Gartner
SYMPOSIUM | ITXPO®

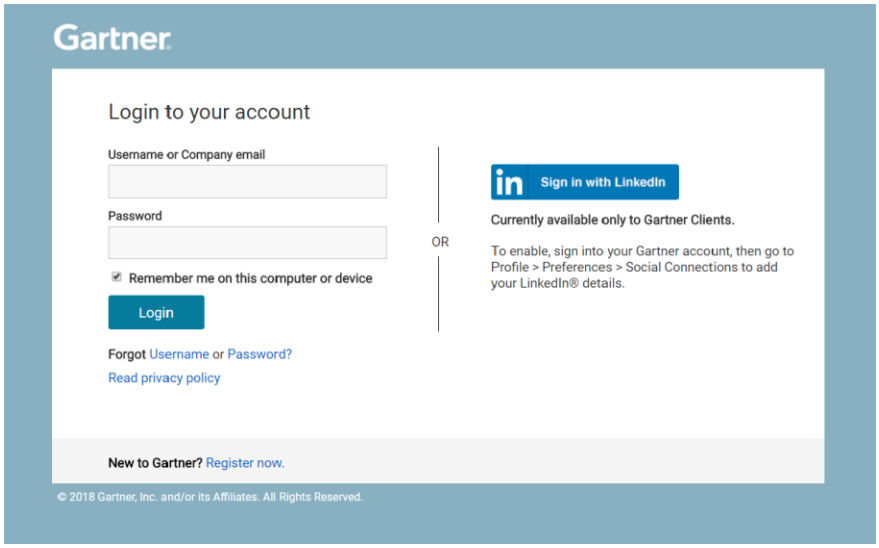
14 – 18 October 2018 / Orlando, Florida

The World's Most Important Gathering of CIOs and Senior IT Executives

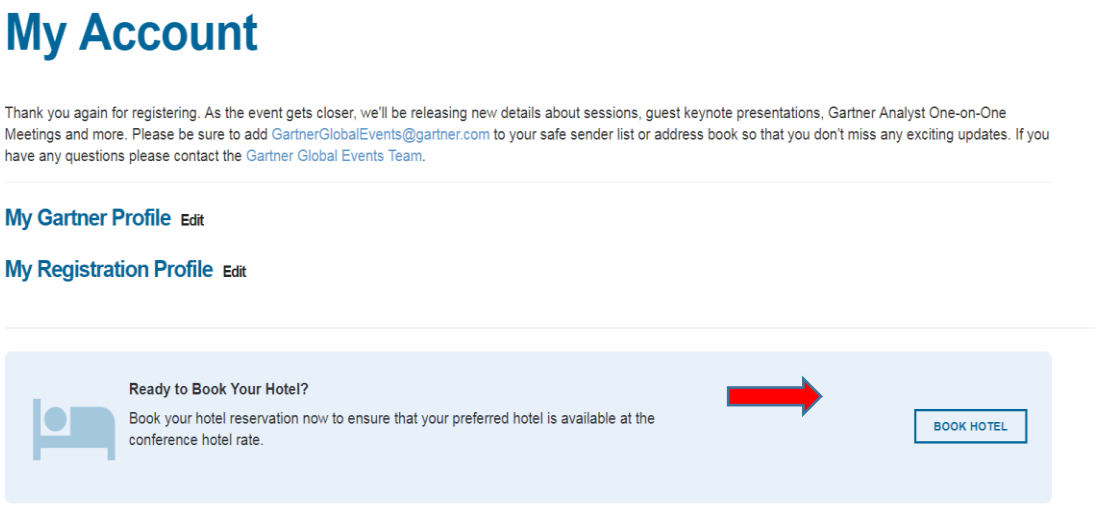
HOW TO BOOK YOUR HOTEL RESERVATION:

Below is a guide outlining how to book your hotel reservation for the Orlando Symposium/ITxpo 2018. Please remember that only registered attendees are able to make a hotel reservation. If you require further assistance, please contact Gartner Global Events at 1.866.405.2511.

