hotel with a rooming list of the Club's reservations within 2 weeks of the Event, upon which Hotel will assign individual guest confirmation numbers of which Halpern Travel will provide directly to guests.

Halpern Travel will send automated reminders as the Club Room Block Reservation Deadline approaches and Club can communicate with its members as needed. Club can also request to receive an *On-Hold Block Rooming List link* from Halpern Travel allowing them to see reservations made under block. Following the Club Room Block Reservation Deadline all unsold rooms will be released and made available for open booking through Halpern Travel's online reservation system which will reflect real time, available options.

Individuals are responsible for payment of their own room, tax & incidental charges. A major credit card (CC) is required to guarantee a reservation and one night's room rate and tax may be charged in advance to guarantee reservation. Upon check-in, all guests must establish credit to their individual account by CC to cover the room, tax & incidental charges incurred during their stay. Individuals who wish to change their method of payment may do so upon check-in. Special requests are solely at the discretion of the hotel to apply/honor. There are no refunds for early departures and certain fees may apply in the event of a late check-in/out or early departure. Clubs that wish to set up a Master Account may contact Halpern Travel to submit a CC authorization.

Reservation Changes / Cancellation:

Club Cancellation – As of 60 days prior to arrival, Club is responsible for utilizing 80% of the reserved block. If Club cancels its room block or if more than 20% of reserved rooms are cancelled within 60 days of Event, Club may be held financially responsible for any attrition penalties assessed by Host Hotel on unsold rooms. As such, please refrain from reserving any "extra" rooms beyond the Club Room Block Cancellation Deadline.

Individual Cancellation – Reservations are subject to an Individual Reservation Cancellation Deadline - typically 72 hours prior to arrival unless otherwise noted - which shall be administered at the sole discretion of Host Hotel. Host Hotels should not charge a cancellation penalty in the event the tournament is cancelled due to adverse weather, however in no event shall Synapse Sports or Halpern Travel be liable to Club or its members if the hotel assesses penalties per the stated cancellation policy.

Any changes to an individual reservation required up until the Individual Cancellation Deadline should be made directly with Halpern Travel. After such date, any changes must be made directly with the Host Hotel, with cancellations subject to a penalty of one night's room and tax. Please note that Halpern Travel will be managing all reservations through their system, so Host Hotels will not recognize individual reservations until they have assigned confirmation numbers. In addition, many hotels process group reservations in-house, providing on-property confirmation #'s that are NOT always recognized by their central reservation system. Therefore, it is imperative that members utilize the reservation instructions provided to make, change or cancel a reservation through Halpern Travel.