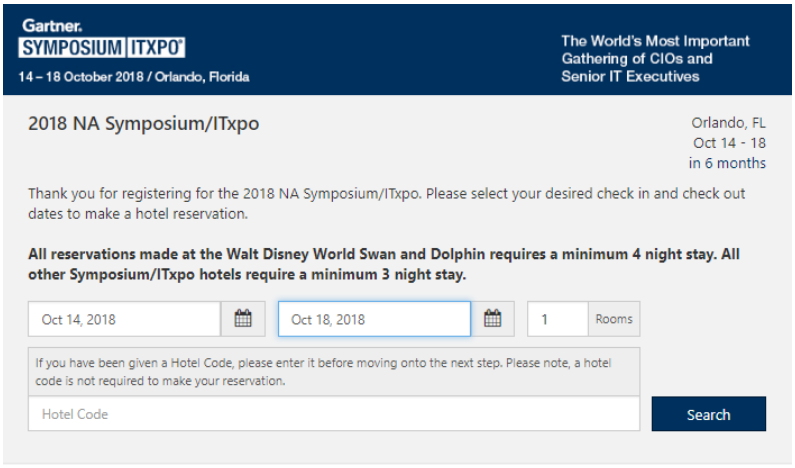
1. Login to your Gartner event registration profile in your Gartner.com account.



2. On the "**My Account"** page, select **"Book Hotel"** in the blue box. If you have not completed your profile, you may be asked to answer a few brief questions before you reach your account page and can make your hotel reservation.

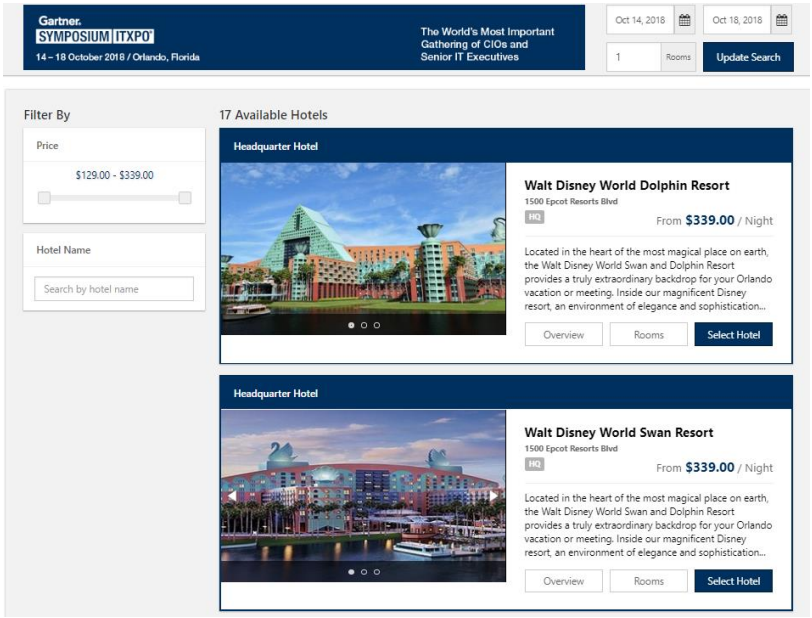


3. Select your check-in and check-out dates and click **"Search."** Please note that hotel codes are not required to reserve a room, however if you have been provided a code please type it in and click **"Search."**

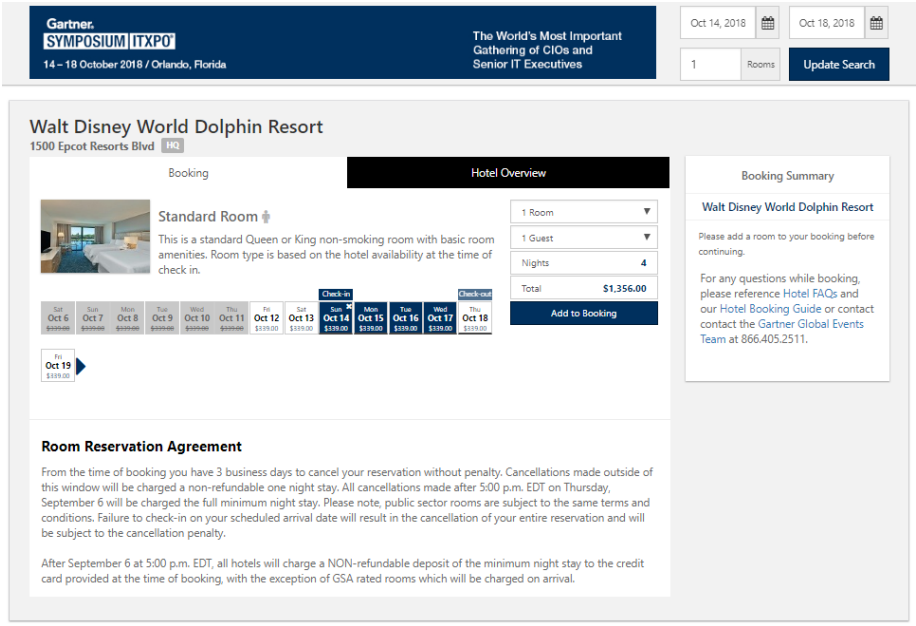


4. Once you have entered your dates, a listing of all available hotels will display on the next screen. Please note that you have the option to filter by price and/or hotel name in the left column. To see more information about a specific property or to make your selection click **"Select Hotel."**

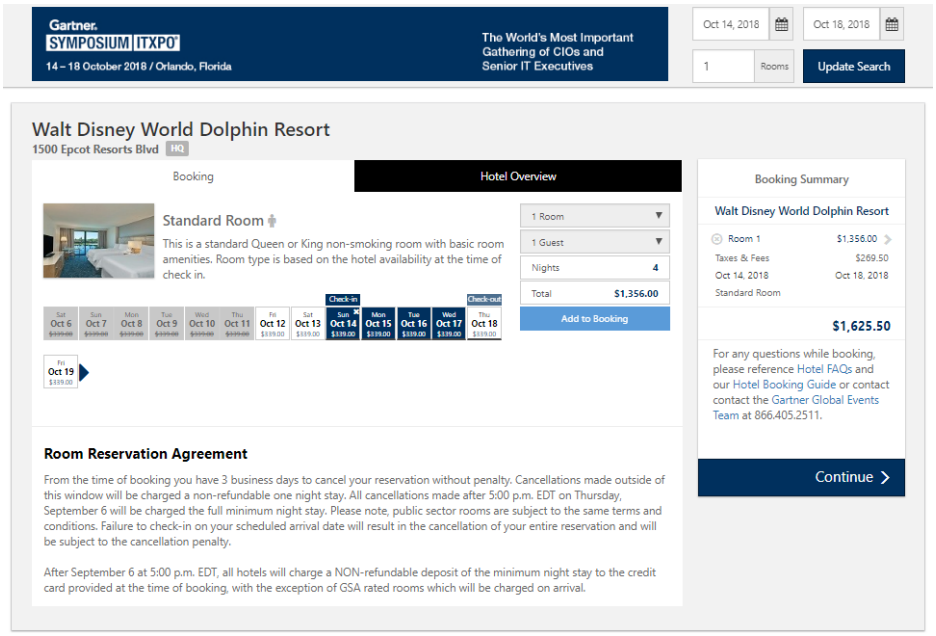
   The rate displayed on the page will be the lowest available rate at each property, including government rates if you are eligible. To see all of the rates available at a property, select the **"Rooms"** tab.



5. If you would like to move forward with your selection click "**Add to Booking**" to review the reservation details. You will also notice a black "**Hotel Overview"** tab where you can view additional information and details about the hotel.



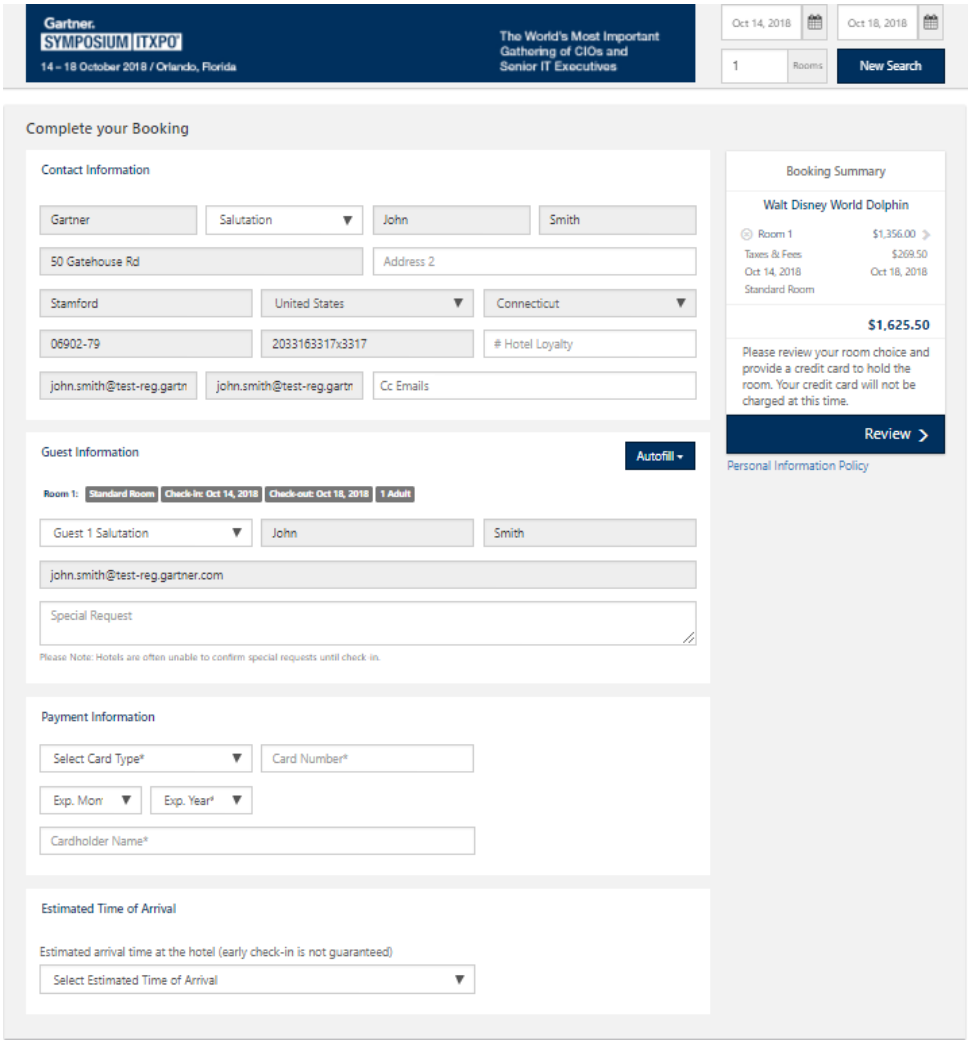
6. Please review the reservation details to confirm they are correct and click **"Continue."**



7. Your contact information will auto populate based on the information in your gartner.com account profile. You can also include an additional email address to receive a copy of your confirmation emails. In the payment section you will need to enter your credit card details. You can also note your estimated time of arrival. While this does not guarantee early/late check-in with the hotel it will be communicated to them.

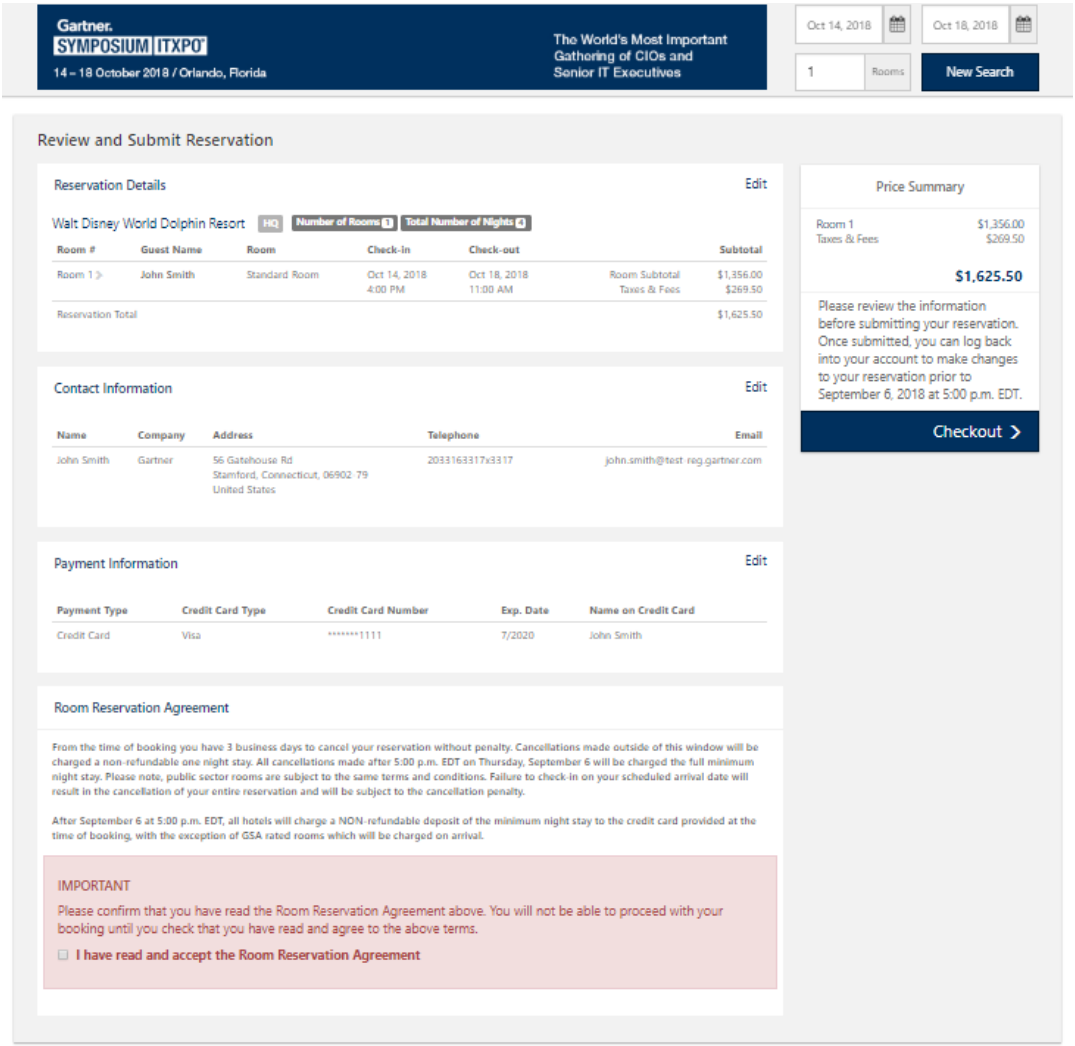
   Please Note: Credit cards are not charged at this time. After September 6, all hotels will charge the minimum night stay to the credit card provided at the time of booking, with the exception of GSA rated rooms which will be charged on arrival. You will need to show your credit card at check-in. Failure to check-in on your scheduled arrival date will result in a cancellation of your entire reservation, and your credit card will be charged for the entire length of your stay. If you transfer your reservation to another attendee you must provide updated credit card information otherwise the original card provided will be charged.

   When all the fields have been completed select "**Review**."

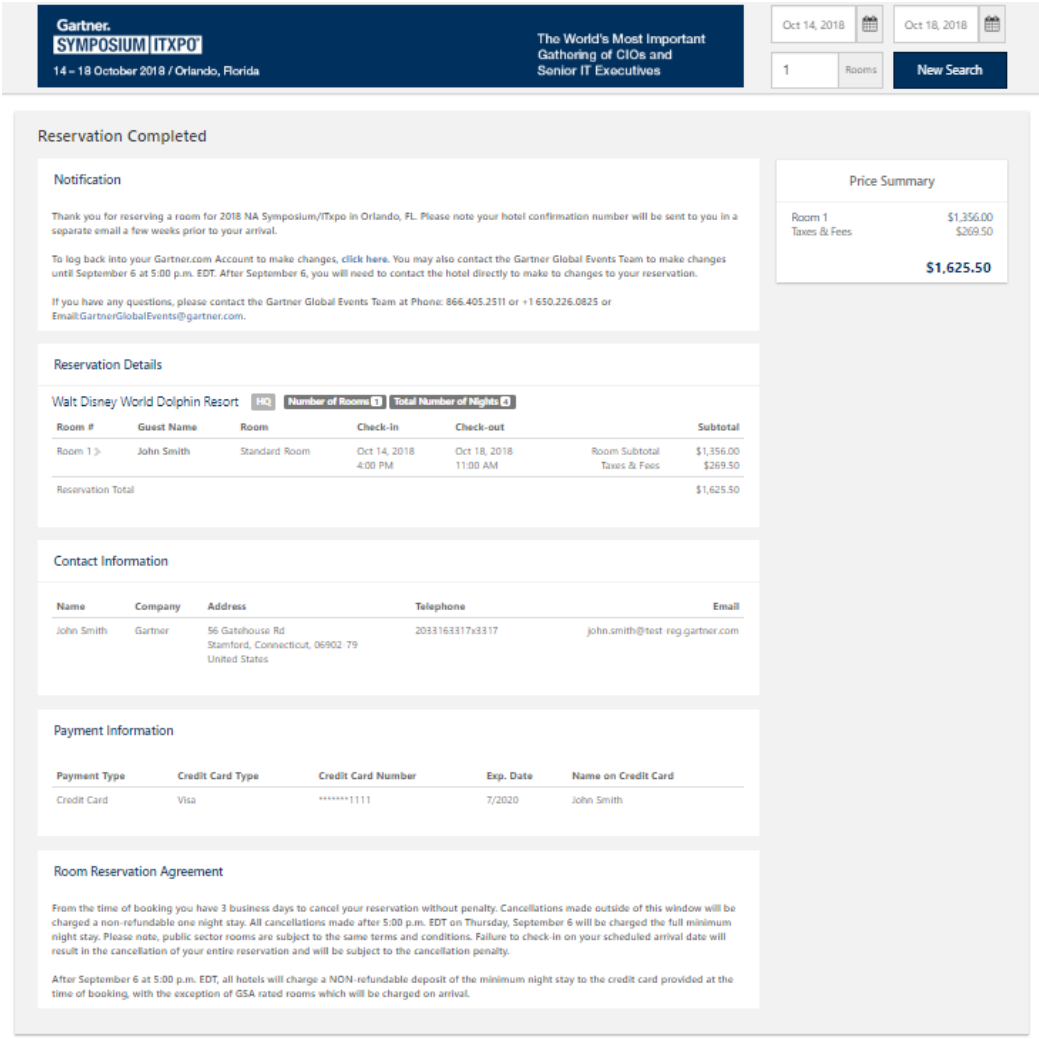


8. Review the reservation details and check the box confirming that you have read and accept the booking terms. Click "**Checkout**."

   Once the reservation is submitted a confirmation will be sent via email. This email will outline the complete reservation details as well as the cancellation policy and cut-off dates should any changes need to be made.



9. Your hotel reservation is now complete, and you will see a full summary of your reservation.



Please note that if you need to cancel or change your reservation prior to 5:00 p.m. EDT on September 6, 2018 you can either log back into your account or click on the "Request for Change" icon found at the bottom of your email confirmation (as seen below).

You can also contact Gartner Global Events at 1.866.405.2511 for assistance. After 5:00 p.m. EDT on September 6, any changes or cancellations must be made directly with the hotel.